



Sharon Harrison
Founder / President

July 2008 Newsletter

Dear Homeowner,

I don't know about you, but I am so frustrated calling anyone for service. Locked in phone jail or leaving my name in someone's voice mail is enough to make my blood boil.

At Nations, all of our daytime phone calls are answered by a trained Customer Care Representative. When you call for service, one of those dedicated Customer Care Representative becomes the main point of contact for your service claims.

Here is how it works:

You call into Nations to order a service call. You talk to a live person in Dallas - not at the end of the line in another state (or country).

That Customer Care Representative e-mails a work order to the contractor who will provide service. Then the representative will call you to make sure the contractor has called to schedule an appointment with you.

After the service is performed, the Customer Care Representative calls you to make sure service was completed and to ask your evaluation of the service.

Survey questions: Customer Care Reps asks you these four questions to be evaluated on a scale of 1-5 with 5 being excellent:

1. Was the technician punctual?
2. What was the attitude of the technician?
3. What was the quality of workmanship?
4. What is the overall rating of the service call?

We have been using this system for the past three years and it has worked. Even though it is costly and takes a lot of time, you are worth it. We know within a day if a contractor is performing. If there is a problem we can step in and help. Creating a team concept between Homeowner, Nations and the contractor has been our goal, and it is working.

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Also, for your peace of mind, every contractor that we use runs a background check on their technicians, has an insurance policy and provides workman's compensation for each of their employees.

