



### **Our Partnership With TWG**

American Residential Warranty is proud to be partnered with TWG, the owner of Virginia Surety, and the world's largest single source warranty provider! With almost 50 years of experience in the industry, and the support of 1,800 employees and over \$5 billion in assets, you can rest assured that your ARW home warranty plan is backed by one of the best and most respected companies in the business - which means we have the financial security to assure your plan will always be honored!

With their State of the Art Administration Center, TWG is a natural choice for ARW as we aim to provide the best home warranty experience available. Our customers enjoy 24x7x365 claims administration and dispatching, and world-class customer service provided by over 600 product specialists (with multilingual specialists available). So your call will always be handled by a live person, and your covered claims will always be dispatched quickly and efficiently. With back up claims administrative centers in different locations, your claim will be handled even in the case of any type of weather event or emergency.

The Warranty Group's comprehensive national service network of over 30,000 licensed contractors, as well as professional service partnerships with Sears, GE, Whirlpool and Carrier, mean that we have the ability and expertise to get the right contractor out to your home the first time to handle your claim quickly, and the knowledge to carry out quality repairs on the systems and appliances your family depends on. And to make sure only top rated service providers are dispatched to your home, a sophisticated service provider ranking program is utilized, which is based on past performance, customer feedback, and overall commitment to service excellence.

With our plans backed and administered by TWG, our customer satisfaction is unsurpassed in the industry!