

BBWG'S REFERENCE GUIDE for the BUILDER MEMBER PORTAL

Table of Contents

ADMIN FUNCTIONS	3
Initial Login	3
ADMINISTRATOR MENU	4
Create/Edit Login Accounts	5
How do I add additional User/Access accounts for enrolling homes or order marketing supplies?	5
Can I provide my Title Company or Closing Attorney representative with Online Access?.....	6
An Employee has left the company, how do I change or delete their access?.....	6
Resetting or Changing ID and /or Passwords	7
SUBDIVISIONS	8
What is a Subdivision	8
How to assign/set up Subdivisions	8
How to Add a Subdivision from the Enrollment Edit Screen	9
DIVISIONS	9
What is a Division	9
How to set up a Division	9
I've set up a Division and I don't have my Online Enrollments Menu Option:	10
MODELS	11
BUILDER MEMBER HOMEPAGE	12
How do I change my company's address/phone/fax?	12
How do I contact my Sales and Marketing Director (SMD) with BBWG?.....	13
How do I order Marketing Supplies?	13
How do I download a copy of the BBWG logo to use on my company's website and/or on marketing materials?	14
How do I get a Sample Warranty?	14
What Warranty Plans can my Builder account offer my Homeowner(s)?	15
What is my Warranty Fee Rate?	15
How is the Warranty Fee calculated?	15
Who Pays for the Warranty?	15
Can I pay for the warranty fee by Credit Card online?	15
CREATING A NEW ENROLLMENT	16
Enrollment Process Flow & Statuses.....	16
How do I start the enrollment process / create a new enrollment?.....	17
GENERAL ONLINE PROCESSING QUESTIONS	19
Can I have the Warranty Documents mailed to another Address besides the enrolled property?	19
Does the Homeowner(s) have to sign the Warranty Coverage Application?	19

BBWG'S REFERENCE GUIDE for the BUILDER MEMBER PORTAL

Does the Builder have to sign the Warranty Coverage Application?	19
Can I make manual changes to the Warranty Coverage Application?	20
Where do I send the signed Warranty Coverage Application and payment for processing?	20
When do I send the completed/signed Warranty Coverage Application and Payment to BBWG for processing?	20
When does the warranty period start?	20
What does the Processing message mean?	20
How do I enroll a home 90 days past the closing date?	20
What is the difference in the Property Address of New Home to be Enrolled and Current Mailing Address on the online edit screen?	21
How will I know how much to pay for the warranty? Or to advise the Closing Attny/Title Company to pay?	21
Can I edit enrollment information online?	22
Can I VOID a duplicate or cancelled enrollment?	24
How do I know an enrollment was received for processing by BBWG?	25
Reporting and Searches available online:	26
What is an Overdue Enrollment?	29
RISK MANAGEMENT QUESTIONS	31
Who do I contact with questions about my Risk Management Requirements?	31
How do I know what is required for Risk Managements for my enrollment?	31
How do I change an address or Risk Management data after Risk Management has been Saved/Approved online?	33
DOCUMENTS GENERATED ONLINE	34
What is a Homeowner Acknowledgment Form (HAF)?	34
How do I print a paper version of the Homeowner Acknowledgment Form?	34
What is a Risk Management Requirements Notice?	34
What is a Warranty Coverage Application?	34
How do I generate and print the Warranty Coverage Application?	35
My document (PDF) won't print or display?	35
How do I obtain a Letter of Acceptance for my lender?	36
Sample Risk Management Requirements Notice with Items to Submit to BBWG	38
Sample Risk Management Requirements Notice without Items to Submit to BBWG	39
Sample Homeowner Acknowledgement Form	40
Sample Warranty Coverage Application (2 pages)	41

BBWG'S REFERENCE GUIDE for the BUILDER MEMBER PORTAL

ADMIN FUNCTIONS

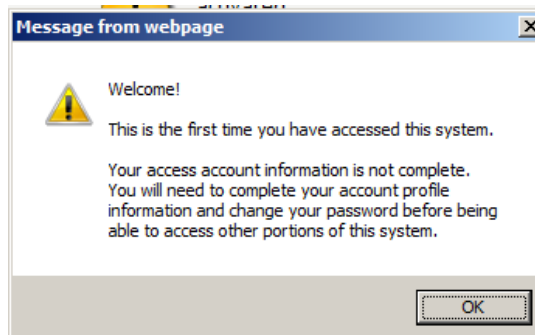
Initial Login

1. Access MyBBWG.com and enter your Online ID and PW that was provided in your Welcome Email. If you don't have this ID/PW please contact BBWG @ 800-749-0381, option '0' to obtain.



The image shows a login form titled "MyBBWG.com - Log In". It features two input fields: "User ID" and "Password". Below these fields is a "Submit" button. At the bottom of the form, there is a link that says "Forgot Login?".

2. Upon initial login you will be prompted to complete the ADMIN profile screen. This is very important as we need a primary contact for enrollment questions at the builder's office.



3. Complete and Save the Required Fields on the ADMIN profile screen. You will be required to change your PW from the initial PW of builder1 to something more unique and secure.
NOTE: Each user of the Online system must have their own ID/PW – the ADMIN information can be edited if a new individual takes on this responsibility.



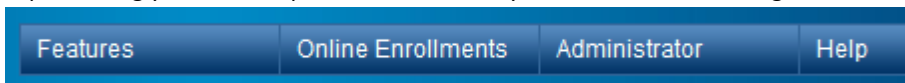
The image shows the ADMIN profile screen. At the top, there is a warning message: "You must complete the Administrator Account Profile shown below before access to other parts of the MyBBWG.com website can be activated." Below this is a form with two sections: "Access Account Details" and "Permissions".

Access Account Details		
User ID	<input type="text" value="builder1"/>	(Required)
Name	<input type="text" value="John Doe"/>	(Required)
Phone	<input type="text" value="202 555-1234"/>	(Required)
Fax	<input type="text" value="202 555-5678"/>	(Required)
Email	<input type="text" value="john.doe@builder.com"/>	(Required)
Password	<input type="password"/>	(Required)
Confirm Password	<input type="password"/>	(Required)

Permissions	
Access	<input type="text" value="ADMINISTRATOR"/>
Division	<input type="text" value="No Divisions Defined"/> <small>Accounts will have access to all areas without divisional restrictions.</small>

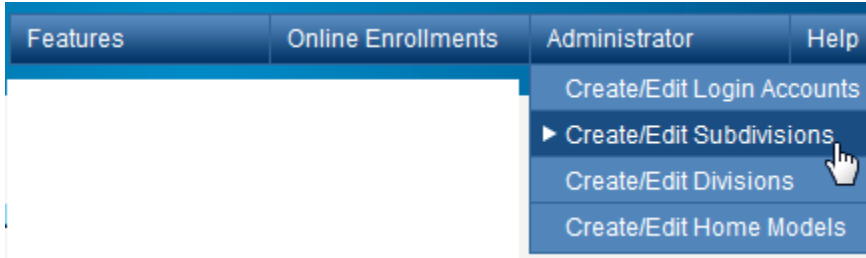
At the bottom of the form is a "Save" button.

4. Upon saving your ADMIN profile information, you will see the following menu:

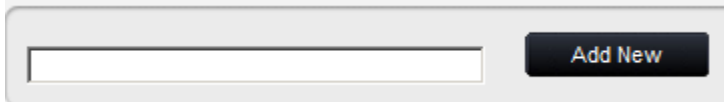


BBWG'S REFERENCE GUIDE for the BUILDER MEMBER PORTAL

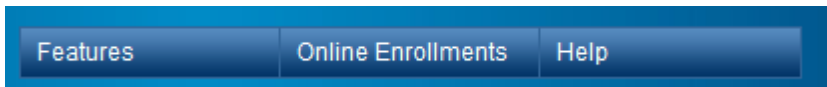
5. If your builder account builds in subdivisions or communities, the next step is to set up the Subdivision list prior to entering New Enrollments. From the Administrator menu, select Create/Edit Subdivisions:



6. Type in the name of the Subdivision in the text box and select 'Add New'. The name will display in the list in the top of the screen. The subdivision values will be available to you in the drop down format on the online enrollment form.

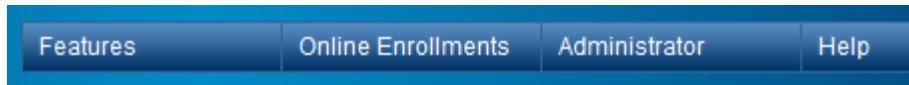


NOTE: Users without ADMIN access will see the following menu upon login. (Their profile account should be established by the Builder Rep with ADMIN access)

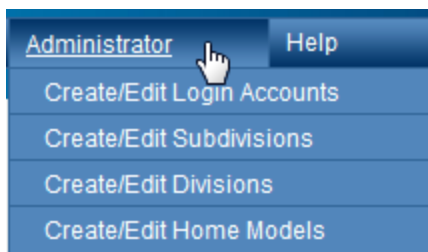


ADMINISTRATOR MENU

Upon successful login, the Builder Homepage will display. The following menu will display for users with ADMIN access:



It is recommended that upon initial login by the ADMIN the following sections are completed as applicable as part of the initial builder account set up. The functions should be accessed in the order they display on the menu.



Once initially set up, the ADMIN will not have to visit these sections unless change or additions need to be made.

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Create/Edit Login Accounts

This function can only be performed by the Administrator of the account. The ADMIN of the builder account has the authority to add, update and delete OE Access Accounts. **NOTE: BBWG only sets and maintains the Primary ADMIN account.**

How do I add additional User/Access accounts for enrolling homes or ordering marketing supplies?

1. Select Create/Edit Login Accounts from the Administrator menu on the Builder Homepage.
2. Select **ADD NEW** from the builder Access Accounts List screen. *As Access Accounts are added for this builder, they will display on this screen.*
3. Complete the following required fields on the Add New Builder Access screen and SAVE. *ADMINS derive the ID/PW for additional access accounts.*

Access Account Details

User ID •

Full Name (First Last) •

Phone •

Fax

Email •

Password •

Confirm Password •

Permissions

Access

Division

No Divisions Defined
Accounts will have access to all areas without divisional restrictions.

• = Required Fields Legend: •=Validation Passed, •=Validation Failed

Save Cancel

NOTE: It is important that each user have their own unique ID/PW, also that the Full Name of the user is listed in case we need to contact them with questions on the enrollment.

4. Required Fields for an Access Account:
 - a. USER ID – This ID must be unique within the Builder Member Portal and be at least 4 characters but not greater than 50. The word ADMIN or ADMINISTATOR can not be used. This value is not case sensitive. The format is up to the ADMIN. If you enter an ID that is already in use you will see the following error message:

Access Account Details

User ID •

Full Name (First Last) •

Phone •

Fax

Email •

Password •

Confirm Password •

Error: That User ID is unavailable. Please try another.

BBWG'S REFERENCE GUIDE for the BUILDER MEMBER PORTAL

- b. **FULL NAME** – This will be the name of the individual using this ID. The full name is required so we have a contact if there are questions on an enrollment. This name will print at the bottom of the Warranty Coverage Application.
- c. **PHONE** – Phone # associated with this User ID. This # will print at the bottom of the Warranty Coverage Application and be utilized if there are questions with the enrollment.
- d. **EMAIL** – email address associated with this User ID. This email address will be used to provide updates to online users such as Website enhancements, Website maintenance and down time. *This email address will not be shared with anyone outside of BBWG.*
- e. **PASSWORD/CONFIRM PASSWORD** – This field must be at least 4 characters (*alpha or numeric only, no special characters*). This field is not case sensitive. It is recommended that this field be different than the User ID and can not contain the word builder.
- f. **ACCESS** – There are 3 valid Access Levels for the Builder Member portal and Online Enrollment system.
 - i. **ADMINISTRATOR (ADMIN)** – Each account will have a Primary or Master ADMIN user. This account is established by BBWG upon initial account set up. This role should be held by someone within the Builder's office and is responsible for maintaining additional access accounts, Subdivisions, Models and Divisions as applicable. The ADMIN will serve as the main contact for the Builder account.
A builder account can have multiple ADMINS however, it is recommended to limit this # to maintain better control over the account.
 - ii. **USER** – this role will be held by someone in the builder's office that does not need ADMIN access, but will be responsible for entering enrollments at some phase of the process.

Can I provide my Title Company or Closing Attorney representative with Online Access?

- iii. **CLOSING AGENT** –this role will be held by someone at the Title Company or Closing Attorney's office that is responsible for finalizing the enrollment form in preparation for closing and obtaining the Homeowner(s) signature and submitting completed forms with payment.

An Employee has left the company, how do I change or delete their access?

- iv. **INACTIVE** – An ID with this access level will not be allowed to access the Builder Member portal for accessing Online Enrollments or Ordering Marketing Materials.

NOTE: If an individual changes positions or leaves the company, it is recommended that the ADMIN either delete this user account OR update with current user contact information.

- g. **DIVISION** – If Divisions are set up for this builder account, each Access/User account must be assigned to at least one Division. A user can be assigned to more than one or all Divisions as applicable. *For more information on Division processing please reference the Division section/link.*

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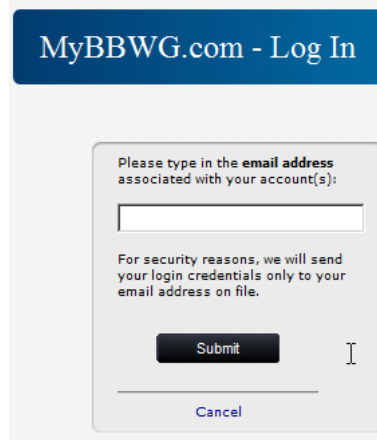
Resetting or Changing ID and /or Passwords

If a User forgets their ID and/or PW they can easily have this information emailed to them.

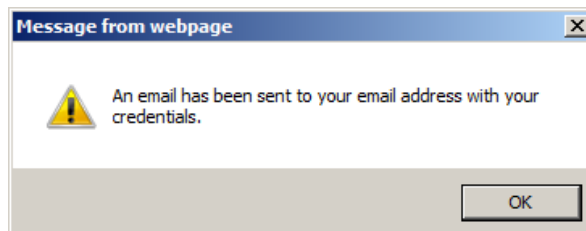
- From the MyBBWG.com login, select 'Forgot Login?'



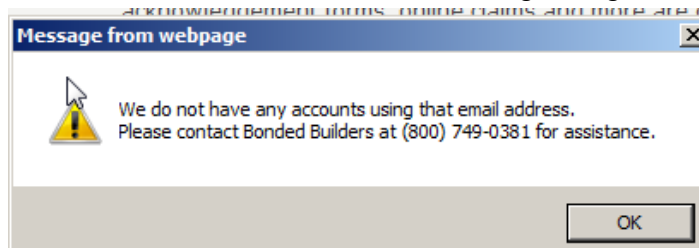
- The user will be prompted to enter their email address. **NOTE: the email address entered MUST match with the email address on their Access/User account profile.**



- Upon entering a successful email address the following message will display:



If a match was not found on the email address entered, the following message will display:



NOTE: The individual with ADMIN access at the Builder's office also has the authority to reset User and Closing Agent access accounts ID and PW's.

SUBDIVISIONS

What is a Subdivision

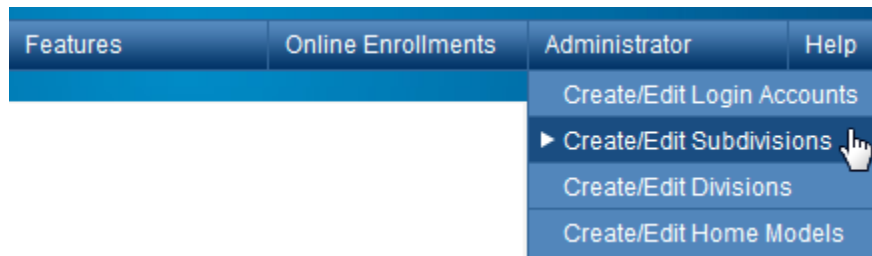
Subdivisions (aka Communities) are used to separate and define enrollments. The Administrator can define as many subdivisions as needed for the builder account. These subdivisions will display in a drop down selection on the enrollment edit screen for the user to assign accordingly. Subdivisions can also be used to sort enrollments on the List screen to ensure all homes have been enrolled.

NOTE: Upon setting up a Subdivision list the value of 'Unassigned' will automatically be listed. This will allow the user to select an Unassigned subdivision in those cases where the home is built on a scattered or private lot, verses in a subdivision.

How to assign/set up Subdivisions

Subdivisions can only be added by a User with ADMIN access.

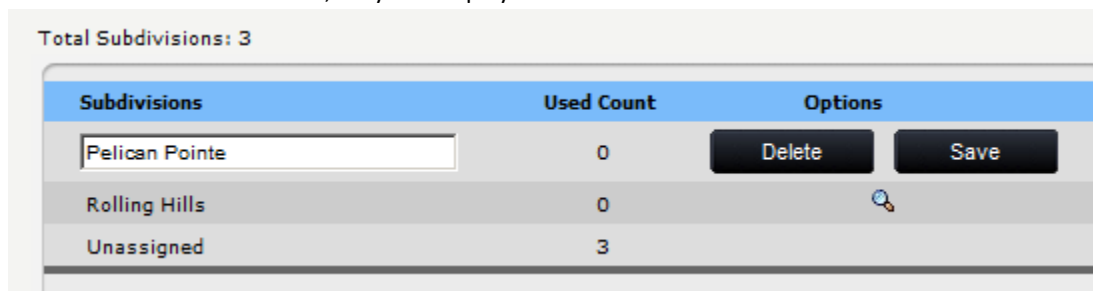
- From the ADMINISTRATOR menu select the Create/Edit Subdivisions menu option.




- Enter the name of the applicable Subdivision in the text box then select 'Add New'.



- As the Subdivision list is created, they will display on this screen:



Total Subdivisions: 3

Subdivisions	Used Count	Options
Pelican Pointe	0	Delete Save
Rolling Hills	0	
Unassigned	3	

These values will also display in a drop down on the Warranty Coverage Application Edit screen.

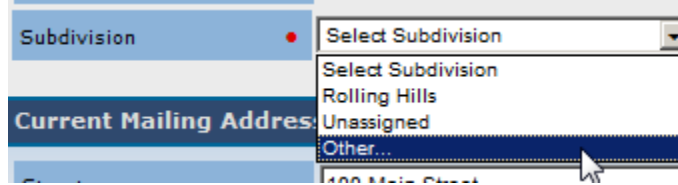
NOTE: A Subdivision can only be deleted if it does not have enrollments assigned to the value. As with the image above, if the User Count = '0', then there will be the option to Edit/Save or Delete. If changes are required to a Subdivision once enrollments are assigned, please contact BBWG @ 800-749-0381, option '0' for assistance.

BBWG'S REFERENCE GUIDE for the BUILDER MEMBER PORTAL

How to Add a Subdivision from the Enrollment Edit Screen

Users with ADMIN access can add Subdivision values from the EDIT screen of the Warranty Enrollment Application.

- From the Enrollment edit screen, select 'Other' from the Subdivision drop down list.



- Upon selecting Other, a text box will appear for the Admin User to enter the new Subdivision value.



Upon saving this record, the new Subdivision value will be added to the drop down list for future use. To cancel adding this value and utilize one from the list, select Cancel.

NOTE: The User must have ADMIN access to enter Subdivisions via the ADMINISTRATOR menu or the Enrollment Edit screen. If the user has User or Closing Agent access they must contact the account ADMIN @ the builder office to add the Subdivision. This will require them to save the data they have as a draft and edit once the subdivision value has been added. If the ADMIN @ the builder office can not be reached, please call BBWG @ 800-749-0381, option '0' for assistance.

DIVISIONS

What is a Division

****Before setting up Divisions, please contact BBWG to discuss and ensure this option is beneficial to your account.**

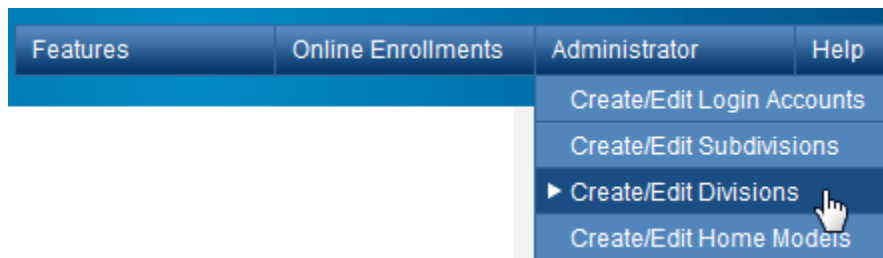
Divisions are used in Online Enrollments for builders with multiple office locations with multiple users of their Online Enrollment account. In order to separate the enrollments by office/location, a Division can be set up. The User ID will then be assigned to the appropriate Division and that User will only have access to enrollments assigned to that specific Division.

A User can have access to one or multiple Divisions. Once established, the Division value will display on the Warranty Coverage Application edit screen. If the User has access to multiple Divisions, they will be presented with a drop down to select the appropriate Division.

How to set up a Division

Divisions can only be set up by a user with ADMIN access.

- From the ADMINISTRATOR menu select the Create/Edit Divisions menu option.



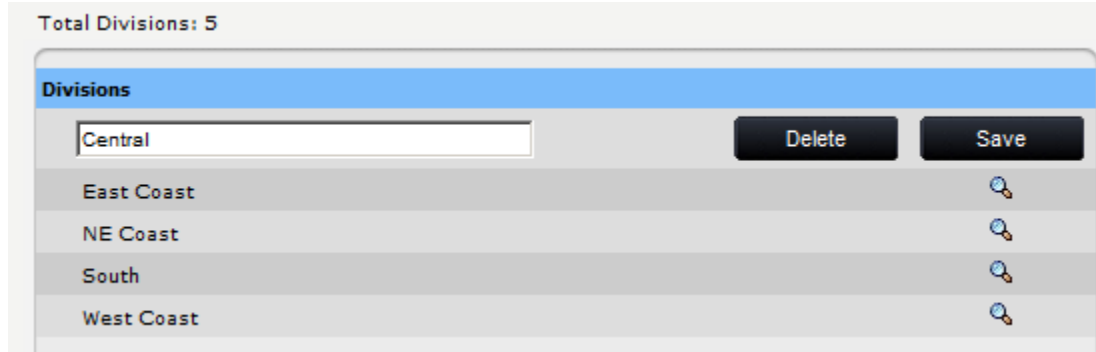
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- Enter the name of the applicable Division in the text box then select 'Add New'.



A screenshot of a web form for adding a new division. It features a text input field on the left and a dark button labeled 'Add New' on the right.

- As the Division list is created, they will display on this screen:

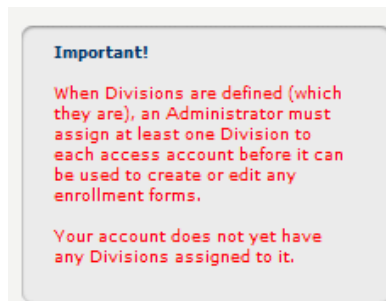


A screenshot of the 'Divisions' management screen. At the top, it says 'Total Divisions: 5'. Below is a table with a header 'Divisions'. The first row shows 'Central' in a text box, with 'Delete' and 'Save' buttons to its right. The following rows are 'East Coast', 'NE Coast', 'South', and 'West Coast', each with a magnifying glass icon to its right.

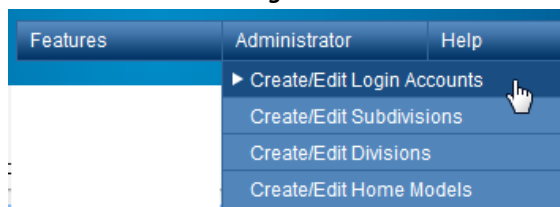
NOTE: A Division can only be deleted if it does not have enrollments assigned to the value. As with the image above, if the User Count = '0', then there will be the option to Edit/Save or Delete. If changes are required to a Division once enrollments are assigned, please contact BBWG @ 800-749-0381, option '0' for assistance.

I've set up a Division and I don't have my Online Enrollments Menu Option:

- Once Divisions are established it is IMPORTANT to access each User Account for this builder and assign Division access as applicable. NOTE: Once Division(s) are established EACH user account must be assigned at least one Division or they will not have access to any enrollments for this builder. The following message will display on the Builder Homepage until Divisions are assigned:



- Access the Create/Edit Login Accounts from the Administrator menu option. **NOTE: The Online Enrollment menu will NOT be available until Divisions are assigned to each User account.**



- Select the 1st User account in the list, (click anywhere on the row) then select EDIT.
 - Select the appropriate Division and select Save. If the user needs access to multiple Divisions simply select the 1st one, then hold down the Ctrl key and select multiple values. They will highlight blue as selected then SAVE.

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- If only one Division is assigned to the User ID, it will auto populate on the Warranty Coverage Application edit screen as follows:

- If multiple Divisions are assigned to a User ID, the user will be presented with a drop down to select the appropriate Division to assign to this enrollment as follows:

MODELS

Models can be set up in states where BBWG partners with BBIS (Bonded Builders Insurance Services) a subsidiary of our parent company, Bankers Insurance Group to offer competitive Homeowners Insurance to our Builder's customers. As enrollment data is initially Saved online, an insurance lead is transmitted to BBIS with basic enrollment data so a one-time, no obligation quote can be made for Homeowner's insurance on the property.

For Builder's that participate in the insurance program and have various models, the Model spec sheet can be provided to BBIS so that when they receive a lead with a specific Model name they will have the pertinent information to provide the quote more efficiently. To set up a list of Models to display in a drop down menu for selection on the Warranty Enrollment Application screen, select Create/Edit Home Models from the Administrator menu option:

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BUILDER MEMBER HOMEPAGE

Upon initial login, the Builder Homepage will display. From this page the user can perform the following functions

- Access the Online Enrollment System – Create a New Enrollment or View previously entered Enrollments
- Order Marketing Materials
- Access contact information for your Sales and Marketing Director for your BBWG account
- View or Print a Sample Warranty Document
- Download BBWG logos to use on marketing materials or link to your Builder website
- View or Print the Homeowner Acknowledgment Form
- View basic account contact information: Builder Name, Member #, Builder Principal, Address, Phone, Fax and Warranty Plan details (rate and plan codes)

The screenshot shows the Builder Member Portal homepage. At the top, there is a navigation bar with 'Builder Homepage' and links for 'Features', 'Online Enrollments', 'Administrator', and 'Help'. The main content area is divided into several sections:

- ONLINE ENROLLMENTS:** Includes a 'Create New' button and a 'List Existing' button.
- MARKETING MATERIALS:** Features a 'COVERAGE' graphic and text stating 'We create them so you don't have to. We have a wide range of promotional materials available to you to help promote you and the benefits of offering a Bonded Builder's home warranty. Order Marketing Supplies...'
- SAMPLE WARRANTY DOCS:** Includes a graphic of warranty documents and text stating 'Available Preprinted, Custom Printed, or as a PDF Download. Show the Added Value! At Contract, provide your homebuyers with a sample warranty document that lets them know the added value you are offering them. Available on our Marketing Materials order form, or Click for immediate PDF download...'
- Your Account Information:** A central section with a welcome message and a detailed account information table.

Your Account Information

Welcome to BBWG's new website!
We've updated the look and content of our website to make it more user-friendly and provide quicker access to essential information. And you can now go directly to the Online Enrollment and Supply Order login screen by saving www.MyBBWG.com to your favorites.
Once logged in you'll see the enrollment process has not changed. Just one more way that BBWG continues to provide our builder members with the best service and the best products in the industry.

User Account Information	
User Name	Jessica Thornberry
Access Level	Administrator
User ID	Your User ID

Builder Information	
Builder Name	Builder Account Name
Builder Number	Unique Builder Member #
Principal Name	FirstName LastName
Principal Title	President
Warranty Limit	Specific to State homes are built

Builder Contact Information	
Street	Builder specific contact information provided on the Builder Membership Application.
City, State, Zip	
County	
Phone Number	
Fax Number	

If you need to make any changes to the information shown above, please contact Bonded Builders' Builder Services Department.

Warranties Offered						
Plans	Years	Rate	FHA Fee	Mold	Water	
BB-WB010	1+10	Unique per Account	0.00	N/A	N/A	
10 Yr Structure/1 Yr Workmanship/1 Yr Systems						

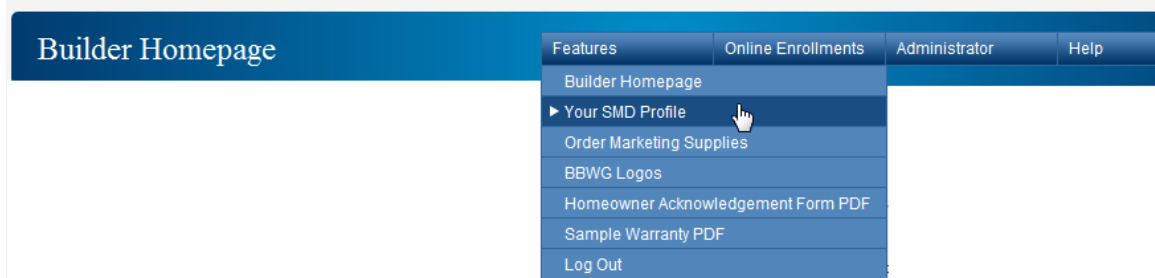
How do I change my company's address/phone/fax?

NOTE: If any of the information on this screen is not correct please select the [Bonded Builder's Builder Services Department](#) link located above the Warranties Offered section. This will generate an email for the User to submit any applicable changes – please provide your Builder Name, # and your contact information along with the data that needs updating in the email. If the link does not work, please contact BBWG @ 800-749-0381 and ask for the Builder Services Department, advise them the online account information is not current/correct.

BBWG'S REFERENCE GUIDE for the BUILDER MEMBER PORTAL

How do I contact my Sales and Marketing Director (SMD) with BBWG?

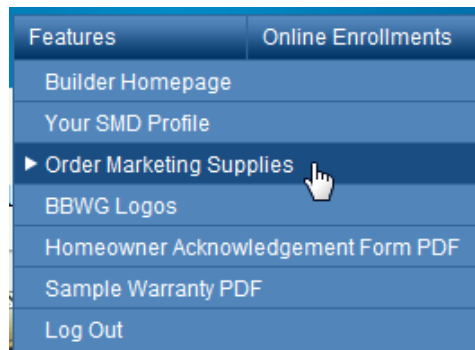
From the Builder Homepage, select 'Your SMD Profile' from the Features drop down menu option. This will display your SMD's contact information.



How do I order Marketing Supplies?

From the Builder Homepage the User can order supplies one of two ways:

1. From the Features menu option, select 'Order Marketing Supplies'



2. Select the image above the Marketing Materials section from the Builder Homepage OR click the blue 'Order Marketing Materials' link

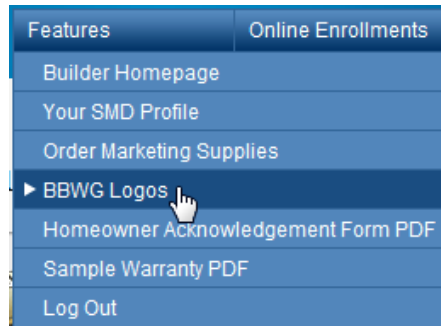


3. The Marketing Supplies Order Form will display listing the Item Image, SKU#, Description, Quantity option and price where applicable. *Most items are free of charge, however some custom items do have a fee associated with them, please discuss with your Sales and Marketing Director.*
4. The bottom of the order form will pre-populate the Users contact information based on the User ID. The Ship To address will auto populate, however the User can edit to ship to a different address if necessary.
5. The User can enter any special ordering instructions/comments before selecting Submit Order.

BBWG'S REFERENCE GUIDE for the BUILDER MEMBER PORTAL

How do I download a copy of the BBWG logo to use on my company's website and/or on marketing materials?

- Select BBWG Logos from the Features drop down menu option on the Builder Homepage.

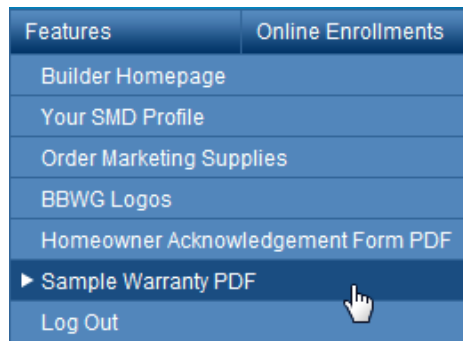


- The Bonded Builders Warranty Group Logo Usage Guidelines will display. Please review and if you agree, select the 'Agree' button.
- Three logo options will display: 4 color, Grayscale and Solid Black. Download instructions are provided as well as various file types.

How do I get a Sample Warranty?

From the Builder Homepage the User can view or print the Sample Warranty Document one of two ways:

1. From the Features menu option, select 'Sample Warranty PDF'



2. Select the image above the Sample Warranty Docs section from the Builder Homepage OR click the blue 'Click for immediate PDF download' link.



BBWG'S REFERENCE GUIDE for the BUILDER MEMBER PORTAL

What Warranty Plans can my Builder account offer my Homeowner(s)?

What is my Warranty Fee Rate?

From the Builder Homepage, scroll down toward the bottom of the 'Your Account Information' section to the Warranties Offered section.

This will list the Plans (code and description) your builder account is set up to offer along with application rates. *These plans and rates were established during initial sign up with the Sales and Marketing Director.*

Warranties Offered					
Plans	Years	Rate	FHA Fee	Mold	Water
BB-W8010 10 Yr Structural/1 Yr Workmanship/1 Yr Systems	1+10	\$5.00 /per \$1000	0.00	N/A	N/A

How is the Warranty Fee calculated?

The Online Enrollment system auto calculates the Warranty Fee and prints on the Warranty Coverage Application. There is no need to manually calculate the premium.

The formula used is: Closing Contract Price divided by 1,000 and multiplied by Warranty Rate for builder account.

NOTE: If HUD financed (FHA/VA/Rural Dev.) add \$10 HUD fee to final fee.

*I.e. Contract Price = \$230,000.00 / 1,000 = \$230.00 * Warranty Rate of \$4.95 = \$1138.50 + \$10 HUD fee =*

Total Warranty Fee Due \$1148.50

Who Pays for the Warranty?

The warranty fee is paid for by the builder. This can be in the form of a check from the Builder or check cut at closing and submitted on the builder's behalf from the Closing Attorney or Title Company. The warranty fee payment can not be accepted from the homeowner.

Can I pay for the warranty fee by Credit Card online?

The online system does not accept credit card payments. A check from the builder or title/closing office must be submitted to the BBWG corporate office with the completed and signed Warranty Coverage Application for processing.

Under certain circumstances, a credit card payment from the Builder may be taken over the phone via the BBWG corporate office. Please contact our corporate office @ 800-749-0381 for more details of this process.

NOTE: BBWG only accepts the following credit cards: Visa, Mastercard or Discover. A 3% processing fee will be added to the price of the warranty fee for credit card transactions. We do not accept payments from the homeowners.

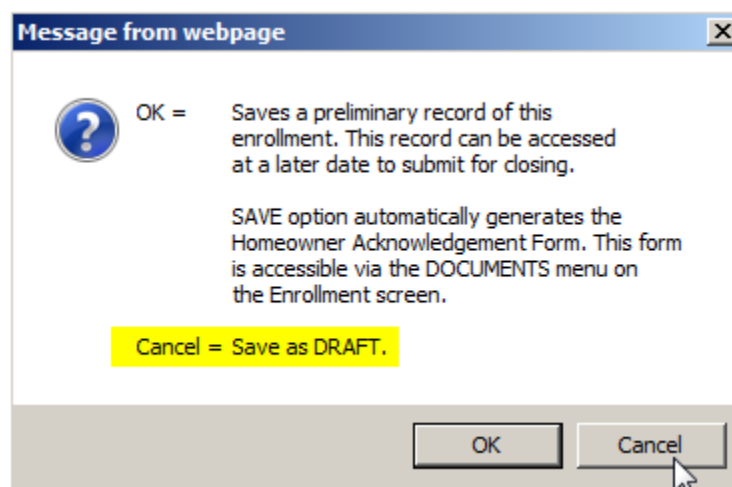
BBWG'S REFERENCE GUIDE for the BUILDER MEMBER PORTAL

CREATING A NEW ENROLLMENT

Enrollment Process Flow & Statuses

The Online Enrollment System was designed to handle the enrollment process from start to finish via one Data Entry screen. The Online system also allows the User to track the history of the enrollment to ensure all properties are enrolled timely and have a BBWG warranty in place. There are 5 statuses in the Process Flow: Draft, Saved, Submitted, In Process & Complete.

The enrollment process begins with a User entering preliminary enrollment data online within 30 days of receiving a signed contract. If all the required data fields are not known at the time of Data Entry, the User can save as a **DRAFT**. Simply select the 'Save Enrollment' button at the bottom of the page. The following message will display, read the text carefully, to save as a Draft, select CANCEL.



Upon selecting 'Save Enrollment' and all the preliminary required fields are complete, the enrollment will move to **SAVED** status. This status means that preliminary data has been entered and a Homeowner Acknowledgment Form has been generated. *(in applicable states, the Risk Management Requirements Notice will also generate – the system will guide the User through the confirmation and printing process for this form)* The SAVED record can be accessed via the LIST ENROLLMENTS screen to complete for Closing and generate the Warranty Coverage Application that requires the Homeowner(s) signature at closing.

Upon completing all required fields and selecting **SUBMIT for CLOSING** the system will ask the User to confirm the Closing Date, Address to mail the Warranty Documents and a final confirmation to submit the enrollment data. The Warranty Coverage Application will auto generate and be available via the DOCUMENTS menu to print and/or email for closing. If the property is HUD financed (FHA/VA/RuralDev/USDA) a Letter of Acceptance will also generate for the User to provide to the lender as requested. *The Warranty Coverage Application should be provided to the homeowner(s) at closing to be signed. The signed application and payment should be mailed to BBWG for processing within 10 days of the closing.*

Upon receipt of the completed and signed Application, BBWG will scan the bar code of the application *(located in the top right corner)*. This will 'login' the enrollment and update the status online to = **In Process**, this will advise the User that BBWG has received and is processing the enrollment. The timeframe from receipt of the completed/signed enrollment paperwork to mailing of the warranty documents from BBWG is generally 30 days. This timeframe allows time to deposit and process the payment, the builder and/or closing office to notify BBWG of any changes in the enrollment data and then to assemble and mail the warranty documents. Upon the warranty documents being mailed to the homeowner(s), the status online will update to = **Complete**.

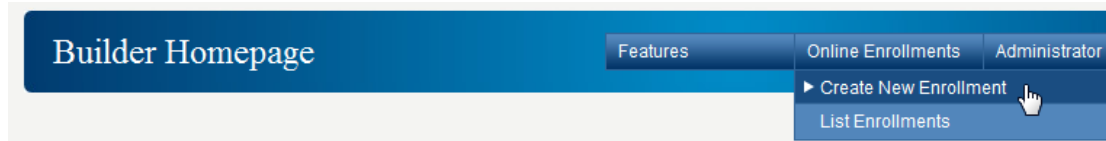
BBWG'S REFERENCE GUIDE for the BUILDER MEMBER PORTAL

How do I start the enrollment process / create a new enrollment?

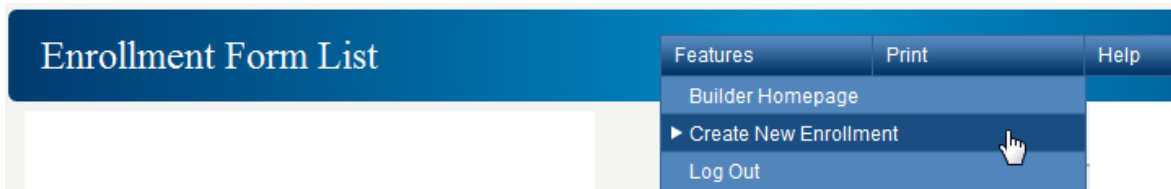
1. There are 4 options for creating new enrollments from the online enrollment system. Two are from the Builder Homepage, one is from the LIST ENROLLMENTS screen and the other is from the ENROLLMENT FORM DETAIL screen. (All four options will direct the User to the same location/page)
2. From the Builder Homepage – 2 options:
 - a. Select the 'Create New' button under the Online Enrollments icon.



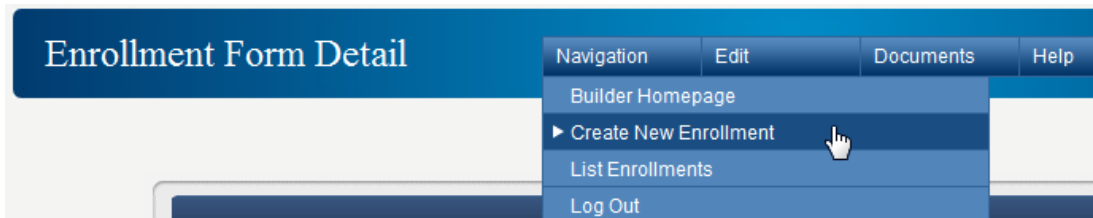
- b. Select 'Create New Enrollment' from the Online Enrollments drop down menu.



3. From the LIST ENROLLMENTS menu select 'Create New Enrollment' from the Features drop down menu:



4. From the Enrollment Form Detail screen, select 'Create New Enrollment' from the Navigation drop down menu:



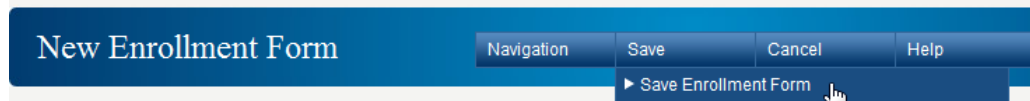
5. The Warranty Enrollment Application will display in Edit mode from any of the 4 'Create' options. The below image indicates the screen name and menu display the User will see.



BBWG'S REFERENCE GUIDE for the BUILDER MEMBER PORTAL

6. The User should complete the enrollment form fields. *NOTE: All required fields for a completed enrollment are noted with a red dot.*
7. Once the data is entered the User will 1st Save the enrollment. There are two options for saving the enrollment:

- a. From the top menu bar, select 'Save Enrollment Form'

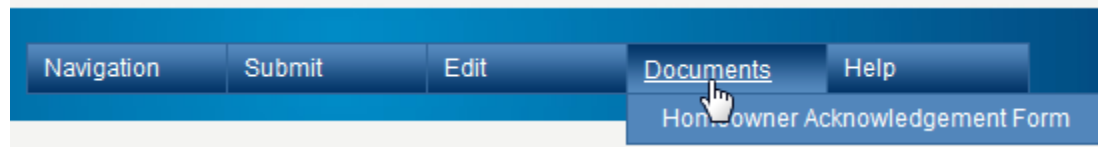


- b.

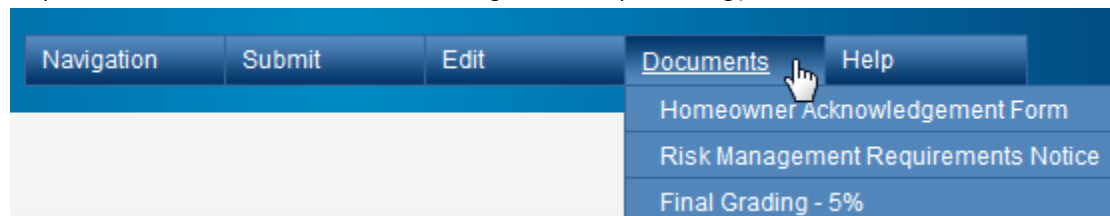


8. Upon successfully saving an enrollment the following Document options will be available depending on the Builder State and requirements:

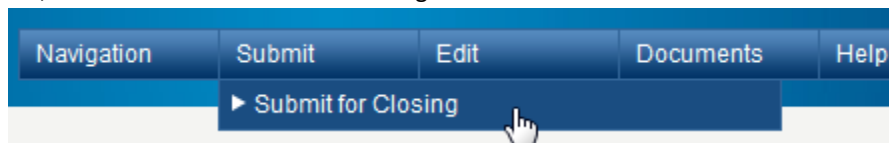
- a. Non Risk Management State menu: (*Homeowner Acknowledgment Form generated upon saving*)



- b. Risk Management State menu: (*Homeowner Acknowledgment Form, Risk Management Requirements Notice and Final Grade notice generated upon saving*)

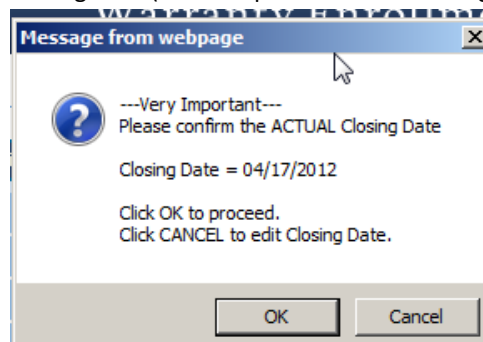


9. To complete the Enrollment Process the enrollment status must = SUBMITTED. Once saved requirements have been met, the User should Submit for Closing.



10. Upon selecting this menu option the User will be asked the following confirmations:

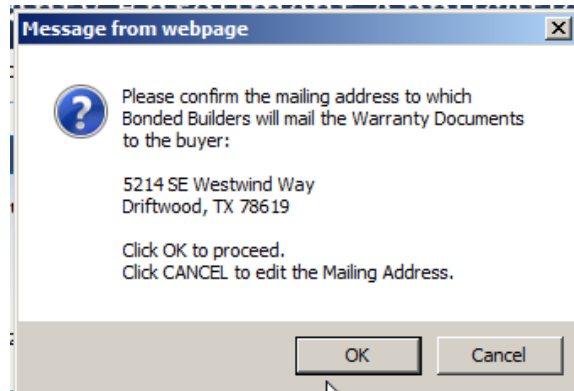
- a. Closing Date (this is important as the Closing Date = the Start Date of the Warranty)



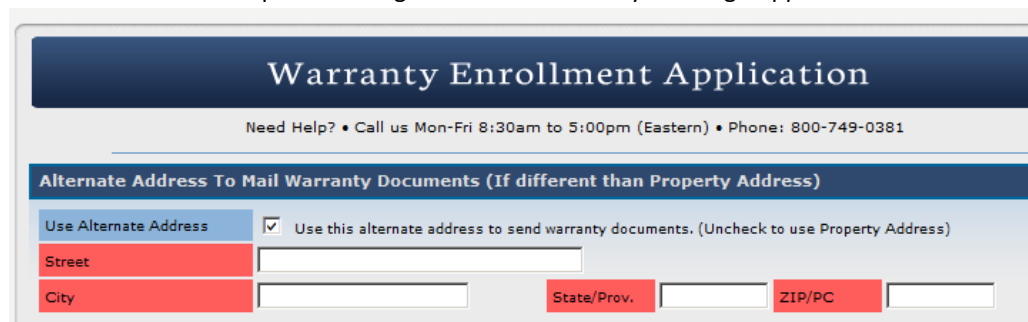
GENERAL ONLINE PROCESSING QUESTIONS

Can I have the Warranty Documents mailed to another Address besides the enrolled property?

- b. Address to mail the Warranty Documents. *NOTE: Default = property address. If the owner has an alternate address they would like their warranty documents mailed, the User can select Cancel to enter an Alternate Address.*



- i. Selecting Cancel will direct the User to the Edit screen of the Warranty Enrollment Form. The User can then enter the valid Alternate Address and then Re-submit and answer the confirmation questions to generate the Warranty Coverage Application.



- c. Upon Selecting OK for the Date and Address confirmation, the Final confirmation to Generate Warranty Coverage Application will display. Select OK. (Cancel will take the User back to the Edit enrollment screen).

Does the Homeowner(s) have to sign the Warranty Coverage Application?

Yes – the Homeowner(s) must sign the Warranty Coverage Application (WCA). The WCA is the contract between the Builder, Homeowner and BBWG to provide the warranty on the referenced property. The WCA is not valid without proper Homeowner(s) signatures.

Does the Builder have to sign the Warranty Coverage Application?

When submitting an enrollment online and generating the Warranty Coverage Application, the online User's information will display in the Prepared By section at the bottom of the Warranty Coverage Application. As long as there are no manual changes to the application – the printed Prepared By Name will serve as the Builder Rep signature.

NOTE: The User's name in the Prepared By section MUST be a current employee of the Builder and/or Representing Title Company or Closing Attorney's Office.

BBWG'S REFERENCE GUIDE for the BUILDER MEMBER PORTAL

Can I make manual changes to the Warranty Coverage Application?

The preferred method for making changes to the Warranty Coverage Application is for the User to EDIT the Warranty Coverage Application online and resubmit to generate the updated version. If it is not possible to EDIT the Warranty Coverage Application, manual changes are allowed as long as the **Homeowner(s) signs their full name next to the manual change acknowledging the change to the Warranty Coverage Application.** This sign off is in addition to the normal required signature at the bottom Signatures section of the Warranty Coverage Application. Once received in house, BBWG will make the necessary adjustments to processing based on the signed off request. If manual changes are received by BBWG and are not signed off by the owner(s), the WCA will not be able to be processed and warranty delivery will be delayed until proper homeowner sign off is obtained. Initialed changes are NOT acceptable.

Where do I send the signed Warranty Coverage Application and payment for processing?

Upon receiving a signed application from the Homeowner(s) at closing, the completed/signed WCA and payment should be mailed to BBWG's Corporate office. The address is printed at the top of the Warranty Coverage Application:

Bonded Builders Warranty Group, 1500 Kings Highway, Port Charlotte, FL 33980

When do I send the completed/signed Warranty Coverage Application and Payment to BBWG for processing?

The completed/signed Warranty Coverage Application and applicable payment should be sent to the BBWG corporate office for processing within 30 days after the closing of the home. This will ensure prompt processing and issuance of the Warranty Documents to the homeowner(s).

NOTE: BBWG can not process applications received prior to the closing date on the application.

When does the warranty period start?

The effective date of the Warranty on the property will equal the Closing Date entered and signed off on the Warranty Coverage Application. It is very important that this date is accurate. *Per section 1.2 of the Builder Membership Agreement, the effective date of coverage for each warranty issued by BBWG shall be the earlier of the closing date of the real property transaction if the improvements are substantially completed and suitable for occupancy, the first occupancy of the Home or the settlement date of the sale transaction.*

What does the Processing message mean?

Upon committing a record or accessing a new screen, the system will process the request. In between the changes, the User will see the following message. This lets the User know the system is processing their request and to wait. Please do not try to submit your action again.



How do I enroll a home 90 days past the closing date?

If the home you are trying to enroll closed 90 days from the current date, you will need to contact BBWG @ 800-749-0381 and select option '0'. Advise the representative that you are a Builder Member with online enrollment access and need to enroll a home that closed over 90 days ago.

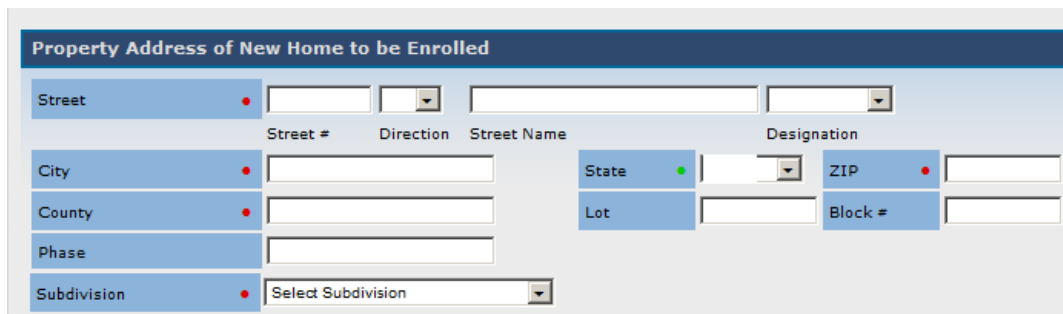
BBWG'S REFERENCE GUIDE for the BUILDER MEMBER PORTAL

Please provide the following information so it can be determined if anything additional will need to be required or if we can simply set the online data Override for the User to enter the home online. *Original Closing Date, Builder Account Name and 5 digit membership #, Homeowner Name, Complete Property Address, Mortgage Type (Cash, Conventional, HUD, etc) and your contact information.*

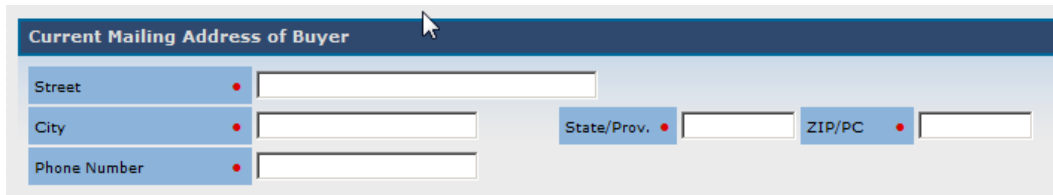
NOTE: Per section 3.2 of your Builder Agreement with BBWG, all homes should be enrolled within 30 days of the closing date.

What is the difference in the Property Address of New Home to be Enrolled and Current Mailing Address on the online edit screen?

The Property Address of the New Home to be Enrolled is specific to the property the Builder wishes to place a BBWG warranty. This address will print on the Warranty Coverage Application and BBWG will process the warranty for this address upon receipt of complete enrollment paperwork and payment.



The Current Mailing Address is the address where the individual purchasing the property currently resides (prospective homeowner). This would be the address and phone where they can be contacted prior to them moving into their new property. This section is required in status where Bonded Builders sister company Bonded Builders Insurance Services is licensed to offer Homeowners Insurance. This contact information will be used to provide the new homeowners with a one-time, no obligation homeowner's insurance quote.



How will I know how much to pay for the warranty? Or to advise the Closing Attny/Title Company to pay?

The Warranty Fee will display in a SAVED or SUBMITTED status on the Warranty Enrollment Application Detail screen. To access this screen after you have entered the enrollment data, select the List Enrollments option > Select the appropriate property address, The Enrollment Form Detail will display:



Scroll down to the Plan Selection and Price section, the Warranty Fee will be listed:

BBWG'S REFERENCE GUIDE for the BUILDER MEMBER PORTAL

Plan Selection & Price	
Contract Signed Date	01/01/2012
Model	Chelsea Ranch 3/2
Built on Buyer's Lot	No
Closing Contract Price	\$252,000.00 (includes lot unless question above answered 'Yes')
Closing Date	06/08/2012
Warranty Plan	BB-W8020: 10 Yr Structural/1 Yr Workmanship/2 Yr Systems
Enrollment Fee	\$2,255.40

The Warranty Fee will also print in the top section of the Warranty Coverage Application:

BONDED BUILDERS WARRANTY GROUP
 1500 Kings Highway, Fort Charlotte, Florida 33682 Phone: 800-746-0381 Fax: 941-743-0504
 Application# 753530-01

BONDED BUILDERS WARRANTY GROUP WARRANTY COVERAGE APPLICATION

THIS APPLICATION IS TO ENROLL YOUR NEW HOME IN BONDED BUILDERS EXPRESS LIMITED WARRANTY COVERAGE. IT IS NOT YOUR NEW HOME WARRANTY NOR IS IT A SUBSTITUTE FOR YOUR HOMEOWNERS INSURANCE. UNLESS ALL BLANKS ARE COMPLETED, THE APPLICATION IS SIGNED, AND THE WARRANTY FEE IS PAID, YOUR HOME WILL NOT BE ENROLLED.

BUILDER NAME: Jaytee Cole BUILDER NUMBER: 11310

WARRANTY SELECTION

Warranty Plan: 10 Yr Structural Warranty + 1 Yr Workmanship & Materials/2 Yr Systems Warranty

Warranty Enrollment Fee: \$ 2,255.40 BB-W8020

NEW HOME TO BE ENROLLED

NOTE: It is very important that if the Contract Price or Warranty Plan are changed prior to closing and the application is resubmitted online, the fee will adjust accordingly. Please be sure to provide the updated amount to the appropriate closing representative.

Can I edit enrollment information online?

An enrollment that is in DRAFT, SAVED or SUBMITTED status can be edited online. NOTE: *If in SUBMITTED status make sure that the closing has not occurred and documents have not already been signed and mailed to BBWG before making changes online.*

- Access the List Enrollment screen from one of the two options from the Builder Homepage:



- Select the appropriate address you wish to edit.

Page 1 of 1

Previous Next

Enrollment Form List

Forms Found: 3

Status: All Active
 Subdivision: All Subdivisions
 Search for: (Optional)

Builder Ref#	Homeowner	App #	Subdivision	Address	Block/Lot	Closing	Status
REF: Randall, J	n/a		Marsh Crk	1234 SE Winding Road	B1 L1	04/26/2012	Saved
	Mobley, Sh	753526-01	Marsh Crk	3257 Mobley Manor		05/04/2012	Submitted
REF: Randall, J		753527-01	Marsh Crk	1234 SE Winding Road	B1 L1	05/04/2012	Submitted

To review an enrollment, click on the corresponding row displayed above.

BBWG'S REFERENCE GUIDE for the BUILDER MEMBER PORTAL

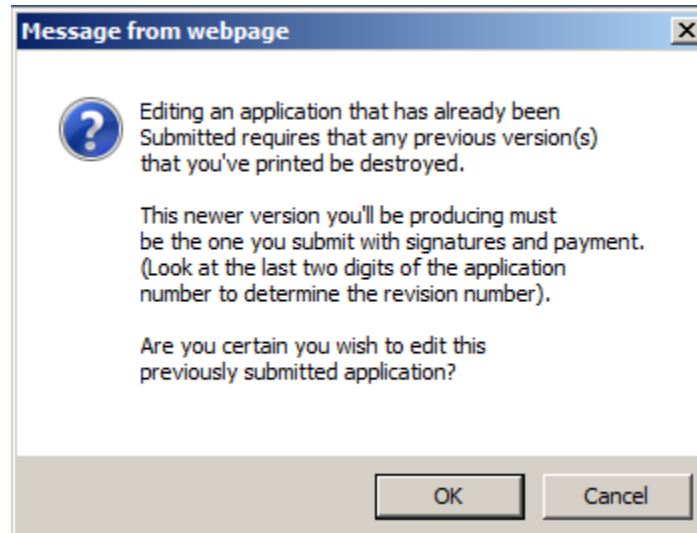
- Editing an enrollment in DRAFT or SAVED status:
 - Select EDIT this ENROLLMENT from the EDIT drop down menu. The screen will display in EDIT mode. Complete the applicable changes and proceed with the SAVE process.



- Editing an enrollment in SUBMITTED status:
 - Select EDIT this SUBMITTED ENROLLMENT from the EDIT drop down menu.



- Upon selecting Edit this Enrollment, a message will display advising the User that they are editing an enrollment that has already generated a Warranty Coverage Application. Upon resubmitting the application will update and all previous versions should be destroyed and new versions printed for use and homeowner signature.



- Make the applicable changes and complete the SUBMIT process.
- **Print the new Warranty Coverage Application for the homeowner to sign, destroy any previous versions.**

It is very important that the latest version of the application with correct data is printed for the Homeowner to sign at closing. The Application # suffix (# at end of application #, starts at '01') will increment by 1 when re-submitting an enrollment with revised data. It is necessary for BBWG to receive a signed application with payment that matches the data and application/revision# that is currently online.

NOTE: Any manual changes to the Warranty Coverage Application must have the Homeowner(s) full signature next to the change to show acknowledgment of the change. This signature is in addition to the final signature at the bottom section of the Warranty Coverage Application. If manual changes are received by BBWG and not signed off by the Homeowner(s), the warranty process will be delayed. Initialed changes are NOT acceptable.

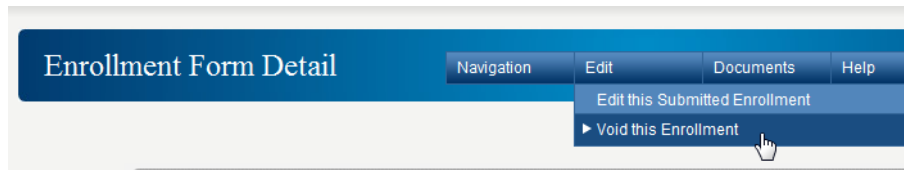
BBWG'S REFERENCE GUIDE for the BUILDER MEMBER PORTAL

- Any enrollment in **In Process or Complete** status that needs changes made to the data please contact BBWG @ 800-749-0381, option '0'.

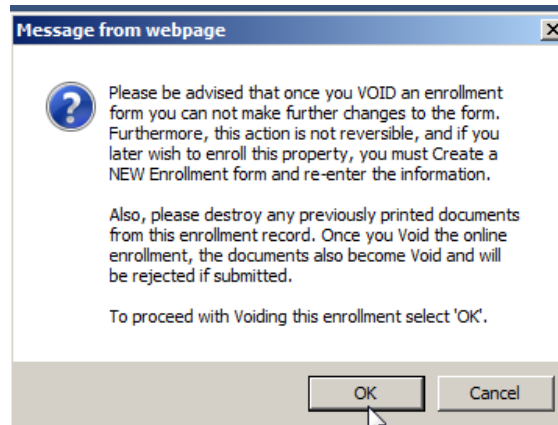
Can I VOID a duplicate or cancelled enrollment?

All levels of Access Accounts for the Online System have access to VOID an Enrollment that is in one of the following statuses: DRAFT, SAVED or SUBMITTED. *If an enrollment is in InPROCESS or COMPLETE and needs to be voided please contact BBWG's corporate office immediately @ 800-749-0381.*

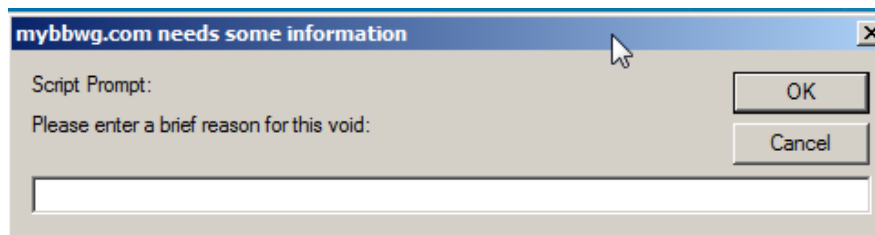
- To VOID an enrollment, access the appropriate enrollment via the LIST ENROLLMENTS screen.
- Under the EDIT menu, select the drop down for 'VOID this Enrollment'.



- The following confirmation will display – select OK to continue with the VOID process.



- Upon selecting 'OK', a script window will display requiring a VOID reason to be entered. Type the reason in the text box and select 'OK'. *Sample Void Reasons: Contract Cancelled, Duplicate entry, etc.*



NOTE: If the script window does not automatically display, please check the top of your browser window for a highlighted area advising the script was blocked and you can click for further options. If your right click on the highlighted area you can temporarily allow the window to display. (You may hear a beep or see your cursor change) Repeat the VOID process steps.

- The VOID will be processed and the User will be taken back to the Enrollment Detail screen for this Enrollment. The status will be updated to = VOIDED and the reason will display on the Warranty Enrollment Detail screen.

BBWG'S REFERENCE GUIDE for the BUILDER MEMBER PORTAL

Enrollment Information	
Application Number	Not Yet Assigned
Status	Voided: Duplicate enrollment, ref app# 745859
Builder Reference #	REF:

How do I know an enrollment was received for processing by BBWG?

The Online Enrollment System was designed to allow the Builders to track the history of their enrollments ensuring that all properties receive a warranty. An enrollment in the status = COMPLETE means that the warranty has been processed and is in effect and documents have been mailed to the Homeowner(s).

- From the Builder Homepage, access the List Enrollments menu option.

The screenshot shows the Builder Homepage with a navigation bar containing 'Features', 'Online Enrollments', 'Administrator', and 'Help'. Under 'Online Enrollments', there are two options: 'Create New Enrollment' and 'List Enrollments'. The 'List Enrollments' option is circled in blue. A yellow callout box with the text '2 ways to view Enrollments entered online...' points to both the 'List Enrollments' menu item and a 'List Existing' button in the 'ONLINE ENROLLMENTS' section below. The 'ONLINE ENROLLMENTS' section also includes a 'Create New' button. To the right, there is a 'Your Account Information' section with a welcome message and a 'NEWS' icon.

- To the right of the Enrollment Form List screen is a Status drop down menu. Select the option for COMPLETE.

The screenshot shows the 'Enrollment Form List' screen. At the top, there are buttons for 'Features', 'Print', and 'Help'. Below the navigation bar, there is a 'Page: 1 of 1' indicator and 'Previous' and 'Next' buttons. The main heading is 'Enrollment Form List' with 'Forms Found: 2' below it. On the right side, there is a 'Status:' dropdown menu with a yellow highlight, showing options: 'All Active', 'All Active', 'Draft', 'Saved (at Contract)', 'Submitted (for Closing)', 'In Process', 'Complete', and 'Voided'. The 'Complete' option is highlighted. Below the dropdown is a table with the following data:

Builder Ref#	Homeowner	App #	Subdivision	Address	Block/Lot	Closing	Status
	Mobley, Sh	753526-01	Marsh Cre	3257 Mobley Manor		05/04/2012	Submitted
REF:	Randell, J	753527-01	Marsh Cre	1234 SE Winding Road	B1 L1	05/04/2012	Submitted

Below the table, there is a note: 'To review an enrollment, click on the corresponding row displayed above.'

- A list of enrollments in COMPLETE status will display for the builder.

BBWG'S REFERENCE GUIDE for the BUILDER MEMBER PORTAL

Builder Ref#	Reservator	App #	Subdivision	Address	Work/Let. Closing	Status
Weychuck		665529-01	Unassigne	17296 Foremost Lane	04/14/2008	Complete
Leabach		731563-01	Unassigne	317 Lime Drive	02/25/2011	Complete

Reporting and Searches available online:

Once enrollments have been entered Online, there are several ways to search and display them.

- From the Builder Homepage, access the List Enrollments menu option.

Builder Homepage

Features Online Enrollments Administrator Help

Create New Enrollment
List Enrollments

Your Account Information

Welcome to BBWG's new website!
We've updated the look and content of our website to make it more user-friendly and provide quicker access to essential information. And you can now go directly to the Online Enrollment and Supply Order login screen by saving www.MyBBWG.com to your favorites.
Once logged in you'll see the enrollment process has not changed. Just one more way that BBWG continues to provide our builder members with the best service and the best products in the industry.

ONLINE ENROLLMENTS

Create New List Existing

- The Enrollment Form List screen will display.

BBWG'S REFERENCE GUIDE for the BUILDER MEMBER PORTAL

Enrollment Form List

[Features](#)
[Print](#)
[Help](#)

 Page: of 2

[Previous](#)
[Next](#)

Enrollment Form List

 Forms Found: **19**

Status:

Subdivision:

Search for: (Optional)

Builder Ref#	Homeowner	App #	Subdivision	Address	Block/Lot	Closing	Status	RM
REF:	Ranhouse,	n/a	Blanco Vi	156 SE Kings Road	B1 L1	05/11/2012	Saved	●
REF:	Lange, Rog	n/a	Bell Farm	935 Peachland Boulevard	B1 L1	05/11/2012	Draft	-
REF:	Austin, Sa	n/a	Austin's	4504 SE Olean Boulevard	B1 L1	06/08/2012	Saved	●
	RILEY, MAR	Applicable App #'s will display once in SUBMITTED or INPROCESS status	West Park	1015 DOGWOOD TRAIL	A 2	02/29/2012	In Process	●
	MIRANDA, M		Austin's	15105 NORDYKE LANE	J 9	03/26/2012	In Process	●
	LAZEREN, J		Knollwood	6612 BAY CITY BEND	F 51	02/27/2012	In Process	●
	DEST, DARR		Knollwood	2705 COTTONWOOD SHORES Drive	G 4	03/09/2012	In Process	●
	MELGAREJO,		Chaparral	4622 CREDO LANE	167	04/09/2012	Submitted	●
	MALDONADO-		Austin's	4402 BELFIELD DRIVE	B 18	03/30/2012	Submitted	●
	MOORE, CHR		Blanco Vi	618 EASTON DRIVE	D 5	03/09/2012	In Process	●
	MENDOZA, J		Chaparral	4600 BEST WAY	120	03/09/2012	In Process	●
	PERKIN, ES		Knollwood	6905 BAY CITY BEND	H 9	03/15/2012	Submitted	●
	VILLANUEVA		Austin's	4504 HALLIDAY AVE	B 31	03/31/2012	Submitted	●
	RAMIREZ, C	Austin's	703 YABERS COURT	P 2	03/15/2012	In Process	●	
	Serrano, F	Austin's	15110 NORDYKE LANE	H 12	03/23/2012	In Process	●	

To review an enrollment, click on the corresponding row displayed above.

- Page Navigation:** Enter the Page # you wish to display or simply navigate through the pages utilizing the Previous and Next buttons.

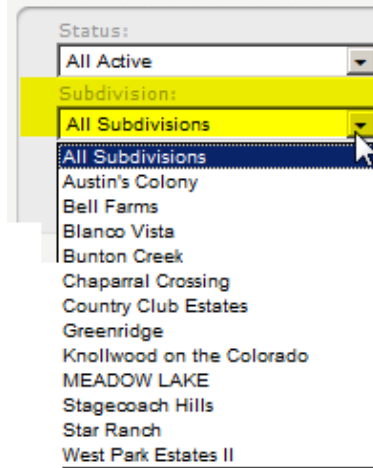


- Sort Enrollments by Header Columns:** Selecting any of the Heading values will Sort the data displayed by that Header value either alphabetically or numerically as appropriate. As with the example below, the enrollments will be sorted alphabetically by Address.

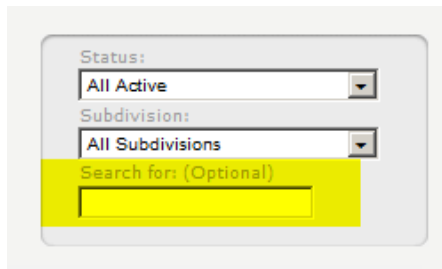
Builder Ref#	Homeowner	App #	Subdivision	Address	Block/Lot	Closing	Status
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- Sort Enrollments by Subdivision:** If Subdivisions are used for this account and values assigned to enrollments, this value can be used as search criteria. Select the appropriate Subdivision to narrow your search and only enrollments in that Subdivision will display on the List screen. *The Status and Subdivision sort options are listed to the right of the List screen.*

BBWG'S REFERENCE GUIDE for the BUILDER MEMBER PORTAL

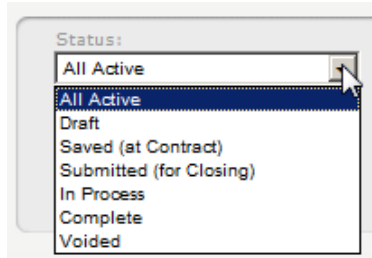


4. **Free Form Search:** The User can enter any value associated with data displayed on the List screen to narrow down a search for an enrollment by simply typing in the data in the text field of the 'Search for' window and selecting 'Enter'. *This is located under the Status and Subdivision drop downs. I.e. type in any part of the Address, Homeowner's Name, Lot/Block, Ref #, App #, Closing Date (in proper mm/dd/yyyy format).*



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5. **Sort Enrollments by Status:** The Status view is located in the top right corner of the List screen. Narrow down the search by selecting the desired status.



ALL ACTIVE: This view will display all Active Enrollments for this Builder. (*Active includes the following statuses: Draft, Saved, Submitted & In Process*)

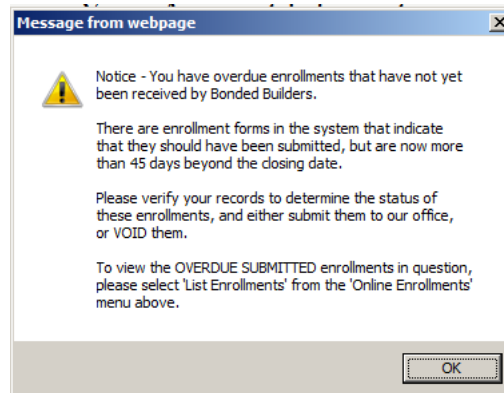
DRAFT: This Status is for Enrollments who do not have enough data entered online to qualify for Saved or Submitted status. If the User starts entry of an enrollment and does not have all the required data they can simply Save as a Draft and come back to this enrollment at a later time to complete.

SAVED: This Status is for Enrollments that have passed the first validation with necessary data requirements to generate a Homeowner's Acknowledgment Form and where applicable, a Risk Management Requirements Notice. Enrollments are generally entered at Contract and SAVED until ready to go to closing. *Enrollments in SAVED status can be edited.*

SUBMITTED: This Status is for Enrollments that have passed validation requirements to generate the Warranty Coverage Application. Enrollments in this status should have accurate data entered and be ready for closing. Enrollments in this status will be assigned an Application # that will print with a barcode in the top right corner of the Warranty Coverage Application. *Enrollments in this status can be edited and paperwork re-printed.*

What is an Overdue Enrollment?

OVERDUE SUBMITTED: An Enrollment in this status indicates that the closing date entered to SUBMIT has occurred 45 days + in the past and BBWG has not received the signed/completed Application and payment to process. The builder will receive the following message upon login:

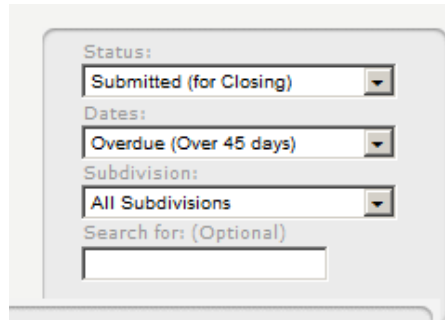


If the builder receives this message they should check their records to confirm if the property closed. If a title company or closing attorney handled the closing, check with them to see if they have the signed Warranty Coverage Application to send with payment to BBWG for prompt processing. If the property did

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not close, the enrollment entry can be voided. NOTE: Some builder agreements will display the Overdue Status at 7 days past the closing date entered online.

Upon selecting List Enrollments, the default display will be of the Overdue Submitted Enrollments. To see all Active Enrollments, the User will need to adjust the drop down selection.



The screenshot shows a filter interface with the following elements:

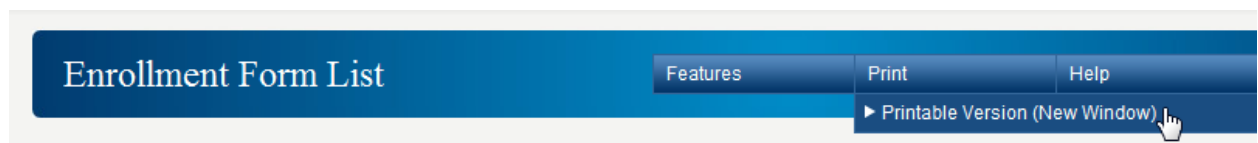
- Status:** A dropdown menu currently set to "Submitted (for Closing)".
- Dates:** A dropdown menu currently set to "Overdue (Over 45 days)".
- Subdivision:** A dropdown menu currently set to "All Subdivisions".
- Search for: (Optional):** An empty text input field.

In Process: Enrollments in this Status have been received by BBWG for processing. Upon receiving the completed and signed Warranty Coverage Application from the online system, BBWG will scan the bar code from the top right corner to register the application as being received by BBWG. The status online will update to reflect In Process. While in this status, BBWG will validate the data on the application, deposit the funds and prepare the warranty documents for mailing.

COMPLETE: Enrollments in this Status indicate that the Warranty is in effect and the warranty documents have been mailed to the homeowner(s). *Normal process time from login/receipt @ BBWG to mail is about 30 days for a completed/signed application. This allows time for any changes to the warranty and for the owner to move in and have a mail receptacle available to receive the Warranty Documents.*

VOIDED: Enrollments in this Status have been Voided and are not available for use. If an enrollment was voided in error, it must be recreated online.

- 6. Printing Searches:** The Print menu option will allow the User to print reports of the selection displayed on the Enrollment Form List screen. *i.e. Report of all Enrollments in Complete status, All enrollments in a particular Subdivision to see what has been enrolled.*



A separate window will open with a PDF version of the report. The User can Save or Print as needed.

BBWG'S REFERENCE GUIDE for the BUILDER MEMBER PORTAL

RISK MANAGEMENT QUESTIONS

Who do I contact with questions about my Risk Management Requirements?

You can email your Risk Management questions to broeming@bondedbuilders.com or you can call our Risk Manager @ 800-749-0381 x3660.

How do I know what is required for Risk Managements for my enrollment?

The online system will determine the Risk Management requirements based on the property address entered online. Upon successfully saving an enrollment, the User will be prompted through the Risk Management process. The Risk Management Requirements Notice will display upon selecting SAVE:

- This screen will advise the builder if there are items to keep on file or to submit to BBWG before the home can be enrolled with a warranty. *The below shows items to Submit to BBWG and items to simply Complete and Keep on file in case they are needed at a later date.*

Risk Management Requirements

Risk Management Notice

As of	04/23/2012	Control #	120773
		Builder #	08595

In order to enroll the home identified below in BBWG's Warranty Program, Risk Management requirements must be met. Note some requirements must be submitted to BBWG and others must be retained in your files. BBWG may contact you for additional requirements.

Property Location

Address	156 SE Kings Road
Lot	L1
Block	R1
City	Irving
County	Dallas
State	TX
Subdivisions	Blanco Vista

Risk Management Requirements for the home shown above

ID	Requirement	Submit to BBWG*	Complete and Keep Proof**	Important Notes
1	Soil Report	✓		
2	Foundation Inspection		✓	

Reminders

Equal Grading - Home must have a 3% slope in the first five feet of yard around the home, minimum.

***Submit to BBWG** - these items must be submitted to BBWG and be approved by BBWG before the home can be enrolled. Submit the requirements as soon as completed to avoid possible delay at closing. Home cannot be enrolled without BBWG receipt and approval of these requirement(s).

Requirements can be emailed to BBWG at RiskManagement@bondedbuilders.com, or mailed to:

Bonded Builders Warranty Group
Attn: Risk Management
1500 Kings Highway
Port Charlotte, FL 33980

****Complete and Keep Proof** - these items must be done to comply with RM requirements under your Builder Membership Agreement with BBWG. Keep copies in your file to produce if requested during home enrollment or at the time of a claim.

Contact BBWG Risk Management at 800-749-0381 ext. 3660 if you have any questions.

BBWG'S REFERENCE GUIDE for the BUILDER MEMBER PORTAL

- The following sample shows no items to submit, just a reminder about the Final Grade requirements in the area.

Risk Management Requirements

Risk Management Notice:

Issued: 04/23/2012 Control #: 120774
Builder #: 12103

In order to enroll the home identified below in BBWG's Warranty Program, Risk Management requirements must be met. Note some requirements must be submitted to BBWG and others must be retained in your files. BBWG may contact you for additional requirements.

Property Location:

Address: 3214 DE Wagonwheel Way
Lot: L1
Block: B1
City: Driftwood
County: Hays
State: KS
Subdivision:

Risk Management Requirements for the home shown above

ID	Requirement	Submit to BBWG?	Complete and Keep Proof?	Important Notes
-	No Additional Requirements	-	-	Based upon your responses to the risk management questions, there are no additional requirements needed for enrollment of this home.

Reminders:

Final Grades - Home must have a 3% slope in the first five feet of yard around the home, minimum.

- The User should select the check box to acknowledge the information entered as being accurate for the property address entered online. Upon selecting the check box, the User should click the Confirm button.

I acknowledge that the information submitted herein is accurate. I understand this information will be used to determine the specific risk management requirements for this home and that BBWG will rely on this information to qualify the home for enrollment in the warranty program.

Once you have reviewed this Requirements Notice please indicate your acceptance by clicking the checkbox above, then select the 'Confirm' button.

Confirm

- The Risk Management Requirements Notice will then display as a PDF document for the User to print to keep in the builder file.
- Upon closing the PDF, the User will be prompted to 'Continue' or 'Re-Display' the PDF. Selecting Continue will complete the SAVE process.

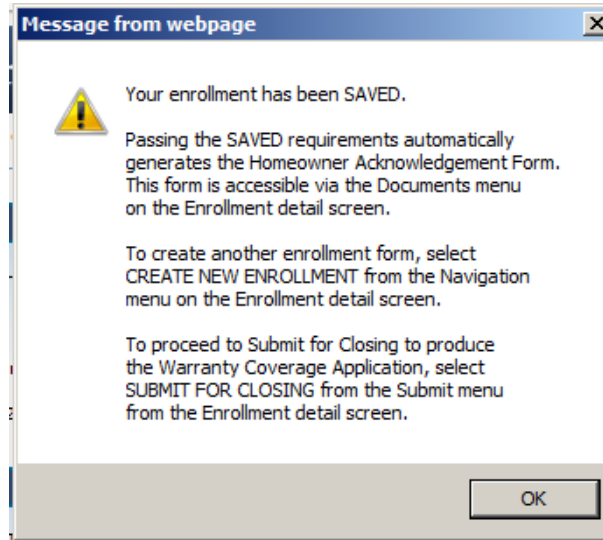
Print Risk Management Requirements

Re-Display

Continue

BBWG'S REFERENCE GUIDE for the BUILDER MEMBER PORTAL

- The following window will display advising the enrollment has been SAVED and gives instructions for possible next steps.



- From the List Enrollments option the User will be able to determine if the property address has been approved for Risk Management and is OK to proceed to the Submit for Closing process.

See the notes below on the screen shot:

- Orange dot – missing requirements, contact our Risk Manager.
- Green dot – Risk Management approved, OK to proceed.

Page: of 2

Enrollment Form List

Forms Found: 19

Status:

Subdivision:

Search for: (Optional)

Builder Ref#	Homeowner	App #	Subdivision	Address	Block/Lot	Closing	Status	RM
REF:	Ranhouse,	n/a	Blanco Vi	156 SE Kings Road	B1 L1	05/11/2012	Saved	●
REF:	Lange, Rog	n/a	Bell Farm	935 Peachland Boulevard	B1 L1	05/11/2012	Draft	-
REF:	Austin, Sa	n/a	Austin's	4504 SE Olean Boulevard	B1 L1	06/08/2012	Saved	●

NOTE: The orange dot under the RM column indicates there are pending Risk Management items to be completed before the user can Submit for Closing - contact our Risk Manager Brant Roeming @ 800-749-0381 x3660. A green dot under the RM column advises that this address was approved for Risk Management and is OK to proceed to the Submit for Closing process.

- Follow the steps for Submit for Closing from this point. (How to generate a Warranty Coverage Application)

How do I change an address or Risk Management data after Risk Management has been Saved/Approved online?

Once the enrollment has been saved and Risk Management requirements established, any changes to the property address must go through our Risk Manager, Brant Roeming. He can be reached by phone 800-749-0381 x3660 OR email: broeming@bondedbuilders.com. Please reference the complete property address as it was entered online initially in your message to him and provide clear contact information.

DOCUMENTS GENERATED ONLINE

What is a Homeowner Acknowledgment Form (HAF)?

This form is designed to be signed at contract by the Homeowner(s). It serves as a notice to the Homeowner of the availability and procedure to obtain sample warranty prior to closing on the home. Providing this information to the Homeowner at contract allows them sufficient time to review the sample warranty and have any questions on the coverage answered prior to closing on their home. This form is also beneficial to the builder because it provides the Homeowner with important disclosures for their warranty prior to their closing.

NOTE: Based on the business process flow of the builder office, users have the option of utilizing the paper version of the HAF or they can use the one generate via the Online Enrollment System via the SAVED status. The homeowner should sign and a copy submitted to BBWG within 45 days of the signed contract. (To reduce individual postage, the builder can mail the HAFs in bulk once a month if desired) The paper version are available on the Builder Homepage under the Features menu.

How do I print a paper version of the Homeowner Acknowledgment Form?

From the Features menu option, select 'Homeowner Acknowledgment Form PDF'. This will display the 2 page form in a PDF to save to the Builder's computer to print/use as necessary or to print from our website. Some builders find that providing the paper HAFs version in their sales offices is beneficial vs. utilizing the online version.



What is a Risk Management Requirements Notice?

BBWG Risk Management assessment is automated via the Online Enrollment system. The Risk Management Requirements Notice is auto generated upon saving an enrollment record in specified area of the country where Risk Management review is required. Upon saving the enrollment a page will display listing any applicable items and ask the builder to 'Confirm' the data submitted. Upon confirming the data, a PDF version of the Requirements Notice will display for the builder to print and/or save for their file. This form is strictly for the builder's benefit, there is nothing for the homeowner to sign, etc. The Requirements Notice will advise the builder of any additional documentation that is required to Submit to BBWG and/or Keep in their office file in case we request at a later date. (i.e. Soil Reports, Foundation Plans, Compaction Test, etc.) Some areas, the builder may simply be reminded of Final Grade % requirements in their area.

What is a Warranty Coverage Application?

The Warranty Coverage Application is the form used to enroll the property with Bonded Builders Warranty Group. **NOTE: Simply submitting the enrollment data online does not satisfy the enrollment process requirements.** This form is designed to be completed at closing, signed by the Homeowner(s) and remitted to BBWG with the applicable enrollment fee for processing. The Warranty Coverage Application serves as BBWG's contract with the Homeowner – they must sign off to all data entered on the application. Once the required information is entered online and SUBMITTED for Closing (*enrollment is in SUBMITTED status*) BBWG must received the signed application

BBWG'S REFERENCE GUIDE for the BUILDER MEMBER PORTAL

with payment in order for the warranty to be issued and in effect. BBWG should receive this required information within 30 days of the closing of the property for timely processing.

NOTE: if the builder utilizes a Title Company or Closing Attorney's office to submit the signed application and payment to BBWG, it is the builder's responsibility to follow up to ensure that the proper documents/payment was remitted timely. The builder can view the LIST ENROLLMENT screen online to view the status updates. If the enrollment remains in SUBMITTED status then BBWG has not received the enrollment for processing.

How do I generate and print the Warranty Coverage Application?

The enrollment status must = SUBMITTED to generate the Warranty Coverage Application. Whether the User is entering an enrollment from start to finish the same day or has a previously Saved enrollment – the SAVED enrollment must be Submitted for Closing.

The screenshot shows the 'Enrollment Form Detail' page. At the top, there is a navigation bar with buttons for 'Navigation', 'Submit', 'Edit', and 'Documents'. A dropdown menu is open under 'Submit', showing the option 'Submit for Closing'. Below this is the 'Warranty Enrollment Application' form. The form includes a header with contact information: 'Need Help? • Call us Mon-Fri 8:30am to 5:00pm (Eastern) • Phone: 800-749-0381'. The form is divided into two main sections: 'Builder Information' and 'Enrollment Information'. Under 'Builder Information', there are fields for 'Builder Name' (Thornberry Custom Builders, Inc) and 'Builder Number' (06921). Under 'Enrollment Information', there are fields for 'Application Number' (Net-Net Assigned), 'Status' (Saved), and 'Builder Reference #' (REF). A red circle highlights the 'Status' field.

Upon successfully submitting an enrollment for closing the Warranty Coverage Application is generated. The PDF form will be available via the DOCUMENTS menu. The Warranty Coverage Application will be two pages and require the Homeowner(s) signature. *NOTE: The Warranty Coverage Application will have a bar code and application # printed in the top left corner.*

The screenshot shows a dropdown menu from the 'Documents' button. The menu items are: 'Homeowner Acknowledgement Form', 'Warranty Coverage Application (WCA)', and 'Warranty Coverage Application Instructions'. A mouse cursor is pointing at the 'Warranty Coverage Application (WCA)' option.

My document (PDF) won't print or display?

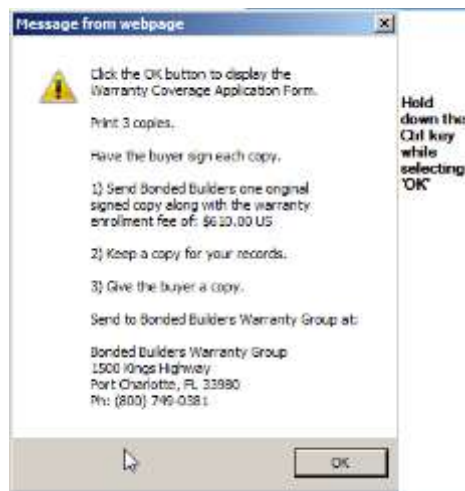
All documents generated by BBWG's online system will be available as PDF documents and can be selected for printing from the DOCUMENTS menu on the Enrollment Form Detail screen.

The screenshot shows the 'Documents' menu with a mouse cursor pointing at the 'Documents' button. The menu items are: 'Homeowner Acknowledgement Form', 'Letter of Acceptance (LOA)', 'Warranty Coverage Application (WCA)', and 'Warranty Coverage Application Instructions'.

BBWG'S REFERENCE GUIDE for the BUILDER MEMBER PORTAL

Upon selecting the appropriate document to print, an instruction window will display and the User should select OK. If upon selecting OK the PDF does not display try one of the following:

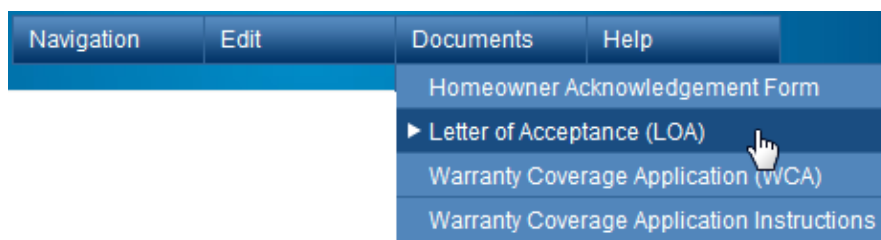
- Some versions of Internet Explorer block the PDF window from opening through the Pop Up Blocker settings on the Users Internet Options. If upon selecting 'OK' the Users screen flashes and the yellow triangle symbol with a red explanation point displays that is a sign that the window opening the PDF has been blocked.
 - The User will need to adjust their Internet Pop Up Settings to allow windows from the MyBBWG.com website. This should be set once and then apply going forward.
 - Another option – when pages are blocked the User may see a yellow highlighted area just under their Internet toolbar – they can right click on this area to view the pages that have been blocked and select 'Always Allow'. They can then reselect the Document from the DOCUMENTS menu, select OK and the PDF should display. *NOTE: each Internet browser and version displays pop ups differently – they are usually displayed near the toolbar across the top of the screen OR in the bottom right where program icons are displayed. Right clicking the item will display setting options. You may need to obtain assistance from your local IT representative to adjust your Pop Up Settings.*
- Some Users have been able to hold down the CTRL key while selecting the OK button from the below window and override the Pop Up Setting to display the desired document.



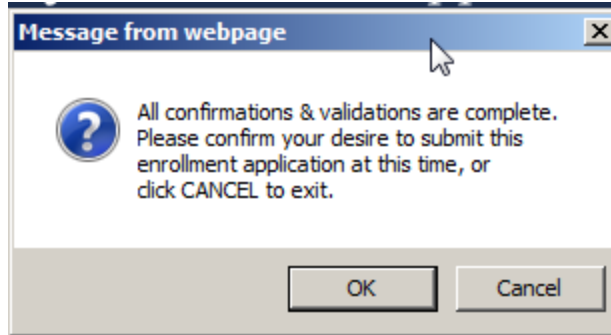
NOTE: If these options do not work please call our Corporate office @ 800-749-0381, have your builder # available.

How do I obtain a Letter of Acceptance for my lender?

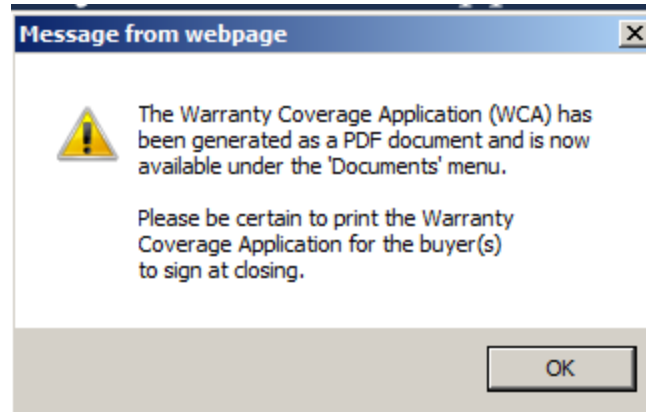
All enrollments with a HUD finance method (FHA/VA/Rural Dev or USDA) will auto generate a Letter of Acceptance (LOA) online. Upon successfully submitting for closing the Letter of Acceptance will generate and be available under the DOCUMENTS menu.



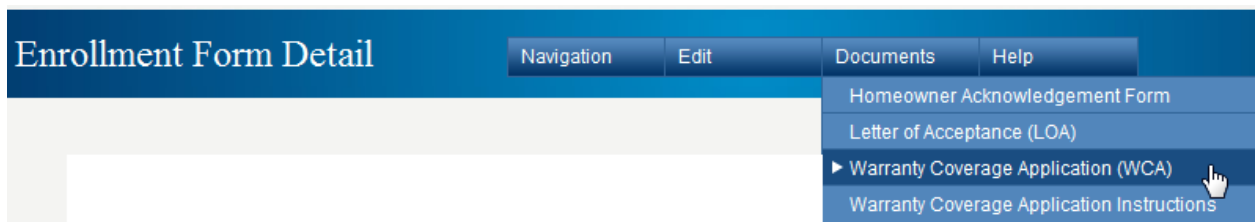
BBWG'S REFERENCE GUIDE for the BUILDER MEMBER PORTAL



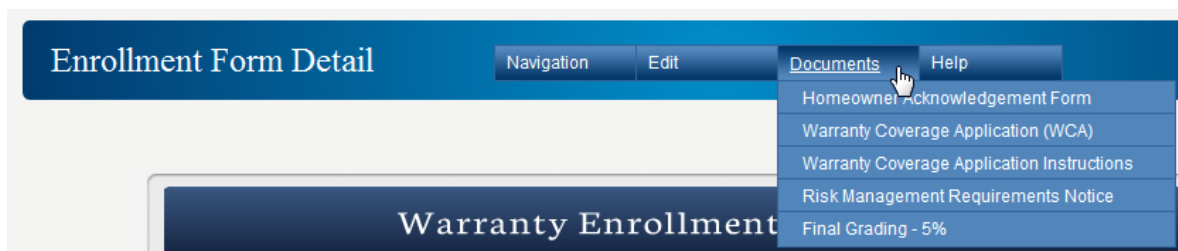
11. The User will see the following message advising that the Warranty Coverage Application (and when applicable Letter of Acceptance) has been generated with instructions on how to view via the Documents menu.



12. Upon successfully Submitting an enrollment the following Document options will be available depending on the Builder State and requirements:
- a. Non Risk Management State menu: (*Warranty Coverage Application generated upon Submitting*)



- b. Risk Management State menu: (*Warranty Coverage Application generated upon Submitting*)



13. Print the Warranty Coverage Application and present to the owner(s) to sign at closing. (2 pages)
14. Mail the signed application and payment to the Bonded Builder's office for processing. (*address is on the top of the application*)

BBWG'S REFERENCE GUIDE for the BUILDER MEMBER PORTAL

Sample Risk Management Requirements Notice with Items to Submit to BBWG



BONDED BUILDERS WARRANTY GROUP

1500 Kings Highway, Port Charlotte, Florida 33980 Phone: 800-749-0381 Fax: 817-424-3816

TRACKING

Control #: 120773

(Used Internally by BBWG)

RISK MANAGEMENT REQUIREMENTS NOTICE

Date: 04/23/2012

BUILDER INFORMATION

BUILDER NAME:	Pacesetter Homes LLC	BUILDER #:	08595
BUILDER ADDRESS:	7940 Shoal Creek Blvd Suite 201	Austin	TX 78757
	Street Address	City	State Zip Code

PROPERTY LOCATION

PROPERTY ADDRESS:	156 SE Kings Road	Irving	TX 75061
	Street Address	City	State Zip Code
SUBDIVISION:	Blanco Vista	PHASE:	P1
LEGAL ADDRESS:	L1	B1	N/A
	Lot	Block	Unit # (For Condominiums)

RISK MANAGEMENT REQUIREMENTS FOR THE HOME SHOWN ABOVE

Review these requirements carefully. They have been established based on the location and home specific data you entered. If you believe you entered any incorrect information or do not understand any requirements you must contact BBWG Risk Management now.

ID	Requirement	Submit to BBWG *	Complete and Keep Proof **	Important Notes
1	Soil Report	✓		-
2	Foundation Inspection		✓	-

Final Grade Reminder - Home must have a 5% slope in the first five feet of yard around the home, minimum.

* **Submit to BBWG** - these items must be submitted to BBWG and be approved by BBWG before the home can be enrolled. Submit the requirements as soon as completed to avoid possible delay at closing. Home cannot be enrolled without BBWG receipt and approval of these requirement(s).

Requirements can be emailed to BBWG at RiskManagement@bondedbuilders.com, or mailed to:

Bonded Builders Warranty Group
Attn: Risk Management
1500 Kings Highway
Port Charlotte, FL 33980

** **Complete and Keep Proof** - these items must be done to comply with RM requirements under your Builder Membership Agreement with BBWG. Keep copies in your file to produce if requested during home enrollment or at the time of a claim.

NOTE: This report is generated as part of Bonded Builders Warranty Group's (BBWG) underwriting the subject home for enrollment and warranty consideration purposes only. Approval, acceptance and/or rejection of this report by Bonded Builders Warranty Group does not constitute compliance or noncompliance with any state or local building codes and does not represent actual warranty coverage. This report should not be relied upon by either the builder and/or homeowner(s) for any purposes whatsoever.

BBWG'S REFERENCE GUIDE for the BUILDER MEMBER PORTAL

Sample Risk Management Requirements Notice without Items to Submit to BBWG



BONDED BUILDERS WARRANTY GROUP
 1500 Kings Highway, Port Charlotte, Florida 33980 Phone: 800-749-0381 Fax: 817-424-3816

TRACKING
Control #: <u>120774</u> (Used Internally by BBWG)

RISK MANAGEMENT REQUIREMENTS NOTICE

Date: 04/23/2012

BUILDER INFORMATION			
BUILDER NAME:	<u>J B Hall Construction, LLC</u>	BUILDER #:	<u>12103</u>
BUILDER ADDRESS:	<u>1151 Darden Hill Rd</u>	<u>Driftwood</u>	<u>TX 78619</u>
	<small>Street Address</small>	<small>City</small>	<small>State Zip Code</small>

PROPERTY LOCATION			
PROPERTY ADDRESS:	<u>5214 SE Westwind Way</u>	<u>Driftwood</u>	<u>TX 78619</u>
	<small>Street Address</small>	<small>City</small>	<small>State Zip Code</small>
SUBDIVISION:		PHASE:	<u>P1</u>
LEGAL ADDRESS:	<u>L1</u>	<u>B1</u>	<u>N/A</u>
	<small>Lot</small>	<small>Block</small>	<small>Unit # (For Condominiums)</small>

RISK MANAGEMENT REQUIREMENTS FOR THE HOME SHOWN ABOVE

Review these requirements carefully. They have been established based on the location and home specific data you entered. If you believe you entered any incorrect information or do not understand any requirements you must contact BBWG Risk Management now.

ID	Requirement	Submit to BBWG *	Complete and Keep Proof **	Important Notes
-	No Additional Requirements	-	-	Based upon your responses to the risk management questions, there are no additional requirements needed for enrollment of this home.

Final Grade Reminder - Home must have a 5% slope in the first five feet of yard around the home, minimum.

* **Submit to BBWG** - these items must be submitted to BBWG and be approved by BBWG before the home can be enrolled. Submit the requirements as soon as completed to avoid possible delay at closing. **Home cannot be enrolled without BBWG receipt and approval of these requirement(s).**

Requirements can be emailed to BBWG at RiskManagement@bondedbuilders.com, or mailed to:

Bonded Builders Warranty Group
 Attn: Risk Management
 1500 Kings Highway
 Port Charlotte, FL 33980

** **Complete and Keep Proof** - these items must be done to comply with RM requirements under your Builder Membership Agreement with BBWG. Keep copies in your file to produce if requested during home enrollment or at the time of a claim.

NOTE: This report is generated as part of Bonded Builders Warranty Group's (BBWG) underwriting the subject home for enrollment and warranty consideration purposes only. Approval, acceptance and/or rejection of this report by Bonded Builders Warranty Group does not constitute compliance or noncompliance with any state or local building codes and does not represent actual warranty coverage. This report should not be relied upon by either the builder and/or homeowner(s) for any purposes whatsoever.

BBWG'S REFERENCE GUIDE for the BUILDER MEMBER PORTAL

Sample Homeowner Acknowledgement Form



BONDED BUILDERS WARRANTY GROUP

1500 Kings Highway, Port Charlotte, Florida 33980 Phone: 800-749-0381 Facsimile 941-743-0534

HOMEOWNER(S) WARRANTY ACKNOWLEDGMENT FORM

This form should be filled out by the Builder and be signed by the Homeowner(s) at the time of contract.

This is not an Application and cannot be used to enroll the home.

BUILDER NAME: J B Hall Construction, LLC

BUILDER NUMBER: 12103

NEW HOME TO BE ENROLLED

1. HOMEOWNER LAST NAME: <u>Strickel</u>	FIRST NAME: <u>Linda</u>
2. CO-OWNER LAST NAME: _____	FIRST NAME: _____
3. NEW HOME ADDRESS: <u>5214 SE Westwind Way</u>	<u>Driftwood TX 78619</u>
<small>Street Address</small>	<small>City State Zip Code</small>
4. LOCATION: <u>L1</u> <u>B1</u> <u>Chelsea Ranch 3/2</u>	
<small>Unit # Lot Block Model</small>	
5. SUBDIVISION: _____	6. COUNTY: <u>Hays</u> 7. EST. CLOSING DATE: <u>See Builder</u>

CURRENT MAILING ADDRESS

8. HOMEOWNER(S) CURRENT MAILING ADDRESS: <u>100 Main Street</u>	<u>Port Charlotte FL 33980</u>
<small>Street Address</small>	<small>City State Zip Code</small>
9. CURRENT PHONE #: <u>(555) 999-8888</u>	

WARRANTY SELECTION

10. WARRANTY COVERS: <u>1 Year</u> Workmanship & Materials	
<u>2 Year</u> Electrical, Plumbing & Mechanical Systems	
<u>10 Year</u> Structural	BB-W8020TX

HOMEOWNER(S) ACKNOWLEDGMENT

I/We acknowledge having the opportunity, either at the time of the execution of this document, at the time of contract with my/our Builder, and/or during the construction of the home, to review the terms and conditions of the Bonded Builders Warranty Group (BBWG) Express Limited Warranty Document available to me through the Builder or BBWG*. If, for any reason, I/we have not received or have not had an opportunity to review a copy of the Warranty Document, I/we must obtain a copy of it by requesting the Warranty Document in writing from BBWG*. Should I/we choose not to obtain a copy of same from BBWG, or choose not to review the Warranty Document at the times listed above, I/we hereby waive the right to later assert any inapplicability of the terms and conditions of the Warranty Document.

I/We also acknowledge that, if my/our home is enrolled in the BBWG Program that I/we hereby accept the terms and conditions contained therein in their entirety including but not limited to the alternative dispute resolution processes, including but not limited to binding arbitration, contained therein. By accepting this warranty, I/we are agreeing to waive my/our right to a trial by either judge or jury in a court of law. I/We further agree that any claims to be filed under the Warranty Document will not be filed as a class action lawsuit or be subject to any class action litigation. BBWG and I/we acknowledge that class action treatment of a claim under the Warranty Document is strictly prohibited. (Binding nature of the arbitration not applicable in Florida. If home is FHA, VA or Rural Development financed judicial remedy prior to arbitration is not waived).

I/We understand that if and when the new home warranty is issued, it is an Express Limited Warranty, not an insurance policy and any and all claims, whether contractual or otherwise, are controlled by the express terms, conditions and exclusions contained in the Warranty Document. Certain items and events are not covered by this warranty. Refer to the section titled "Exclusions" in the Warranty Document.

Bonded Builders Insurance Services, Inc., a licensed insurance agency affiliate of BBWG, would like to offer you a Homeowners Insurance quote for your new home. If you would like to contact one of their agents, please call BBIS toll-free at 877-219-9519. You can also call this number if you would like to be removed from their call list.

*Please refer to Page 2 of this form for instructions to obtain the sample warranty document or provide your email address here to receive a sample warranty via email.



BBWG'S REFERENCE GUIDE for the BUILDER MEMBER PORTAL

Sample Warranty Coverage Application (2 pages)



BONDED BUILDERS WARRANTY GROUP

1500 Kings Highway, Port Charlotte, Florida 33980 Phone: 800-749-0381 Fax 941-743-0534

WARRANTY COVERAGE APPLICATION



Application# 753529-01

THIS APPLICATION IS TO ENROLL YOUR NEW HOME IN BONDED BUILDERS EXPRESS LIMITED WARRANTY COVERAGE; IT IS **NOT YOUR NEW HOME WARRANTY** NOR IS IT A SUBSTITUTE FOR YOUR HOMEOWNERS INSURANCE. UNLESS ALL BLANKS ARE COMPLETED, THE APPLICATION IS SIGNED, AND THE WARRANTY FEE IS PAID, YOUR HOME WILL NOT BE ENROLLED.

BUILDER NAME: J B Hall Construction, LLC

BUILDER NUMBER: 12103



WARRANTY SELECTION

Warranty Plan: 10 Yr Structural Warranty + 1 Yr Workmanship & Materials/2 Yr Systems Warranty

Warranty Enrollment Fee: \$ 567.00 BB-W8020TX

NEW HOME TO BE ENROLLED

1. HOMEOWNER LAST NAME: Strickel FIRST NAME: Linda

2. CO-OWNER LAST NAME: _____ FIRST NAME: _____

3. NEW HOME ADDRESS: 5214 SE Westwind Way
Street Address

4. CITY/STATE/ZIP CODE: Driftwood TX 78619
City State ZIP Code

5. SUBDIVISION: _____ L1 B1
Lot Block

6. CLOSING DATE: 05/11/2012 7. BUILT ON HOMEOWNER'S LOT: No 8. BUILDER RMA#: TX98621

9. CLOSING CONTRACT PRICE: \$ 252,000.00

WARRANTY MAILING INSTRUCTIONS

10. Mail Warranty To New Home Address Above Mail Warranty To Following Address

N/A
Street Address City State Zip Code

PROPERTY SPECIFIC INFORMATION

11. CONSTRUCTION TYPE: Single Family Detached

12. DATE OF CERTIFICATE OF OCCUPANCY FOR THE MAIN STRUCTURE: Not Applicable for Single Family Detached

13. CONSTRUCTION OF HOME: Site Built

MORTGAGE INFORMATION

14. CASH SALE / FINANCED: Financed

15. LOAN TYPE: Conventional

CERTAIN ITEMS AND EVENTS ARE NOT COVERED BY THIS WARRANTY. PLEASE REFER TO THE SECTION TITLED "EXCLUSIONS" IN THE WARRANTY DOCUMENT. IN FLORIDA, THE HOME WARRANTY MAY NOT PROVIDE LISTING PERIOD COVERAGE FREE OF CHARGE.

SIGNATURES

HOMEOWNER(S): I/we acknowledge that by signing this application I/we affirm that I/we have read and understand the important Homeowner's Acknowledgement on Page 2 of this application.

Homeowner: _____ Date: _____

Co-Owner: _____ Date: _____

Builder's Rep: _____ Date: _____

Prepared By

Name: Jessica Thornberry Date: 04/23/2012 Phone: _____ Fax: _____

Builder - provide a copy of the signed application (both pages) to the Homeowner(s)

BBWG'S REFERENCE GUIDE for the BUILDER MEMBER PORTAL



BONDED BUILDERS WARRANTY GROUP

1500 Kings Highway, Port Charlotte, Florida 33980 Phone: 800-749-0381 Fax: 941-743-0534

Application# 753529-01

WARRANTY COVERAGE APPLICATION - Page 2

HOMEOWNER'S ACKNOWLEDGEMENT

Please read carefully below before signing the application.

I/We acknowledge and understand that only upon Bonded Builders Warranty Group's (BBWG) receipt and acceptance of this Application and the warranty enrollment fee, BBWG will issue and mail to me/us the Warranty Documents. Upon my/our receipt of the final Warranty Documents I/we understand I/we will have 30 days to review the warranty terms and conditions and return it for cancellation if not completely satisfied. (In the event of FHA, VA or Rural Development financing, I/we understand the warranty cannot be cancelled). Should I/we choose not to return the warranty for cancellation within the 30-day period, I/we hereby waive the right to later assert any inapplicability of the terms and conditions of the Warranty Document. I/we also acknowledge that, if my/our home is enrolled in the BBWG Warranty Program that I/we hereby accept the terms and conditions contained therein in their entirety including but not limited to the exclusive, final and binding alternative dispute resolution processes, including but not limited to arbitration, contained therein. By accepting this warranty, I/we are agreeing to waive my/our right to a trial by either judge or jury in a court of law. I/We further agree that any claims to be filed under the Warranty Document will not be filed as a class action lawsuit or be subject to any class action litigation. BBWG and I/we acknowledge that class action treatment of a claim under the Warranty Document is strictly prohibited. (Binding nature of the arbitration not applicable in Florida. If home is FHA/VA or Rural Development financed judicial remedy prior to binding arbitration is not waived).

I/We further understand that the Warranty Limit, the maximum aggregate total amount BBWG is liable for under the warranty for all claims may be less than the Closing Contract Price of the Home. The Warranty Limit will be shown in the Warranty Document.

I/We further understand that if and when the new home warranty is issued, it is an Express Limited Warranty, NOT an insurance policy and any and all claims, whether contractual or otherwise, are controlled by the express terms, conditions and exclusions contained in the Warranty Document.

Certain items and events are not covered. Refer to the section titled "Exclusions" in the Warranty Document.

APPLICATION SUBMISSION CHECKLIST

Please use this checklist to submit a complete application. Missing information will delay issuance of the warranty documents.

- Homeowner(s) Signed Warranty Coverage Application (This Form, Page 1).
- Builder Signed Warranty Coverage Application (This Form, Page 1).
- Submitted Warranty Enrollment Fee.
- Provided a copy of this Application to the Homeowner.