



## Arizona Department of Insurance

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FOR IMMEDIATE RELEASE

## CLAIM PROCESS BEGINS FOR SENSIBLE HOME WARRANTY CUSTOMERS

**PHOENIX** – The Arizona Department of Insurance is trying to locate consumers who purchased Arizona home warranty contracts from Sensible Home Warranty, which went out of business last year. Partial refunds may be available for some Arizona consumers who pre-paid their premiums, or who paid to repair or replace equipment and did not receive a payment from Sensible Home Warranty.

Arizona law required Sensible Home Warranty to make a deposit to protect Arizona consumers. Consumers who think they paid for something that Sensible Home Warranty should have paid for, or who pre-paid a premium, may file a claim with the Department of Insurance. The Department of Insurance will divide the deposit among the consumer claims it approves.

To be eligible, consumers must file proof of claim forms no later than 5:00 p.m. August 3, 2015. Consumers can find the claim form at the link below or can call and request a form. When filing the claim form, consumers should include other items that support their claim. Supporting items are things like the Sensible Home Warranty contract and receipts for repairs or replaced equipment.

Claim form link: [https://insurance.az.gov/sites/default/files/documents/files/claimform\\_Sensible\\_0.pdf](https://insurance.az.gov/sites/default/files/documents/files/claimform_Sensible_0.pdf)

To be eligible, harmed Arizona consumers should submit a claim and provide documentation showing that she or he:

1. prepaid for a Sensible Home Warranty contract issued in Arizona and which expires after June 16, 2014; or
2. held a Sensible Home Warranty contract issued in Arizona, valid during the period of March 25, 2011 through June 16, 2014; **and** that the consumer
  - a. paid to repair or replace an appliance or equipment covered by the contract; **and**
  - b. was not fully reimbursed for the money paid according to the terms and conditions of the Arizona contract.

Interested consumers should mail completed forms and supporting documents to the Arizona Department of Insurance, 2910 North 44th Street, Suite 210, Phoenix Arizona 85018, ATTENTION: Sensible Home Warranty. The Department of Insurance will also accept E-mailed forms and supporting documents that are sent to: [consumercomplaint@azinsurance.gov](mailto:consumercomplaint@azinsurance.gov).

The Department of Insurance must treat all claim forms and supporting documents as public records. Consumers who have questions about the forms or the process should contact [consumer@azinsurance.gov](mailto:consumer@azinsurance.gov), or call 602.364.2496.

The Arizona Department of Insurance cannot predict right away how much any one consumer will receive in refunds. The Department will decide the refund amounts. The Department will make the decision based on the number of consumers, the amount of the claim and how much money is available in the deposit.

### **About the Arizona Department of Insurance**

The Arizona Department of Insurance, an agency of the State of Arizona, is responsible for the education and protection of insurance consumers and for oversight of the insurance industry in the state.