



Instructions for using the **Online Warranty Network**

Membership

The first time you come to the HSA OWN site you will need to establish a membership.

1. Click the red "Order Warranty" button located in the Warranty Info section of the Toolkit.
2. Click the blue "New User" link on the HSA OWN Agent Login Page.
3. Enter "Fonville" in the office name
4. Enter the Zip Code of your Fonville Office
5. Click the "Search" button
6. Your office address will appear below the Search button. Click the blue office address link.
7. Enter the first 3 letters of your last name in the "Last Name" field
8. If your name does not appear, click the blue "here" link to create an account, enter the information requested, and click the Save button.
9. Now that your membership is established, click the blue "Account Settings" link and click how you want correspondence sent to you regarding your warranty contracts. The default is Email.
 - By default, the mailing address is the physical address of your real estate office. Please complete this section if you have a home office address and would like HSA to send correspondence to this address.
 - Enter your Phone information.
 - Confirm your Email address.
10. Click the Submit button.

Enrolling a Warranty

Once you are on your membership page, click the blue "Enroll a Warranty" link. You have three scenarios that you may be entering:

1. Free – no obligation seller coverage "Primary Plan"

- Click the radio button indicating that you are representing the seller
- Complete the warranted address section
- Click the "Next" button
- Select "Primary Protection Plan (\$75 deductible)
- Click the "Next" button to complete the application process. Follow the instructions within each section.
- Review the summary screen and then click "Enroll"

2. Seller coverage and providing coverage to the buyer "Premier Plan"

- Click the radio button indicating if you are representing the seller or buyer
- Complete the warranted address section
- Click the "Next" button
- Select Seller Premier Product (deductible is determined by the product you choose)
 - Select the "Premier Protection Plan" determined by the deductible the customer desires



Instructions for using the Online Warranty Network

- Select Buyer Product (available deductibles are determined by the seller product you choose)
 - Select the "Primary Protection Plan" for basic coverage **OR**
 - Select "Primary Protection Plan with 5 Star Upgrade" for 5 Star Upgrade Coverage
 - (Note that the 7 Star Upgrade package is available at the next step when options are selected. It is available with either the basic plan or the 5 Star Upgrade plan.)
- Click "Next"
- Select any options desired. Please note that the 7 Star Upgrade package can be selected here.
- Click "Next"
- Complete the application process
- **Note:** Closing information is not required at the time of application for seller coverage. Complete this section only if you have a buyer and closing date set.
- **Note:** Payment information is not required and will only show up as an option if you have entered closing information. Please do not complete this section until close date. Payment is not required until the property closes. The ability to pay through our website is not required and is only available for your convenience as necessary.

3. Buyer only coverage - This warranty is for the buyer when there is no need for seller coverage

- Click the radio button indicating that you are representing the buyer
- Complete the warranted address section
- Click the "Next" button
- Select a Premier Protection Plan in the Select Seller Coverage box.
- Click the checkbox next to "Click here if you only want Buyer Coverage"
- Select Buyer Product (deductible is determined by the product you choose)
 - Select the "Premier Protection Plan" for basic coverage **OR**
 - Select "Primary Protection Plan with 5 Star Upgrade" for 5 Star Upgrade Coverage **OR**
 - Select a "New Construction Plan"
 - (Note that the 7 Star Upgrade package is available at the next step when options are selected. It is available with either the basic plan or the 5 Star Upgrade plan.)
- Click "Next"
 - Select any options desired. Please note that the 7 Star Upgrade package can be selected here.
 - Click "Next"
 - Check the box to enter in Buyer and Closing Information (if available)
 - Click "Next"
 - Click "Next"
 - Click the "Enroll" button to complete the application process

Note: Please do not complete this section until a close date is known. Payment is not required until the property closes. The ability to pay through our website is not required and is only available for your convenience as necessary.



Instructions for using the **Online Warranty Network**

Update Warranty

Once you have enrolled a property you can update the contract and change product/deductible choices as well as add or remove options until that contract is in force.

- Click the "Update an Existing Warranty" link on the HSA OWN webpage.
- Select an existing contract from the pull down menu.
- Click the "Edit" button.
- Select Changes to be made.
- Click the "Submit" button.

Once a seller contract is enrolled any changes to seller information or product will need to be phoned into the HSA call center at 1-800-367-1448.

Buyer contracts including buyer information, mailing address, product selection and warranty options can be changed/added/subtracted until that contract is in force.

Updating the free no-obligation Seller Primary Coverage

If you wish to upgrade the Primary plan to the Premier coverage do the following:

- Submit another enrollment for the property and select the appropriate Premier Plan options following the steps outlined above.
- Contact the HSA call center at 1-800-367-1448 to cancel the free no-obligation Seller Primary Plan

Additional note

You can also enroll properties into our New Construction program. Simply select the appropriate product denoted as "New Construction Plan". You determine the number of years of coverage by your product selection.