

TRAVELERS 



Home Warranty Coverage for New Home Buyers

 TRUHome™

Great Homes are built on strong foundations

Protecting your investment in a new home

Congratulations on your decision to purchase a new house, townhome or condominium. A new home is likely the largest investment of your life. Therefore, we encourage you to carefully research all aspects of your new home purchase and to seek the appropriate professional advice. In order to receive the benefits of home warranty coverage from Travelers Canada, consumers must purchase a new home built and sold by one of our approved builders. Prior to signing an agreement of purchase and sale, contact Travelers Canada to verify that your proposed builder is registered and that home warranty coverage has been issued on your prospective new home.

New Home Buyer Protection Act – strong protection for new home buyers

The New Home Buyer Protection Act and Regulations came into effect on February 1, 2014. In order to obtain a building permit for a new home, all residential builders must provide proof of 1-2-5-10 Year New Home Warranty coverage from an approved warranty provider. For further information about the Act and other bulletins and resources offered by the New Home Buyer Protection Office, please contact their office at: 1-866-421-6929 or visit their website at www.alberta.ca/new-home-warranty.aspx.

What is 1-2-5-10 Year New Home Warranty Coverage?

The Act is a consumer protection statute designed to ensure that all new homes built and sold in Alberta have a minimum level of insurance against certain prescribed construction defects. Home warranty coverage is the insurance contract issued by the warranty provider in favour of the new home buyer. The insurance contract must stipulate the following coverages:

- **One year** for defects in materials and labour
- **Two years** for defects in materials and labour related to delivery and distribution systems (which include plumbing, gas, heating, electrical and air conditioning systems to which the *Safety Codes Act* applies)
- **Five years** coverage for defects in the building envelope
(A warranty provider must offer the option to purchase two years of additional coverage for defects in the building envelope)
- **Ten years** coverage for structural defects

Coverage Limits:

Single Family Dwelling Unit – the lesser of the purchase price paid to the Builder (excluding land value) and \$265,000.

Dwelling in a Multi-Family Building that is part of a condominium plan – the lesser of the original purchase price paid to the Builder (excluding land value) and \$130,000.

Common Property and Common Facilities in a condominium, a cooperative or a multiple family dwelling or for other property for which a condominium corporation or a cooperative is responsible under its by-laws, \$130,000 multiplied by the number of single dwelling units in the condominium, cooperative or multiple family dwelling; to a maximum of \$3,300,000.

The Travelers Canada Difference

Stringent Underwriting

Travelers Canada thoroughly reviews all builder applicants, focusing on track record, technical expertise, financial capacity and after-sales customer service. Only those builders who meet our stringent underwriting criteria, construct quality homes and carry out timely after-sales service, are selected to offer Travelers Canada home warranty coverage. In order to further ensure quality construction, our technical staff and/or external consultants approved by us review certain components of all new home construction prior to and during actual construction. These reviews are designed to ensure that critical components of the new construction meet Travelers Canada's technical requirements and other industry standards.

Technical Support and Claims Handling

Our experienced in-house technical staff help manage construction risk by providing unsurpassed technical support to our builders, developers and their consultants. We also have knowledgeable, full-time claims staff who will use their experience to promptly and accurately adjust claims in accordance with the New Home Buyer Protection Act.

Home Warranty Documentation

Our approved builders are responsible for having their new home buyers sign and date a Warranty Commencement Date Certificate at the time of either the title transfer or the actual occupancy of the home (whichever is earlier). Upon receipt of this completed certificate from the builder, Travelers Canada issues the owner a 1-2-5-10 Year New Home Warranty Insurance Policy. Be sure to read this document carefully and keep it in a safe place. It explains home warranty coverage and the process for reporting defects in your home or common property. If you have questions or require clarification, please contact Travelers Canada.

Committed to excellence!

Travelers Canada is a leading provider of surety products in Canada and a market leader in the new home warranty market in Western Canada. We were the first warranty provider to enter the legislated new home warranty market in British Columbia in 1999 and the first insurance company to be approved in Alberta. Superior underwriting, risk and claims management and unsurpassed customer service are the hallmarks of Travelers Canada's new home warranty business.

As a part of The Travelers Companies, Inc., Travelers Canada has access to the unmatched capacity of the largest writer of surety in North America. We combine this with local knowledge and decision making authority to successfully meet the unique needs of companies from small and mid-sized to some of the largest construction enterprises in the country.

Travelers Canada is a ...

- Multi-line insurance provider in Canada –
- Home Warranty Group that currently supports over 2,100 residential builders and developers throughout Western Canada and is the largest provider of new home warranty in Western Canada.
- Member of Canadian Home Builders Association, Urban Development Institute, Independent Contractors and Business Association and Vancouver Regional Construction Association.
- Part of The Travelers Companies, Inc., a leading provider of property casualty insurance for home, auto and business and....
 - A component of the Dow Jones Industrial Average
 - The largest writer of surety bonds in North America – servicing over 5,000 construction clients across North America, including 650 in Canada.
 - An employer of approximately 30,000 people in Canada, the U.S., the U.K., Ireland and Brazil.
 - An enterprise with total assets of \$116 billion, shareholders' equity of \$29 billion, and total revenues of \$32 billion, as of Dec. 31, 2020.
- For a full list of services and products visit www.travelershomewarranty.ca



It's better under the umbrella[®]

Home Warranty provided by **Travelers Canada**

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