

Your Builder has enrolled you into the **Maverick HomeCare** program – the ultimate investment in ensuring your workmanship warranty satisfaction. We're here to provide you with exceptional customer service and make sure every warranty standard is met in your first year of home ownership. In order to make the best possible use of our HomeCare service, please remember these guidelines:



Read and understand your homeowner warranty information thoroughly. These important facts, helpful suggestions, and maintenance guidelines will help you preserve the quality and life of your new home. Your warranty coverage documents will be delivered via email to the email address listed on your Warranty Coverage Application (WCA).



Your Builder will handle any pre-close/punch lists, and provide Emergency Procedures for emergencies such as whole home electrical or furnace outage, etc. **All other warranty requests should be submitted directly to the Maverick HomeCare team.**



All warranty requests submitted by you will be reviewed by the **Maverick HomeCare** team to determine actions needed based on the Construction Performance Standards section of your warranty. Some repairs and touch-ups may be deferred to the 11th month of your 1-year workmanship warranty. These requests are called "11 Month Review" items, and may include drywall nail pops, curing cracks or seam repairs, and interior paint touch ups of all repairs.



Please contact **Maverick HomeCare** for your 11 Month Review during the 10th month after closing to ensure all items are reviewed and addressed before your workmanship warranty period ends. Please detail every item and include photos wherever possible. Any late submissions will only be accepted at the discretion of your Builder.

How to contact Maverick's HomeCare team

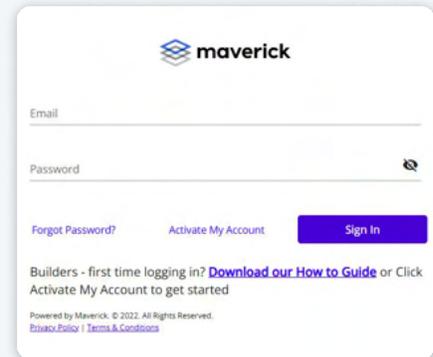
 homecare@maverick-risk.com

 (727) 353-2160

 app.maverickbuilders.com

Step 1

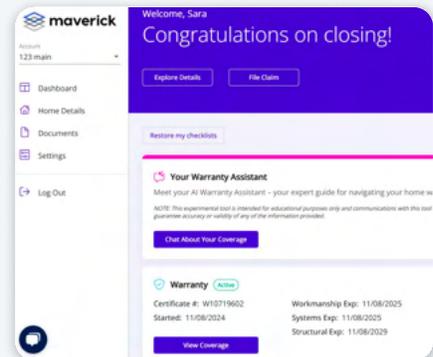
Log in to your account at app.maverickbuilders.com.



The screenshot shows the maverick login interface. At the top is the maverick logo. Below it are two input fields: 'Email' and 'Password'. To the right of the password field is an eye icon for toggling visibility. Below the input fields are three links: 'Forgot Password?', 'Activate My Account', and a purple 'Sign In' button. At the bottom, there is a message for first-time users: 'Builders - first time logging in? Download our How to Guide or Click Activate My Account to get started'. At the very bottom, there are links for 'Privacy Policy' and 'Terms & Conditions'.

Step 2

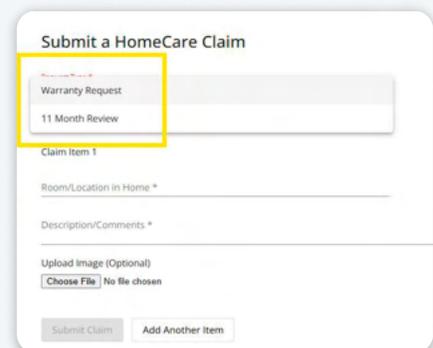
Select **"File Claim"** near the top of the page.



The screenshot shows the maverick dashboard for a user named Sara. The top right corner says 'Welcome, Sara' and 'Congratulations on closing!'. Below this are two buttons: 'Explore Details' and 'File Claim'. A 'Restore my checklists' section is visible. The main content area features a 'Your Warranty Assistant' section with a chat button 'Chat About Your Coverage'. Below that is a 'Warranty' section with an 'Active' status, a 'View Coverage' button, and a table of warranty details: Certificate #: W10719602, Started: 11/08/2024, Workmanship Exp: 11/08/2025, Systems Exp: 11/08/2025, and Structural Exp: 11/08/2029. A left sidebar contains navigation options: Dashboard, Home Details, Documents, Settings, and Log Out.

Step 3

From the *Request Type* dropdown, select **"Warranty Request"** or **"11 Month Review"**. Then, complete the remaining fields and click **"Submit Claim"** to finish.



The screenshot shows the 'Submit a HomeCare Claim' form. At the top is the title 'Submit a HomeCare Claim'. Below it is a dropdown menu for 'Request Type' with 'Warranty Request' and '11 Month Review' selected. Below the dropdown is a 'Claim Item 1' section with three text input fields: 'Room/Location in Home *', 'Description/Comments *', and 'Upload Image (Optional)'. The 'Upload Image' field has a 'Choose File' button and the text 'No file chosen'. At the bottom are two buttons: 'Submit Claim' and 'Add Another Item'.

After you submit your claim, our team starts the review process.
You'll hear from us within 1 business day.