



Better Business Bureau®
Of the Mid-South
3693 Tyndale Dr.
Memphis, TN 38125
901-759-1300
www.bbb.org

8/2/2022

Martin Sheraga
1150 Sandpiper Ln E
Atlantic Beach, FL 32233

Dear Martin Sheraga:

This message is in regard to your complaint submitted on 7/7/2022 against American Home Shield. Your complaint was assigned ID 17535835.

BBB has received a formal response from American Home Shield. We ask that you review the response and understand that BBB is here to assist both parties in reaching a fair and reasonable resolution.

Please review their response to your complaint and advise us of your position in the matter within 10 calendar days. If we do not hear back from you, BBB will assume you are satisfied and will close your complaint as answered.

Please be sure to indicate whether the business' response is satisfactory or not and how you would like to proceed in this matter.

If you are unable to respond online, then please respond by email to the address below, or mail to the address above.

Sincerely,

Julie Dee
bbbjulie@bbbmidsouth.org
Phone: (901) 757-8601

MESSAGE FROM BUSINESS:

August 2, 2022

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

RE: Martin Sheraga; AHS Plan No.605633498; BBB Case No. 17535835

Dear Jesse Morrison:

American Home Shield ("AHS") is in receipt of your letter advising of the above referenced complaint. Your letter has been forwarded to me for review and response.

AHS does apologize for the plan holder's frustration regarding this matter. On July 28, 2022 AHS accounting has processed the reimbursement of \$125 back to the original account used to make the payment. Mr. Sheraga will receive the reimbursement within 10-14 business days.

With regards to cancellation, section L.4 of the warranty plan states if the customer or AHS cancels the contract after the 30th day following the beginning of the contract term: (a) if AHS has not provided any services, the customer will receive a pro rata refund of the contract fees paid for the unexpired term;(b) if AHS has provided services and the amount of the service costs incurred by AHS is less than the contract fees paid, the customer will receive a pro rata refund of the contract fees paid for the unexpired term, less the service costs incurred by AHS; (c) If AHS has provided services and the amount of the service costs incurred by AHS is greater than the contract fees paid, the customer shall pay AHS the lesser of (i) the amount by which the service costs incurred by AHS exceeds the contract fees paid; or (ii) the amount by which the annual rate listed on the Contract Agreement pages exceeds the contract fees paid; and (d) Additionally, customer shall be responsible for an administrative fee of the lesser of (i) your Plan Fee for one month of coverage under this contract or (ii) such amount as is permitted by law.

If Mr. Sheraga would like to cancel, he may contact AHS directly at 800.776.4663 and the warranty will be cancelled at Mr. Sheraga request.

Thank you for your consideration

Sincerely,

AMERICAN HOME SHIELD OF FLORIDA, INC.