



No Complaint Guarantee



From: Robert Reilly
Re: Porch No Complaint Guarantee

After speaking directly with many of you throughout the last several weeks, it has become clear to me that the most common concern is that the calls that Porch Home Assistants make to your homebuyers could result in complaints to you or your agents. I clearly understand the risk this poses to your business and want to demonstrate our commitment to this product delighting your customers and helping your business.

The Porch Home Assistant was designed as a truly exceptional service -- we email the homeowner first and if they let us know they do not need help, they will not be called. The program is specifically tailored to the needs your clients have and has improved over hundreds of thousands of homebuyers.

I am well aware that when calls to homebuyers are made it may result in some complaints. But with our focus and care, this service simply delights, with you getting the credit for sponsorship. Over the last 6 months, we have averaged one complaint for every 20,000 contacted homebuyers. Every complaint we received was resolved to the satisfaction of all involved. My experience has been that if you offer relevant services to consumers when they need them and do not bother them if they do not want assistance, they appreciate the service.

Because of the experience my team has with making these calls, I am comfortable offering this assurance through September 30, 2018:

For every ISN customer: If a homebuyer that we have contacted makes a verified complaint, Porch will cover your ISN fees for that month. If you receive a complaint, contact my team at 844-730-7359, and we will take care of your ISN fees upon verification that the homebuyer is in our system and was called by their Porch Home Assistant that day.

For every InterNACHI member: If a homebuyer that we have contacted makes a verified complaint, Porch will cover your InterNACHI membership fee for that month. If you receive a complaint, contact my team at 844-730-7359, and we or InterNACHI will send you a check for your InterNACHI fees upon verification that the homebuyer is in our system and was called by their Porch Home Assistant that day.

We will cover only one fee per month. In the very unlikely event that you receive more than one complaint during a month, we will cover only one fee for that month. If you are both an ISN customer and an InterNACHI member, then you can choose which fee to be covered.

This "No Complaint Guarantee" is meant to communicate that we are as concerned as you are about your homebuyers' experience; I hope this reassures you that we are confident they will thank you for making their journey with their new home easier.

Kind Regards,

Robert Reilly
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