



YOUR HOME, YOUR WARRANTY

As a new homeowner, you deserve peace of mind. Your National Home Warranty ensures that your home and investment are protected. This guide provides a quick look at what's covered and how to make the most of your warranty.

What's Covered

National Home Warranty covers your home with a comprehensive 1-2-5-10 year warranty. From structural elements like foundations and load-bearing walls, to essential systems including plumbing and electrical – ***we've got you covered!***

1-YEAR COVERAGE

Protection against defects in workmanship or materials.

2-YEAR COVERAGE

Coverage on distribution systems like electrical and plumbing.

5-YEAR COVERAGE

Coverage for defects in the building envelope.

10-YEAR COVERAGE

Coverage for major structural defects that affect the integrity of the building.

THE CLAIMS PROCESS

Aviva and National Home Warranty are proud partners in providing new home warranty coverage across western Canada. National Home Warranty is the program administrator and Aviva is the program insurer and warranty provider. If a claim arises, Aviva is responsible for all claims adjusting functions. In the event of a claim, it is critical you communicate clearly and often with the Aviva claims team.



INITIAL
CONTACT



EVALUATION



COVERAGE
DECISION



BUILDER
REPAIRS



CLAIM
CLOSURE

Work With Your Builder First



Before submitting a warranty claim, National Home Warranty encourages you to first work with your builder to try and resolve the issue. Keep records of your communication and any repair attempts — this can help speed up the claims process if needed.

Click Here to start the claims process or contact Aviva at **hwclaimscanada@aviva.com**

1-800-387-4518

**NEED ASSISTANCE?
REACH OUT TO OUR
TEAM ANYTIME.**



1-888-243-8807



hello@nhwg.ca

or via our website
www.nationalhomewarranty.com