



## FREE HOME SYSTEM WARRANTY COVERAGE

### ENCOMPASS HOME SYSTEM WARRANTY PROGRAM

A new mortgage can mean exciting times and - no doubt - some moments of uncertainty in your life. We're committed to making things as easy as possible for you. That's why we have arranged for our mortgage clients to be able to receive a complimentary period of home system warranty protection. If you choose a one-year mortgage term, you qualify for six months of coverage, at no cost to you. If you choose a longer mortgage term, you qualify for one full year.

Whether you are moving to a new home or transferring an existing mortgage, unexpected repair costs are never welcome.

With the Encompass Home System Warranty Program:

- You gain access to up to \$10,000 per year in eligible home system repairs.
- You pay only a \$50 deductible per incident.
- Parts and labour, including emergency overtime and after-hours charges are covered.



### THE CHOICE IS YOURS

This complimentary benefit is available with most new MCAN mortgages. If you are eligible, you'll see an enrollment clause in your mortgage commitment. After your complimentary period of coverage, your low fee of only \$17.69 per month (plus applicable taxes) will be conveniently added to our mortgage payments. You may cancel your participation in the Encompass Home System Warranty Program at any time.

#### Every story begins at Home

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### WE WON'T LEAVE YOU IN A MESS

If a repair services technician needs to break through a wall, ceiling or floor to repair your central heating/air conditioning or electrical system, they will put things back the way as they found them, exclusive of decor. This means, for example, they will repair the wall but not repaint it. The redecorating decisions will be left to you, since it might not be possible to match your current pattern or colour.

You'll have access to the services that are necessary to repair OR replace the following:

#### Central Heating And Air Conditioning

All electrical and mechanical parts, including gas, oil and central electric heating systems, gas or electric fireplace inserts, space heaters and baseboard heaters affixed to walls, central or permanently installed air conditioners (not window-installed units), heat and circulating pumps.

#### Electrical System

- All switches, circuits, breaker panels and fuse boxes.
- Water Heater
- All parts, if owned by you, including the water heater tank, burner, all valves, electric fittings and other mechanical parts.

#### Plumbing

- Any water, gas, drain, vent or waste pipe that is blocked, leaking or broken (excluding toilets, clogged sinks, and leaks from taps, showers or tub controls). Limitations may apply if the source of the problem is outside your home; e.g. a cracked sewer main



*"I was having problems with my hot water on demand and when I called in, my call was answered quickly and professionally. I was provided all the information I needed and my claim was processed quickly. I was very impressed. Thank you for great service."*

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### ENCOMPASS HOME SYSTEM WARRANTY CAN SAVE YOU TIME AND MONEY

Plumbing, electrical, heating, air-conditioning - No matter when a problem occurs, you simply phone the 24-hour toll-free number for assistance. Arrangements will be made to send a qualified licensed repair technician to your home.

If you've ever had your furnace break down on a cold weekend or your air conditioning fail in August, you know how valuable this service can be.

Take a few minutes to consider these stories of Canadian mortgage customers this Program has helped. These situations are all too common!

*"Our furnace wasn't working when we came home. I just called the number; they took my info and someone was here to fix it the very next day. Very friendly repairman also!"*



The heat transfer coil on the Burkes' heating system failed, leaving them with no heat. The repair would have cost them about \$1,800, but the Burkes paid only the \$50 deductible. The Encompass Home System Warranty Program covered the rest.

The three-way lighting circuit on the stairway of the Da Silvas' older home failed and the electrician was having problems finding the broken wire. The Encompass Home System Warranty Program arranged to install a new three-way system which would have cost the Da Silvas almost \$1,000.

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## FREQUENTLY ASKED QUESTIONS

### **When can I start using the program's services?**

Your coverage will begin on your mortgage closing date, provided you enroll in the Encompass Home System Warranty Program when you sign your MCAN Home mortgage commitment.

### **Do I need to have my home inspected to qualify?**

MCAN Home clients are able to participate in the program on a pre-approved basis. No inspection is required, although it is a requirement that all home systems are in working order at the time of mortgage closing.

### **Do I pay for the repair services myself?**

No. You'll pay only the \$50 deductible.

### **What kinds of services are not included?**

The Program is designed to provide repair services for spontaneous breakdowns of your home's systems. It does not include services for problems where the underlying cause is:

- rust or corrosion;
- an external factor including natural events, electrical events and/or caused by a person; • failure to perform normal maintenance as specified by the manufacturer;
- improper installation, improper use, improper construction, alteration, modification, addition to or deletion from any home system or used in a manner other than as approved or recommended by the manufacturer;
- inadequacy or lack of capacity of any item;
- freezing or heating of a plumbing system;
- structural defects, latent defects and/or asbestos, lead or the disposal of refrigerants, contaminants or other hazardous materials;
- any dishonest act;
- consequential loss or damage;
- any items covered by an extended coverage or homeowner's insurance; • violations of building codes or by-laws.

Shortly after your mortgage closes, you'll receive your certificate which provides a complete description of the benefits of the Program. Please read it carefully and keep it in a safe place for future reference.

1. This Program is provided by Aviva Warranty Services Inc., a member of the Aviva Canada group of companies. Encompass Home Service Corp. is the Program administrator. The complimentary period of coverage is courtesy of MCAN Home Mortgage Corporation. The information contained in this document is only an outline of coverages available and is not intended to be a legally binding agreement. For exact terms, conditions, limitations, exclusions and extensions, please refer to the certificate wording. This program is available to residents in the provinces of Newfoundland & Labrador, New Brunswick, Nova Scotia, Prince Edward Island, Quebec, Ontario, Manitoba and the territories of Nunavut and Northwest Territories.

2. MCAN Home Mortgage Corporation (FSRA 10406) is proudly owned by MCAN Mortgage Corporation d/b/a MCAN Financial Group

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