

December 1, 2022

VIA EMAIL: CEWILSON@ATTORNEYGENERAL.GOV

Caroline E. Wilson
Pennsylvania Office of the Attorney General
1251 Waterfront Place, Mezzanine Level
Pittsburgh, PA 15222

RE: Jennifer Scharba; HSA Plan No. 600440768; Your File No. BCP-22-05-030954

Dear Ms. Wilson:

Home Security of America, Inc. ("HSA") is in receipt of your letter dated November 14, 2022, advising of the above referenced complaint. Your letter has been forwarded to me for review and response.

I have reviewed HSA's records with regard to Ms. Scharba's complaint. On July 1, 2022, service was requested for a dishwasher and the request was dispatched to Express Appliance Service to diagnose the issue. The company reported to HSA that parts were ordered to repair the issue, including a drain hose and drain pump. Section F.9 of the enclosed warranty plan states that coverage does not apply to conditions beyond HSA's control, including delays in obtaining parts. On October 14, 2022, Express Appliance Service reported to HSA that additional parts were needed, including a control board and sensor. The company reported to HSA that repairs were completed on October 31, 2022.

On November 1, 2022, service was again requested for the dishwasher and the request was dispatched to Express Appliance Service to diagnose the issue. The company reported to HSA that the sump assembly failed.

In order to amicably resolve this matter, HSA offers Ms. Scharba two options. First, HSA offers to replace the dishwasher in accordance with the terms of the warranty plan. Section D.2 of the warranty plan provides that replacement shall be with systems comparable in features, capacity and efficiency. HSA is not responsible for matching dimensions, color or brand. Alternatively, if the customer is in possession of an invoice or estimate from an appliance company of her choosing for the repair, she may forward the detailed information for review.

HSA will await the customer's decision with regard to the offered options. Thank you for your consideration.

Sincerely

HOME SECURITY OF AMERICA, INC.



Kimberly Tiffany
Claims Resolution Specialist
1524 Hwy. 30 East, Carroll, IA 51401
Telephone: 866-360-2824 Ext. 810
Facsimile: 901-473-3745
Email: ahsclaimsmgmt1@ahs.com

Enclosure