

Safeco Insurance guaranteed repair network promise

You can be confident that when you select Safeco's Guaranteed Repair Network, you benefit from our promise that:

1. We work with a network of contractors that are prequalified, licensed, insured, and provide quality workmanship.
2. Once you are satisfied with the repairs, we will guarantee the work done to your home for a minimum of three years².



Warranty

We want you to have complete peace of mind during the repair or restoration process. That's why the Guaranteed Repair Network provides the following warranties on labor, workmanship, and materials:

- Roofing replacement warranty: five years for replacement and three years for roof repairs
- All other restoration, repair, or replacement work: three-year warranty

The guarantee is nontransferable and does not extend to upgrades, deviations, and/or additions you may have elected to include in addition to the claim-related repairs. To ensure the quality, reliability, and integrity of the program, all claim-related repairs assessed by Safeco's Adjuster must be completed by the assigned contractor only.

Frequently Asked Questions

Q: What is the Guaranteed Repair Network?

A: It is a contractor network available for existing Safeco Insurance customers in the event of a qualified homeowners claim. At no additional cost beyond your deductible, Safeco's adjuster works with a network of preselected contractors to complete the repairs to your home. The work for repairs covered by the claim is guaranteed for a minimum of three years².

Q: Can I have the contractor do other home improvement projects not covered by the claim?

A: While you are not restricted from asking to have other work done by the contractor, only work related directly to your homeowners insurance claim will be covered by Safeco and by our warranty.

Q: How are contractors selected for this program?

A: We maintain the highest standards for contractor selection, and all participants are licensed, certified, and insured. They undergo rigorous background checks, and are monitored for quality of work and service levels. Contractors are also required to adhere to Safeco standards to remain in the program. You are free to use any contractor, but program benefits are only available via program contractors.

Q: How do I manage my payment to the contractor?

A: The contractor works off the same adjuster estimate as your payment from Safeco is based on. This payment is the total estimated cost of repair minus your deductible. After receiving this payment from Safeco, you will then be responsible for final payment to the contractor.

Q: What if I have more questions?

A: If you have more questions about the Safeco Guaranteed Repair Network, please contact your adjuster.

Not all services are available in all geographic locations. The terms and conditions of your Safeco Insurance Homeowner policy and any related endorsements will prevail in the settlement of your claim, and will be subject to a deductible amount, which will be paid by you. You are in no way obligated to use our Guaranteed Repair Network.

¹Additional payments may apply based on the terms and conditions of your Safeco Insurance Homeowner policy and any related endorsements.

²Roofing replacement warranty: five (5) years on replacement and three (3) years on roof repairs

©2018 Liberty Mutual Insurance

17PER330951 01/2018



When you have unexpected damage to your home, we have an easy and convenient way to fix it. **Guaranteed.**

**Guaranteed
Repair Network**

**Safeco
Insurance™**
A Liberty Mutual Company

[the guaranteed repair network]

A trusted way to make your house a home again, easily and conveniently.



What is the Safeco Insurance Guaranteed Repair Network Post-Estimate Referral?

It's a Safeco service that provides claims customers with a reliable network of experienced and prescreened local contractors who specialize in construction and restoration.

The program helps you by:

- Eliminating the stress of searching for the right contractor
- Overseeing the repair process
- Having timely work completion standards
- Guaranteeing the repair work

The cause of the damages can be from various sources, including:

- Wind
- Hail
- Hurricane

Regardless of the cause, we're here to help with repairs such as:

- Roofing
- Gutters
- Siding

Why should I choose the Guaranteed Repair Network program?

Guaranteed quality repairs

Our contractors are committed to doing the job right the first time, and Liberty Mutual guarantees their work for a minimum of three years.

Timeliness

Contractors have agreed to set turnaround timelines ensuring that the repairs to your home are completed in a timely manner:

- The contractor will contact you within one day
- The contractor will inspect your home at a mutually agreed-upon date and time

No additional cost to you

You will incur no additional costs beyond your deductible for the claim-related repairs¹.

Trusted professionals

All contractors are experienced and have passed background checks. They are licensed, certified, and insured.

Six easy steps for using the Guaranteed Repair Network

- 1 After you have filed a claim, an adjuster will visit your home.**
- 2 Ask for the Guaranteed Repair Network.** If your roofing damage claim qualifies, we'll refer a contractor to review the damage.
- 3 Schedule a contractor visit.** A Guaranteed Repair Network contractor will contact you to schedule a visit. The contractor will review the scope of work and explain the next steps in the process.
- 4 Agree to use the referred contractor.** The contractor will present you with a repair contract. If you agree to it, the contractor will send documentation showing that you have chosen them to complete the repairs.
- 5 Repairs started and completed.** Once authorized, the contractor will complete the repairs to your home to your satisfaction.
- 6 Relax.** Enjoy returning to your normal routine.