



A Good Comfort Level

► **HMS' home warranty offers brokers quality and reliable service for their buyers**

With more than 1,800 offices in all 50 states, Prudential Real Estate and Relocation Services has quite a bit on its plate. From brokers to sales associates, **it takes good people and good national suppliers to make it all work.**

Enter HMS National—a Fort Lauderdale, Florida-based home warranty services company that has been writing policies since 1980. A warranty from the 26-year-old company covers breakdowns in major systems such as plumbing, electrical, heating and air conditioning, as well as washer, dryer, oven, refrigerator and other items.

"Home warranties are becoming more and more important in this industry," says Edward Maldonado, director of Real Estate Services for Prudential Real Estate and Relocation Services. "Over the past 10 years, the use of home warranty services has grown drastically. With many states driven by this now-common practice, the seller takes out a home warranty for the buyer." It is typically a 12-month renewable policy that offers peace of mind on residential resale transactions.

HMS—Prudential Real Estate and Relocation's preferred home warranty provider for about five years—has succeeded by providing reliable customer service as well as a valuable service, according to Maldonado, who also heads Prudential Home ConnectionsSM, a program dedicated to generating business and negotiating contracts with national suppliers, such as HMS, to the Prudential

Real Estate Network.

"We have received such positive feedback about HMS from our affiliates and their customers," he says. "We've never even gone out to look at other companies. There hasn't been a need to do that."

HMS has been a very good supplier partner for Prudential Real Estate and Relocation, says Maldonado. "We have a good mutual relationship with HMS," he says. "We give them access to this very large set of customers and they have in turn provided a very valuable service. Having this close corporate level relationship also allows us to ensure that the quality and consistent service continues."

While Maldonado is not involved in the referral aspect of the business, he says that he is the one who would be notified if a customer was unhappy with HMS' services.

"I've received maybe one phone call in the past several years," he says. "HMS' professional organization as a whole as well as its quality of service is great. In this business, if you don't hear complaints, someone's doing something right."

"There's an added comfort level from our point of view when we know that our customers are being presented with a quality product and reliable service," Maldonado adds.

Recently, Prudential Real Estate and Relocation agreed to a preferred supplier relationship with HMS for Errors and Omissions insurance (E&O services). These programs fit very well together since warranty usage enables brokers to receive discounts on their E&O insurance.

—**Stephanie Andre**

For more information on HMS' warranty or E&O, please call (800) 941-9000 or visit www.hmsnational.com.