



Complaints

American Home Shield

Home Warranty Plans

[View Business profile](#)



Need to file a complaint?

BBB is here to help. We'll guide you through the process.

[File a Complaint](#)

Complaint Details

Note that complaint text that is displayed might not represent all complaints filed with BBB. [See details.](#)

Complaint Type:

Service or Repair Issues

Status:

Resolved



Initial Complaint

07/25/2023

I have waited a month before filing this complaint because I didn't want it to be filled with so much disgust and disappointment. I had been with with AHS since 2008. I filed a service request on 6/13/23 for my air conditioner unit. First of all they sent out an inexperienced technician through Homeserve by Greenway. The tech condemned the entire system and said a project manager would be coming out. We know what happens when the 2nd person comes to sell you something. Project Mg. came and stated non cover cost for compressor and coil \$6775. Project Manager ***** didn't explain any issues but quoted a price. I requested a second opinion and the next company did not see those issues. The 2nd company explained

what was going on. I called AHS back to get a payout and was told since I requested a second opinion I could not get a payout. Out of all the thousands of dollars that I had pour into this company they always find an issue to not fix what's in your contract. Their customer ***** is rated below zero. This company is a money scam and ripping off households. Then they want to charge you \$89.99 cancellation fee. I refuse to pay AHS another dime. Contract #*****



Business response

08/08/2023

8/01/2023

Dispute Resolution Specialist
BBB

***** , ** 38128

RE: *****; AHS Plan No.611330178; BBB Complaint Case No.20374005

Dear *****:

Thank you for making us aware of ***** issue through the Better Business Bureau. We take customer satisfaction very seriously, and sincerely apologize that the member has not been entirely satisfied with our service.

Our records do indicate that HomeServ of Greenway reported that the compressor and evaporator coil failed on the members air conditioning system and would need to be replaced. Associated with the job would be non-covered costs for modifications, code required upgrades, and/or permits totaling \$4,025.00. The refrigerant needed over the contract limit was \$2,750.00.

The second opinion vendor, Rescue Your Air & Drain, reported that that the compressor started up fine but there was no refrigerant in the system, so they could not determine if it was leaking. In this case the original vendor, HomeServ of Greenway would need to complete the job based on their diagnosis report. If the member does not choose for them to complete the approved repairs, we can still offer cash in lieu based on AHSs cost to replace the compressor and evaporator coil. That amount would be \$1,411.00.

We would also extend as a courtesy to waive half of the non-covered costs for \$3,387.50. This would bring the members cash in lieu offer to \$4,798.50. If the member would like to accept this offer, once she has the compressor and evaporator coil replaced, we ask that she forward a copy of the invoice or receipt as proof of the work performed to ***** Once the proof of repair is accepted a check will be issued. We apologize for any miscommunications regarding this matter and regret that the member chose to cancel her home warranty agreement. We encourage the member to review section L of their plan agreement regarding cancellations.


We take customer concerns very seriously and thank you for bringing this matter to our

attention. We value ***** as our home warranty member and hope that we have offered some resolution to her concerns.

Thank you for your consideration.

Sincerely,

AMERICAN HOME SHIELD CORPORATION

 **Customer response**
08/16/2023

** told I need to reply back to this original complaint. I am accepting the offer of \$4,798.50. I will mail a copy of the invoice.

 **Business response**
08/17/2023

8/01/2023

Dispute Resolution Specialist
BBB
3693 *****
***** , ** 38128

RE: *****; AHS Plan No.611330178; BBB Complaint Case No.20374005

Dear *****:

Thank you for making us aware of ***** issue through the Better Business Bureau. We take customer satisfaction very seriously, and sincerely apologize that the member has not been entirely satisfied with our service. Our records do indicate that HomeServ of Greenway reported that the compressor and evaporator coil failed on the members air conditioning system and would need to be replaced. Associated with the job would be non-covered costs for modifications, code required upgrades, and/or permits totaling \$4,025.00. The refrigerant needed over the contract limit was \$2,750.00.

The second opinion vendor, Rescue Your Air & Drain, reported that that the compressor started up fine but there was no refrigerant in the system, so they could not determine if it was leaking. In this case the original vendor, HomeServ of Greenway would need to complete the job based on their diagnosis report. If the member does not choose for them to complete the approved repairs, we can still offer cash in lieu based on AHSs cost to replace the compressor and evaporator coil. That amount would be \$1,411.00.

We would also extend as a courtesy to waive half of the non-covered costs for

\$3,387.50. This would bring the members cash in lieu offer to \$4,798.50. If the member would like to accept this offer, once she has the compressor and evaporator coil replaced, we ask that she forward a copy of the invoice or receipt as proof of the work performed to ***** Once the proof of repair is accepted a check will be issued. We apologize for any miscommunications regarding this matter and regret that the member chose to cancel her home warranty agreement. We encourage the member to review section L of their plan agreement regarding cancellations.

We take customer concerns very seriously and thank you for bringing this matter to our attention. We value ***** as our home warranty member and hope that we have offered some resolution to her concerns.

Thank you for your consideration.

Sincerely,

AMERICAN HOME SHIELD CORPORATION



Customer response

08/17/2023

Im told I need to reply back to this original complaint. I am accepting the offer of \$4,798.50. I will mail a copy of the invoice.



Business response

08/24/2023

8/23/2023

Dispute Resolution Specialist

BBB

*****, ** 38128

RE: *****; AHS Plan No.611330178; BBB Complaint Case No.20374005

Dear *****:

Thank you for making ** aware that ***** would like to accept the cash in lieu offer for \$4,798.50. We are happy to have reached an agreement.

***** would need to send a copy of her paid invoice showing the work performed to ***** Once the proof of repair/replacement is accepted the check will be issued.

We take customer concerns very seriously and thank ***** for working with ** to

reach a resolution. We hope to have the opportunity to work with her again in the future as well.

Thank you for your consideration.

Sincerely,

AMERICAN HOME SHIELD CORPORATION



Customer response

08/24/2023

Better Business Bureau:

I have reviewed the response made by the business in reference to complaint ID ***** , and I accept their proposed resolution. Invoice has been emailed

Sincerely,

***** , ** 38115

Complaint Type:

Service or Repair Issues

Status:

Answered



Initial Complaint

05/21/2023

We have severe complaints against American Home Shield under contract #*****. We called for Electrical issues because several switches were not working at home. The lights are not turning on even changed the light ***** paid AHS a \$125 service fee. AHS assigned a contractor, All American Electrical Services (***) (*****), and they came on 4/17/23. They tried to check a few and argued that we didn't list all the issues or problems in the first place. All American Electrical tried to check and refused to check all since they were not equipped having the ladder or equipment etc. Our fans were working then, but the fanlight was not turning on. All American Electrical removed the parts from the fans but never replaced them & left them in the home. Several switches were not turning on, although we replaced the light bulbs. Now fans are not working, and light switches are not working. Some areas of the home are dark, not having the lights. We continued to call AHS about the light ***** but unfortunately, AHS ignored us. AHS was making excuses and failed to resolve the issues at this time. I am again requesting through BBB that AHS send the contractor back or somebody else to fix the issues at our home. AHS is acting highly unjustified & providing highly unprofessional service to the consumer. Please assist.



Business response

06/02/2023

June 2, 2023

*****.

RE: ***** , AHS Plan No.609674178, BBB Complaint Case No. 20087334

Dear ***** ,

Thank you for making us aware of ***** issues through the Better Business Bureau. We take customer satisfaction very seriously, and sincerely apologize if ***** has not been entirely satisfied with our service.

There is an open work order for electrical, and per the technician with All American, and on 5/3/23, he informed us that, At the moment, he is waiting on the homeowner to call him back to let him know what the vendor in ***** said about the remote control and receiver since there is a vendor out there that does testing on remote control and receiver for paddle fans. ***** can reach All American at *****. On 5/24/23 paperwork was submitted for refund of his service fee in the amount of \$125; please allow ***** business days for processing, payment will be credited back to the original method of payment.

We take your concerns seriously and thank you for bringing them to our attention. We value ***** as a member and hope to provide him with a positive customer experience in the future.

Sincerely,

American Home Shield of *****



Customer response

06/05/2023

Complaint: 20087334

I am rejecting this response because: We spoke to American Home Shield Electric vendor and they refused to provide any further assistance. Electric switches are not working besides the remote control. Some area of the home is under dark. They refused to finish the job and we already paid a copay of \$125. The vendor messed up some of the electrical wiring, taking out several parts and making excuses to call the manufacturer for remote etc. I have no

knowledge what am I suppose to ask manufacturer since I am not a electrician. Now, most of the switches are not working and my home is under dark at night.

Also, we made the service call for our ** unit since Hot air coming from the vent and summer just started in ****. Our ** unit is not working at all. American Home Shield assigned a vendor. The vendor came and checked, & he stated that the coil is bad in both units and needs service that cost over \$8000. At the meantime, American Home Shield sent us the letter that none of the service related to ** is NOT covered. It appears that none of the services are covered under my plan and we not only paying while purchasing this policy, AHS charged a copay and also top of that, they charge heavily on the Deductibles.

Like I made service call for the roof few months ago. I have some roof issues & need 5 tiles to replace. I Paid a copay \$125 to AHS, provided the tiles, but AHS requested over \$1300 for the repairs vendor. I could hire any roofer and can do it lot cheaper since I am providing all the materials. I want AHS to send it back the electric vendor to fix our electric switches besides the remote issues as soon as possible. I also want AHS to cash out for the ** problems since AHS will not be able to handle it. Please assist.

Sincerely,



Business response

06/13/2023

June 13, 2023

*****,

RE: ***** , AHS Plan No.609674178, BBB Complaint Case No. 200877334

Dear ***** ,


Thank you for making us aware of Mr. ***** issues through the Better Business Bureau. We take customer satisfaction very seriously, and sincerely apologize if ***** has not been entirely satisfied with our service.

On 6/13/23 the work order for electricity was transferred to A-To-Z ***** and someone from there will contact the homeowner to schedule an appointment. On 5/24/23 his service fee of \$125 was reversed back to the banking information we have on file. Regarding the air conditioner work order, on 6/13/23 he was offered cash in lieu in the amount of \$686.00 for the replacement of the evaporator coil. If he would like to accept the offer, he can reach us at ***** .

We take your concerns seriously and thank you for bringing them to our attention. We value ***** as a member and hope to provide him with a positive customer experience in the future.

Sincerely,

PatR.
American Home Shield of *****

 **Customer response**
06/16/2023

Complaint: 20087334

I am rejecting this response because: We were suffering with our AC problems over 6 years and AHS were doing only patchy work on our AC units and they were down off & on. We continued paying off from our pockets after paying the copay. Last year, we paid over \$1500 few times & suffered almost over 6 months with extremely heat in ***** weather until winter starts. I am a senior and will not tolerate that heat which I repeated informed to this company time to time for last 6 years. Last years, AHS promised that they will cover all our inconveniences caused by their delay in services but nothing was reimbursed. We know that AHS again let it linger on the process this year and we decided to change the both units as receipt is enclosed with certified AC technician as per AHS. I am also attaching the AHS cash offer of \$844 which I accepted it earlier and we changed our both units by our certified contractor that cost me \$15000. AHS even didn't pay 10% of the cost of this replacement. AHS vendors were very expensive & asking over \$20000/unit and we don't want to go that route with AHS.

We to accepted the AHS offer of \$844 if American Home Shield will mail out the check with in 7 days.

Sincerely,

 **Business response**
07/05/2023

July 5, 2023

*****.

RE: ***** , AHS Plan No.609674178, BBB Complaint Case No. 20087334

Dear ***** ,

Thank you for making us aware of Mr. ***** issues through the Better Business Bureau. We take customer satisfaction very seriously, and sincerely apologize if ***** has not been entirely satisfied with our service.

We do show an open work order for two air conditioners, and we show that on 6/19/23 he accepted cash in lieu for the replacement of the evaporator coil for both units. We

show an offer for \$765.00 and \$686.00. Once we receive his proof of repair, we can process his reimbursement. To ensure we are being fair and consistent, each request is processed in the order received, and the check will be mailed via the U.S. Postal Service. The processing of the reimbursement is normally ***** business days, and the check will arrive in an envelope with the name AHS/HSA.

We take your concerns seriously and thank you for bringing them to our attention. We value ***** as a member and hope to provide him with a positive customer experience in the future.

Sincerely,

American Home Shield of *****



Customer response
07/07/2023

Complaint: 20087334

I am rejecting this response because: We have already submitted the proof for replacing the both new air-conditioning units since we were suffered for the past 4 years with American Home Shield for the same units for their patchy work. Last year, we suffered six months until summer was over. AHS never reimbursed us a ***** and was asking the proof etc. Again we have the same issues this year. We were sick and tired of it dealing with American Home Shield. American Home Shield AC contractor told us clearly that they can fix but no guaranty it will work that long and we will be responsible to pay around \$9000 since it was not covered services by AHS. Summer already started in ***** and we have no choice and can't depends on AHS for the service since they don't cover anything. AHS offer was sent to BBB with the proof earlier.

We found certified AC contractor, PF Smartair, LLC under License #***** who replaced both units on 6/15/2023 as we enclosed you the proof of replacement. What else AHS wants? We again re-submitting the proof and would like AHS to have the check mailed to us with in 10 days.

Sincerely,



Business response
07/19/2023

July 19, 2023

RE:*****; AHS Plan No. ***** , BBB Complaint Case No. 20087334

Dear ***** ,

Although we hate to hear Mr. ***** interactions with us were less than satisfactory,rest assure his voice has been heard, and the feedback has been submitted on his behalf.

We do show that a work order was created for two air conditioners, and on 6/19/23 he was offered cash in lieu in the amount of \$686.00 and \$765.00 for the replacement of both evaporator coils. Per our records on 7/18/23 we received his proof of repair. To ensure we are being fair and consistent, each request is processed in the order received, and the check will be mailed via the U.S. Postal Service.The processing of the reimbursement is normally ***** business days, and the check will arrive in an envelope with the name AHS/HSA.

We take your concerns seriously and thank you for bringing them to our attention. We value ***** as a member and hope to provide him with a positive customer experience in the future.

Sincerely,

American Home Shield of *****

 **Customer response**
07/26/2023

Complaint: 20087334

I am rejecting this response because: We are having AC problem for over 4 years specially in this ***** heat which is in triple digit. We continued paying out our portion besides the AHS copay but problem will never got fixed. This year American Home Shield contractor told us that this patchy work will not last long, hardly a month and I will be responsible to pay my portion around \$9000 for repairs and AHS will cover around \$1000. I have no choice left and I have to replaced both AC units by local company and paid \$15000 with 10 years warranty on 6/15/23. American Home Shield claimed continued and making excuses for cash out amount around \$700 & \$600 which is fraction of the cost but the cash out was not deliver it since

replaced both units on 6/15/23 although proof was sent to AHS & BBB at the time. I believe that AHS acted highly unprofessional & unreliable service.

Sincerely,



Business response

08/01/2023

August 1, 2023

RE:*****; AHS Plan No. ***** , BBB Complaint Case No. 20087334

Dear ***** ,

Thank you for making us aware of Mr. ***** issues through the Better Business Bureau. We take customer satisfaction very seriously, and sincerely apologize if ***** has not been entirely satisfied with our service.

There is a work order that was created for two air conditioners, and on 6/19/23 he was offered cash in lieu in the amount of \$686.00 and \$765.00 for the replacement of both evaporator coils. Per the technician both units are repairable. We do show a check pay date of 7/21/23 with check # ***** in the amount of \$765.00 and ***** in the amount of \$686.00 The processing of the reimbursement is normally ***** business days, and the check will arrive in an envelope with the name AHS/HSA. AHS decision regarding this matter remains unchanged. No further reimbursements are due.

We take your concerns seriously and thank you for bringing them to our attention. We value ***** as a member and hope to provide him with a positive customer experience in the future.

Sincerely,

American Home Shield of *****

**Customer response**

08/02/2023

Complaint: 20087334

I am rejecting this response because: our ** problem took me over 4 years hassling with American Home Shield. American Home Shield is not willing to repairs the ** units as per their contractor. Total cost to repairs was \$8950 and AHS will pay less than 10% of the cost. Their contractor refused to provide guarantee for the repairs. I spend several thousand in the past for the repairs and now we end up paying \$15000 for the new units from our own pocket and AHS reimbursed us fraction of that cost.

Same issue is going on now with the electric problems. The AHS vendor, A-Z Electric came by few times to my home, taking out parts from the fan and didn't fix it stating that it is under warranty with AHS to replace it. Other areas of home is under dark and this vendor couldn't able to fix the switches or electric wires including media room. I provided the list of switches in different areas of the home but in vain. Finally, after many calls, A-Z Electric set the appointment of last Tuesday ****PM but never showed up. Making excuses that he came by, knock the door and left. Our yard guy was working that day in front of the yard and they didn't see nobody and I never heard no door bell or knock or phone call. They wasted our time for all day waiting & money for no reason. I am getting frustrated with the services we received from this American Home Shield.

Sincerely,

Complaint Type:

Service or Repair Issues

Status:

Answered

**Initial Complaint**

05/21/2023

American Home Shield (FORMAL COMPLAINT and documentation for ARBITRATION)
Consolidated complaint for: • Breach of Contract • Breach of Express Warranty • Fraud and deceptive practices
1. Issue # 1 > Claim submitted for Hot Water Heater analysis and repair. Contractor (AM/PM Plumbing) was dispatched to look at the issue. There was no external indicators of any issues and photos were taken. Once the panel was opened it determined that there was an internal leak and corrosion. The details were given to AHS. I called a couple days later to see how this would be resolved. I was rudely advised that the authorization department had denied my claim because my policy was too new and this was a pre-existing issue. They told me this was the disposition of the contractor, but upon contacting the contractor, it turns out that was a LIE. The contractor did not verbally or in writing indicate that this was pre-existing. AHS cited the following clause in my contract for denial: 2.e below.
2. Coverage under this contract includes normal wear and tear malfunctions during the contract term (as defined in Section B).
e. Pre-existing conditions which were known or should reasonably have been known by AHS or the person selling the contract on the behalf of AHS.

A visual inspection of the covered item verifies that it appears structurally intact and without damage or missing parts that would indicate inoperability. A simple mechanical test is defined as turning the item on and off to ensure that it is operational. While turned on, the item should operate without causing damage, irregular sounds, smoke, or other abnormal outcomes. When completing an American Home Shield (AHS) approved repair or replacement, AHS will pay the cost to: See Attached photos. 2. Issue # 2 > A claim was submitted for a broken HVAC unit. This was also denied for the SAME contract clause.



Business response

05/30/2023

May 30, 2023 *****@bbbmidsouth.org *E: ***** , ****, AHS Plan No. ***** , BBB Complaint Case No. 20063325 Dear ***** , Thank you for making us aware of Mr. ***** issues through the Better Business Bureau. We take customer satisfaction very seriously, and sincerely apologize if Mr. ***** has not been entirely satisfied with our service. On 5/2/23 a work order was created for an air conditioner, and per the technician with Affirmative Air, the compressor has seized, and it was denied for pre-existing. On 5/4/23 a second opinion was assigned to Consolidated Mechanical, and per the technician, the compressor is damaged and needs to be replaced. On 5/15/23 Mr. ***** was offered cash in lieu in the amount of \$841.00 for the replacement of the compressor. On 5/26/23 he accepted the offer and we have received his invoice has been received. To ensure we are being fair and consistent, each request is processed in the order received, and the check will be mailed via the U.S. Postal Service. The processing of the reimbursement is normally 14-21 business days, and the check will arrive in an envelope with the name AHS/HSA. We take your concerns seriously and thank you for bringing them to our attention. We value Mr. ***** as a member and hope to provide him with a positive customer experience in the future. Sincerely, *****. American Home Shield of Arizona



Business response

06/21/2023

June 21, 2023

BBB of the Mid-South
3693 Tyndale Drive
Memphis, TN 38125

RE: **** ; AHS Plan No. 625875318; BBB Case No. 20086971

Dear *****:

Thank you for making us aware of Mr. ***** issue through the Better Business Bureau. We take customer satisfaction very seriously, and sincerely apologize if Mr. ***** has not been entirely satisfied with our service.

My previous correspondence accurately & correctly stated AHS' position regarding this matter. On June 16, 2023, the second opinion company Loyalty Home Services informed AHS that Mr. ***** declined to schedule an appointment.

Although not obligated, in order to resolve this matter amicably, if Mr. ***** is in possession of an invoice or estimate from a plumbing company of his choosing that contradicts the information provided to AHS, he may forward the detailed information to me for review. The requested information should include an itemized breakdown of the costs incurred or estimated for the repair, as well as the technician's diagnosis of what caused the failure. When I have received and reviewed the requested information, you will be further advised of AHS' position. Otherwise, based on the information in our possession, I find that coverage of the water heater was rightfully denied.

We take your concerns seriously and thank you for raising them to our attention. We value Mr. ***** as a member and hope to provide them with a positive customer experience in the future.

Thank you for your consideration

Sincerely,

***** *

AMERICAN HOME SHIELD OF ARIZONA, INC.



Customer response

06/21/2023

Complaint: 20086971

I am rejecting this response because: I was not contacted by AHS or any contractor for a second opinion until over a month (6 weeks) from the visit of the 1st contractor. The 2nd opinion consult was first and foremost NOT NEEDED because there was no documented first opinion that supported the AHS narrative. Secondly, I was not going to go 3 months without a HOT WATER HEATER while AHS demanded that I get a 2nd opinion to support a diagnosis that never ever supported AHS fraudulent reasons to deny this claim. The FIRST contractor was very clear with me and AHS that there was no external visible indicator of any pre-existing issue!! I asked AHS to show me any documentation to support their claim and they refused because it doesn't exist!!!! This goes beyond common sense and again is nothing more than a clear BREACH OF CONTRACT and BREACH of EXPRESS WARRANTY!! The photos and the diagnosis of the first contractor never supported what AHS claimed and it is beyond reason for AHS to believe that I should have gone months without a HOT water heater to satisfy their requirements to delay, defer and not pay!!!! I had NO choice but to replace my hot water out of warranty because of AHS fraudulent business practices. IF AHS does not agree to pay for my HOT water heater, then I will seek arbitration that they will pay for.

Sincerely,

**** *****

Complaint Type:

Service or Repair Issues

Status:

Resolved



Initial Complaint

05/19/2023

Communication is poor. I place a service request and they poorly didn't complete the information. I had a problem with my air flow from vents and/or furnace they are the technician to my understanding they are train to find the problem. So they found one problem however didn't check the other problem because it was not on the work order. This where the Communication breaks down. I know what I mentioned to the representative they didn't complete all my information. So I had pay another Service fee when they could have done it on the first which is connected with the same problem.



Business response

05/27/2023

May 27, 2023

BBB of the Mid-South

RE: *****;AHS Plan No. *****; BBB Complaint Case No. 20082787

Dear *****.

Thank you for making ** aware of the plan holders issue through the Better Business Bureau. We take customer satisfaction very seriously, and sincerely apologize if the plan holder has not been entirely satisfied with our service.

Although not liable to do so, AHS has agreed to reimburse the \$75 trade service call fee paid for the May 21, 2023, service request. The plan holder can expect to receive that reimbursement within 10 to 14 business days.

We take your concerns seriously and thank you for raising them to our attention. We appreciate the plan holder as a member, and hope to provide them with a positive customer experience in the future.

Sincerely,

American Home Shield Corporation



Customer response

05/28/2023

Complaint: 20082787

I am rejecting this response because:

My service fee is \$100.00 not \$75.00 indicates on my contract for service calls.

Sincerely,



Business response

06/03/2023

June 3, 2023

BBB of the Mid-South

***** , ** 38125

RE: *****;AHS Plan No. *****; BBB Complaint Case No. 20082787

Dear *****:

American Home Shield (AHS) is in receipt of your letter enclosing additional correspondence from plan holder. On May 31, 2023, the \$100 trade service call fee was reimbursed onto the source it was paid with. If the plan holder has not received that reimbursement, they should follow up with their financial institution.

We take your concerns seriously and thank you for raising them to our attention. We appreciate the plan holder as a member, and hope to provide them with a positive customer experience in the future.

Sincerely,

American Home Shield Corporation



Customer response

06/05/2023

Better Business Bureau:

I have reviewed the response made by the business in reference to complaint ID ***** , and I accept their proposed resolution.

Sincerely,

2513 *****

Complaint Type:

Service or Repair Issues

Status:

Answered



Initial Complaint

05/19/2023

tec went to house and inspected oven and said needed board ***** weeks later an other tec went to replace board and said it was probably a ***** that broke oven and was not covered... left and didnt put back over parts back and now not even the micro works(its a oven - micro combro)



Business response

05/27/2023

May 27, 2023

BBB of the Mid-South

***** , ** 38125

RE: ***** ; AHS Plan No. ***** ; BBB Complaint Case No. 20081437

Dear ***** :

Thank you for making ** aware of the plan holders issue through the Better Business Bureau. We take customer satisfaction very seriously, and sincerely apologize if the plan holder has not been entirely satisfied with our service.

On May 18, 2023, ***** , reported when the technician opened the oven everything inside was littered with cockroaches,the oven is in a terrible state, which was caused by not normal wear and tear. Section A.2 of the warranty plan states coverage under this contract includes normal wear and tear malfunctions during the contract term. Section I.6.a of the warranty plan states AHS is not responsible or liable for repairs or replacements when the malfunction is due to misuse, abuse, or mistreatment,including but not limited to, removal of parts and damage by people, pests,

or pets. Therefore, based on the information received and the terms of the warranty plan, the claim was denied.

On May 22, 2023, the plan holder disputed the diagnosis reported by *****
*****. AHS dispatched ***** to diagnose the oven as a second opinion. On May 24, 2023, it was reported the oven was infested with roaches that caused the control to short out. ***** attached pictures as well. Therefore, based on the information received and the terms of the warranty plan referenced above, the claim remained denied.

We take your concerns seriously and thank you for raising them to our attention. We appreciate the plan holder as a member, and hope to provide them with a positive customer experience in the future.

Sincerely,

American Home Shield of ***** , ****

Complaint Type:

Service or Repair Issues

Status:

Answered



Initial Complaint

05/17/2023

I canceled my service due to the repeated poor customer ***** I have been receiving from American Home Shield, in which I filed a previous BBB complaint. When canceling, they repeatedly asked me to not cancel, but when I didn't budge on canceling, they said they would charge me a cancelation fee of *****! After discussing this cancelation fee with them, they said that they would remove the cancelation charge, but they have not done that yet, and are now charging me the remaining balance of \$43.62. This is ***** minus the partial month that was canceled, so they should actually reimburse me ***** , since they said they would not charge me with the cancelation fee.I have called twice since then. Once around April 20, and again on 5/17/23. They keep saying they want to review the previous call, to check and see if they said they would waive the fee, which obviously hasn't happened yet.If they would have been a responsible business to begin with, I wouldn't have canceled. I was a customer of their for several years, and that apparently does not matter to them.



Business response

05/27/2023

May 27, 2023

BBB of the Mid-South

*****, ** 38125

RE: *****;AHS Plan No. *****; BBB Complaint Case No. 20070525

Dear *****:

Thank you for making ** aware of the plan holders issue through the Better Business Bureau. We take customer satisfaction very seriously, and sincerely apologize if the plan holder has not been entirely satisfied with our service.

On April 14, 2023, the plan holder requested to cancel the warranty plan. The warranty plan was cancelled per the provisions of the warranty plan. AHS has no record offering the plan holder the waiver of the administrative fee. Although not obligated, in an attempt to resolve this matter amicably, AHS has agreed to waive the remaining balance due on the warranty plan (\$43.62). The plan holder ** disregard any ***** that ** cross via mail and/or email dated within the next 10 to 14 business days.

We take your concerns seriously and thank you for raising them to our attention. We appreciate the plan holder as a member, and hope to provide them with a positive customer experience in the future.

Sincerely,

American Home Shield Corporation

Complaint Type:

Service or Repair Issues

Status:

Resolved



Initial Complaint

05/16/2023

I previously file a complaint (#*****) - AHS failed to secure a contractor after several months in the winter without heat. In response to the complaint I was told to hire a contractor and submit the invoice. On March 6, 2023 at **** I sent an email to the ***** as instructed with copies of the interaction with BBB and the response from AHS and the invoice for the work at a lower cost than they stated was allowed and asked what further was needed to process the claim. I never received a response. I called on 3/27/2023 talked to a male who advised they had not got to the claim and would be addressing it in the next week. I was again asked to resubmit the document, and I forwarded the previous email. No response. on 4/18/2023 I called and was told I spoke to a supervisor who stated there was no record of the emails or that I had called. I resent the emails, verified the address was correct and was told the supervisor would call the following

day to follow up. No response to date. To date I have yet to cancel my service out of concern they will not reimburse me for the more than \$3000.00 I spent on a contractor.



Business response

05/27/2023

May 27, 2023

BBB of the Mid-South

***** , ** 38125

RE: *****;AHS Plan No. *****; BBB Complaint Case No. 20067310

Dear *****:

Thank you for making ** aware of the plan holders issue through the Better Business Bureau. We take customer satisfaction very seriously, and sincerely apologize if the plan holder has not been entirely satisfied with our service.

AHS request the plan holder respond to this complaint confirming their proper mailing address. Once that information is received, AHS will process the check for \$3,894 as shown on the paid invoice attached to this complaint. AHS will await the requested information.

We take your concerns seriously and thank you for raising them to our attention. We appreciate the plan holder as a member, and hope to provide them with a positive customer experience in the future.

Sincerely,

American Home Shield Corporation



Customer response

05/31/2023

Better Business Bureau:

I have reviewed the response made by the business in reference to complaint ID ***** , and I accept their proposed resolution.

Sincerely,

642 *****
***** , ** 26181



Customer response
05/31/2023

AHS is requesting my mailing address be confirmed. In the acceptance of their response it includes my address. I am unsure where or how they want it confirmed.

It is
*****,
***** , ** 26181

Complaint Type:

Billing Issues

Status:

Resolved



Initial Complaint
05/15/2023

ID: #***** My Plan with American Home Shield expired on April 10, 2023. Prior to the renewal, I received a message on the portal that AHS was upgrading my Plan for the next year with a higher premium. I called AHS to inquire why they were upgrading without my permission. I was told that the original program was not being offered. I told AHS that I was not interested in the new Plan and that at the end of the original Plan, I did not agree to continue. Yet, AHS charged my credit card on file and renewed the Plan without my authorization. I, therefore, called AHS again and advised them to cancel my Plan because I did not agree to the upgraded Plan. Also, I did not receive any service since the new upgraded Plan went into effect. In spite of ***** AHS repeatedly, they continue to bill me, which is a fraudulent act. They must stop billing and credit the account appropriately for the amount they charged since April of 2023.



Business response
05/27/2023

May 27, 2023

BBB of the Mid-South

***** , ** 38125

RE: *****;AHS Plan No. *****; BBB Complaint Case No. 20062021

Dear *****.

Thank you for making ** aware of the plan holders issue through the Better Business Bureau. We take customer satisfaction very seriously, and sincerely apologize if the plan holder has not been entirely satisfied with our service.

On May 9, 2023, AHS reviewed this matter directly with the plan holder. The warranty plan was cancelled and backdated to the requested date of April 28, 2023. The plan holder disputed the payment of \$108.31 with their financial institution, and the funds were removed from AHS. If the plan holder has not received that reimbursement, they should follow up with their financial institution. AHS request the plan holder disregard any ***** that ** cross via mail and/or email dated within the following 10 to 14 business days.

We take your concerns seriously and thank you for raising them to our attention. We appreciate the plan holder as a member, and hope to provide them with a positive customer experience in the future.

Sincerely,

American Home Shield Corporation

 **Customer response**
05/31/2023

Complaint: 20062021

I am rejecting this response because: in spite of what AHS stated that my plan had been discontinued, on the web portal, the plan is still active and AHS continues to bill showing the amount past due. As I never used the service since the new plan went into effect on April 10th, and I never agreed to sign up for the new upgraded plan, the plan should have been cancelled and not be showing any past due premium. In order for me to accept their response, they must cancel the plan effective the date of inception and remove any charges they erroneously show to be past due.

Sincerely,

 **Business response**
06/08/2023

June 8, 2023

BBB of the Mid-South

***** , ** 38125

RE: *****;AHS Plan No. *****; BBB Complaint Case No. 20062021

Dear *****.

American Home Shield (AHS) is in receipt of your letter enclosing additional correspondence from plan holder.

AHS has previously received and reviewed plan holder's complaint and stated its position regarding this matter. AHS' position does remain unchanged. The warranty plan associated with contract number ***** was cancelled as previously stated. At this time, there is no pending billing, and the \$108.31 payment has been reimbursed. If the plan holder is stating that a warranty plan is showing open, AHS would request the plan holder attach a screenshot and/or the associated contract number so this matter can be further reviewed.

We take your concerns seriously and thank you for raising them to our attention.

Sincerely,

American Home Shield Corporation



Customer response

06/09/2023

Better Business Bureau:

I have reviewed the response made by the business in reference to complaint ID ***** , and I accept their proposed resolution. It appears that AHS just cleared my account before they sent you the email because the account was showing up ***** until the day before. I am therefore accepting the response with the option to re-open the case if they bill again while the plan is cancelled.

Sincerely,

***** , ** 27614

Complaint Type:

Service or Repair Issues

Status:

Answered



Initial Complaint

05/15/2023

I have 5 contracts with AHS and have been a loyal customer for over 10 years. On 5/4 I placed a request for my washer via video diagnostics. On 5/6 a technician came out and said he needed to order a new drain pump. The appointment to replace the drain pump was scheduled for 5/10. I had to request off from work and on 5/10 the technician came out and after attempting to install the new part, he told me the new drain pump was broken and they would have to order another one. The next appointment was scheduled 5/13. I again had to request off from work. the technician came out and after attempting to install the new part, he again told me the new drain pump was broken and they would have to order another one. I am disappointed with AHS because I have been a member for over
 ***** 4 days of pay as I am an hourly employee. If I don't work, I don't get paid. The next appointment is on 5/17 and AGAIN, I have to request off from work because the contractor keeps bringing broken parts. This is not my fault and as a customer I am disappointed with the level of service and I am requesting AHS refund the trade fee I paid due to multiple errors caused by the contractor they sent. I have lost over \$760 because of this repair. CONTRACT # ***** DISPATCH #*****



Business response

05/26/2023

May 26, 2023

BBB of the Mid-South

*****.

***** , ** 38125

RE: *****; AHS Plan No.610756788; BBB Case No. 20059880

Dear *****.

Thank you for making ** aware of ***** issue through the Better Business Bureau. We take customer satisfaction very seriously, and sincerely apologize if ***** has not been entirely satisfied with our service.

On May 13, 2023, ***** reported to AHS that the washer pump would need to be replaced. AHS approved the pump replacement. On May 19, 2023, ***** repaired the washer,and the unit was working, repair completed on May 19, 2023. If ***** is still having an issue with the washer, she may contact AHS for a service request.

In light of the inconvenience and delay encountered, AHS has waived the trade service call fee that was due, and a \$125 trade service call fee reimbursement will be issued back to the payment source from which payment was made in approximately ***** business days.

We take your concerns seriously and thank you for raising them to our attention. We value ***** as a member and hope to provide them with a positive customer experience in the future.

Thank you for your consideration

Sincerely,

AMERICAN HOME SHIELD OF ***** , INC.



Customer response

06/05/2023

Complaint: 20059880

I am rejecting this response because:

The repair is still not completed. Tech replaced part but did not test washer stating it was fixed. I put a load of clothes in and when it got to the spin cycle it made very loud noise. I called AHS and they sent the company back out and the tech from ***** came back out and said the bearings are broken and he would order the part and come back to replace. I called today for an update because I had not heard from them and was told the repair order was closed. My washer is still making the loud noise. I was informed that using it like this can cause damage to other parts of my washer which can make it dangerous to use.

Sincerely,



Business response

06/12/2023

June 12, 2023

BBB of the Mid-South

**** *****

***** , ** 38125

RE: *****; AHS Plan No.610756788; BBB Case No. 20059880

Dear *****.

Thank you for making ** aware of ***** issue through the Better Business Bureau.

We take customer satisfaction very seriously, and sincerely apologize if ***** has not been entirely satisfied with our service.

On June 12, 2023, ***** reported to AHS that the washer would need additional parts to be replaced. ***** ordered the parts, the parts estimated arrival date if June 16, 2023. Section I.9 of the warranty plan states AHS is not responsible or liable for any delay in service or failure to provide service caused by conditions beyond AHSs control. When ***** has received the parts, they will contact ***** to schedule an appointment.

We take your concerns seriously and thank you for raising them to our attention. We value ***** as a member and hope to provide them with a positive customer experience in the future.

Thank you for your consideration

Sincerely,

AMERICAN HOME SHIELD OF *****, INC.

Complaint Type:

Service or Repair Issues

Status:

Answered



Initial Complaint

05/14/2023

AHS charges a monthly fee to provide a home warranty and dispatches service professionals to resolve issues. Every time weve asked them to resolve an issue they dispatch folks that dont show up , or show up and promise to come back and fix things but then dont show up. We get charged fees month after month while we wait for our HVAC to be fixed. They shouldnt be selling a service they cant deliver. If they dont have the professionals why promise that they are able to resolve these issues.



Business response

05/24/2023

May 24, 2023

RE: ***** , AHS Plan No. ***** , BBB Complaint Case No. 20057818

Dear ***** ,

Thank you for making us aware of ***** issues through the Better Business

Bureau. We take customer satisfaction very seriously, and sincerely apologize if ***** has not been entirely satisfied with our service.

On 4/17/23 a work order was created for an air conditioner (heat pump), and per the technician we will need to replace the strainer valve and add a shut off valve and both parts were approved for replacement on 5/19/23. Per the technician the job was completed on 5/23/23. As a one-time courtesy, on 5/24/23 paperwork was submitted for refund of his service fee in the amount of \$100; please allow ***** business days for processing, payment will be credited back to the original method of payment.

We take your concerns seriously and thank you for bringing them to our attention. We value ***** as a member and hope to provide him with a positive customer experience in the future.

Sincerely,

American Home Shield Corporation

*Some consumers may elect to not publish the details of their complaints, some complaints may not meet BBB's standards for publication, or BBB may display a portion of complaints when a high volume is received for a particular business. ←

BBB Business Profiles may not be reproduced for sales or promotional purposes.

BBB Business Profiles are provided solely to assist you in exercising your own best judgment. BBB asks third parties who publish complaints, reviews and/or responses on this website to affirm that the information provided is accurate. However, BBB does not verify the accuracy of information provided by third parties, and does not guarantee the accuracy of any information in Business Profiles.

When considering complaint information, please take into account the company's size and volume of transactions, and understand that the nature of complaints and a firm's responses to them are often more important than the number of complaints.

BBB Business Profiles generally cover a three-year reporting period. BBB Business Profiles are subject to change at any time. If you choose to do business with this business, please let the business know that you contacted BBB for a BBB Business Profile.

As a matter of policy, BBB does not endorse any product, service or business.

BBB Rating & Accreditation



Accredited Since: 5/1/1997

Years in Business: 53

Customer Reviews are not used in the calculation of BBB Rating

[Reasons for BBB Rating](#)

Contact Information

 3400 Players Club Pkwy Ste 300

Memphis, TN 38125-1731

[Get Directions](#)

 [Visit Website](#)

 [\(901\) 701-5000](#)

© 2024, International Association of Better Business Bureaus, Inc., separately incorporated Better Business Bureau organizations in the US and Canada, and BBB Institute for Marketplace Trust, Inc. All rights reserved. *In Canada, trademark(s) of the International Association of Better Business Bureaus, used under License.

24,247 total complaints in the last 3 years.

6,152 complaints closed in the last 12 months.