

**WELCOME GOLDEN AWARD SERVICE PROGRAM
SERVICE CONTRACTORS!!!!,**

**Thanks for checking out the service contractors portion
of our web site.**

Read the following pages of our contractor service guide and learn how we can help you business grow, especially during the slow periods in the HVAC industry. They will explain how we work as a Home Warranty company and answer most of your questions.

IF YOU HAVE ANY QUESTIONS OR A COMMENT THAT WILL HELP US BOTH, GIVE ME A CALL, ASK FOR "BUCK"., I'LL BE HAPPY TO CHAT WITH YOU.

IF YOU WOULD LIKE TO SIGN ON AND WORK WITH US, PROVIDE THE INFO REQUESTED IN THE GUIDE OR GIVE US A CALL, THANKS IN ADVANCE.



OPEN PAGE FOR CONTRACTORS

GOLDEN AWARD SERVICE PROGRAM CONTRACTOR SERVICE GUIDE

MR. CONTRACTOR,

G.A.S.P. PROVIDES A **RENEWABLE** ONE (1) YEAR SERVICE PROGRAM (S) FOR HOME SELLERS AND BUYERS, THE SAME PROGRAMS ARE ALSO PROVIDED TO OUR REGULAR CUSTOMERS AND EXISTING HOME OWNERS . PLEASE TAKE THE TIME TO CHECK OUT EACH PROGRAM AS THEY OFFER A VARIETY OF COVERAGES, EXCLUSIONS, CONDITIONS AND TERMS. YOUR GOOD SERVICE TO OUR PROGRAM HOLDERS MAKES US BOTH LOOK GOOD AND MAKES FOR A HAPPY CUSTOMER, WHO WILL RENEW YEAR AFTER YEAR, UNLIKE OTHER SERVICE PROVIDERS WE EXPECT OUR PROGRAM HOLDERS TO RENEW WITH US, SO PLEASE DO YOUR BEST ON EACH SERVICE CALL.

HERE'S HOW OUR SERVICE PROGRAM WORKS:

1. THE PROGRAM HOLDER CONTACTS US FIRST FOR ANY SERVICE THEY NEED.
2. WE DISCUSS THE CLAIM WITH OUR CUSTOMER AND COLLECT THE INFORMATION WE NEED TO HANDLE THE CALL.
3. WE THEN DISPATCH THE CALL BY PHONE, E-MAIL OR FAX.
4. GIVE THEM A CALL ASAP AND TELL THEM WHAT'S UP. !!, YOU KNOW, GIVE THEM A DATE, TIME, AM OR PM, APPROX: ARRIVAL TIME, IF YOU CAN'T MAKE IT, DUE TO DELAYS, ETC., GIVE THEM ANOTHER CALL.
5. GO DO THE CALL AS WE AGREED AND TRY TO MAKE US ALL LOOK GOOD. COLLECT THE SERVICE FEE.
6. SEND US A INVOICE AS WE ARE THE ONE'S WHO PAY.
7. REMEMBER, IF WE DON'T SAY IT'S OK, WE DON'T PAY.
8. IT'S NOT HARD AND IT'S BUSINESS YOU WOULD NEVER GET, SO LET'S PLAY FAIR WITH EACH OTHER.
9. WE WANT EVERY CUSTOMER TO RENEW WITH US SO THEY WILL HAVE GOOD COVERAGE FOR EVER, SO TRY YOUR BEST TO DO GOOD JOB, OK.
10. IF THE CUSTOMER CONTACTS YOU DIRECTLY, PLEASE TELL THEM THEY MUST CALL US FIRST, DON'T TRY TO HANDLE IT YOUR SELF.

AUTHORIZATION,
SERVICE
AND DISPATCH:

1-800-GOT-G.A.S.P.

PHONE: 623-322-7458

FAX: 623-322-7438

OUR DON'T TELL POLICY !!!!!!!!
SOME TIME IN 2001 THE FEDS

SAID WE NEED TO PROTECT THE
CONSUMERS, SO DON'T SELL OR
SHARE OUR CONSUMER INFO WITH
ANYONE, OK, THANKS

HOW WE DO THE SERVICE CALL

COVERAGES

WE COVER ONLY ITEMS THAT **FAIL DUE TO NORMAL WEAR AND TEAR.** AS A RULE OF THUMB, ANY ITEM THAT DOES NOT EFFECT THE OPERATION IS NOT COVERED ON ANY APPLIANCE. WE DO NOT COVER PREEXISTING CONDITIONS ON ANYTHING. ALWAYS TELL US THE NAME PLATE AMPS AND THE ACTUAL AMPS TODAY ON EACH MOTOR ON EVERY CALL, WE NEED GOOD INFORMATION TO BE FAIR ON ALL CLAIMS. ALWAYS TRY TO USE THE SAME TYPE AND QUALITY AS THE EXISTING PART, SERVICEABLE PARTS ARE OK. IF YOU RUN INTO A NON-COVERED REPAIR, WE MAY PROVIDE THAT SERVICE AT OUR CURRENT RATES, OUR DISPATCH CENTER WILL TELL YOU IF WE WILL AND WHAT TO CHARGE, SO YOU NEED TO CALL US.

FOR SERVICE

WE WILL CONTACT YOU BY PHONE FAX OR E-MAIL WHEN WE HAVE A SERVICE CALL IN YOUR AREA. YOU WILL BE PROVIDED WITH A CONTROL NUMBER FOR THE CALL. ALWAYS USE THIS NUMBER WHEN CONTACTING US ABOUT THE CALL. WHEN YOU CONTACT OUR CUSTOMER PLEASE TELL THEM YOU ARE REPRESENTING US.

SERVICE FEE

WHEN YOU ARRIVE AT THEIR FRONT DOOR, PLEASE ASK THEM FOR THE CHECK TO COVER THE SERVICE FEE. THE CHECK WILL BE MADE OUT TO G.A.S.P. AND MAILED TO: G.A.S.P. P.O. BOX 2426, PEORIA AZ., 85380-2426. IF THEIR IS A PROBLEM COLLECTING THE SERVICE FEE CALL US FROM THE JOB IF POSSIBLE AT 1-800-GOT G.A.S.P. **IN OTHER WORDS NO SERVICE FEE CHECK, NO SERVICE. INFORM THE PROGRAM HOLDER THAT IF A CALL BACK IS REQUIRED A SECOND SERVICE FEE MUST BE CHARGED.**

APPOINTMENTS

TRY TO BE ON TIME, DRESS AND MANNERS ARE ALWAYS IMPORTANT, TELL THEM WHO YOU ARE, DON'T MAKE PROMISEES THAT INVOLVE US, DON'T TALK ABOUT MONEY, WE'LL DO THAT!!!! IF YOU CAN'T FINISH THE JOB ON THE FIRST TRIP, KEEP THEM AND US INFORMED. PLEASE DON'T TRY TO FIND ADDITIONAL WORK ON OUR CALLS. IF A PART LOOKS BAD, BUT IT'S STILL WORKING, IT'S NOT COVERED. **IF YOU BREAK SOMETHING IT'S YOUR DEAL,** CALL US AND YOUR INSURANCE COMPANY, BE UP-FRONT WITH OUR CUSTOMER.

HOW WE DO THE SERVICE CALL

APPOINTMENTS CONTINUED

NO ONE HOME?, YOU CAN'T REACH THEM?, **PLEASE CALL US**. IF YOU RUN INTO A NON-COVERED ITEM, **PLEASE CALL US**. WHEN YOU FIND OUT WHAT THE PROBLEM IS AND IT'S OVER YOUR LIMITS OF PAYMENT, **PLEASE CALL US**. ANY TIME YOU CAN'T FINISH THE CALL IN THE NORMAL WAY OR ANY THING THAT INTERFERERS WITH THE CALL, YOU KNOW, CALL US. WHEN YOU CALL US, ALWAYS GIVE US THE ITEM, BRAND, MODEL NUMBER AND SERIAL NUMBER OF THE APPLIANCE YOU ARE WORKING ON. WE MUST HAVE THE INFO!!!. HARD TO GET PARTS, WE MAY HAVE THEM OR IF A ITEM IS NOT COVERED PLEASE HANDLE THIS DIFFICULT TIME WITH CARE AND REMEMBER WILL MAY REPAIR THE ITEM FOR OUR CURRENT CHARGES, GIVE ONLY US YOUR ESTIMATE FOR REPAIR, IT'S BEST IF WE HANDLE THIS TYPE OF PROBLEM.

HOW TO GET PAID

WE ONLY PAY FROM INVOICES, NOT STATEMENTS. PLEASE HAVE ALL OF THE PROGRAM HOLDERS INFORMATION OR IT WILL DELAY PAYMENT.

1. NAME AND ADDRESS, P.O. NUMBER, OUR CONTRACT NUMBER, WHAT WAS DONE, PART NAME AND NUMBER, LABOR, TAXES, YOU KNOW PLEASE ITEMIZE THE INVOICE. DATE COMPLETED, GET THE CUSTOMERS SIGNATURE, ONLY ONE INVOLVE PER CALL PLEASE, DON'T GO OVER THE AUTHORIZATION AMOUNT OR YOU MAY NOT GET PAID.
2. IF SERVICE IS DENIED FOR ANY REASON, THE SERVICE FEE IS STILL REQUIRED TO BE COLLECTED, THAT'S WHY WE ASK FOR IT AT THE DOOR AND UP-FRONT.
3. PAYMENTS ARE MADE IN 30-DAY CYCLES, WE WILL PAY IN 10 DAYS IF REQUESTED TO DO SO, BUT WE WILL TAKE A 5% DISCOUNT ON THE GROSS AMOUNT OF INVOICE TO COVER COSTS.
4. DON'T DELAY SEND THE INVOICE TODAY!!
5. GOLDEN AWARDS SERVICE PROGRAM, P.O. BOX 2426, PEORIA, ARIZONA, 85380-2426. YOU MAY FAX, MAIL, OR E-MAIL IT TO US.

HOW WE DO THE SERVICE CALL

HOW TO GET PAID CONT.

6. WHEN WE FIRST START WORKING TOGETHER WE WILL NEED INSURANCE , TAX, LICENSE, AND OTHER COMPANY INFORMATION REQUESTED FROM TIME TO TIME, SO THANKS IN ADVANCE.
 - A. PROVIDE US WITH A COPY OF YOUR CERTIFICATE OF INSURANCE. IT SHOULD PROVIDE THE FOLLOWING: INSURANCE COMPANY NAME, EXPIRATION DATE, G.A.S.P. AS A CERTIFICATE HOLDER AND AS AN ADDITIONAL INSURED WITH THE DOLLAR LIMITS. WORKER'S COMPENSATION IN FORCE OR WAIVER, AS IT APPLIES.
 - B. TAX INFORMATION WILL INCLUDE A SIGNED W-9, FED I.D. NUMBER,
 - C. LICENSE-QUALIFYING PARTY INFO, TO DO THE WORK IN YOUR AREA OR STATE.