

Arizona

| New Business: 7/19/12
| Renewal Business: 7/19/12

Homeowners Program

| HO-2 Broad Form Homeowners
| HO-3 Special Form Homeowners
| HO-4 Content Broad Form Renters



Service is our Hallmark.



GENERAL RULES

The Homeowners Program provides residential property and personal liability coverages for individuals under the forms and endorsements filed by the company. For coverage details refer to the form. This manual contains rules governing the usage of forms and endorsements. The rules, forms, and endorsements filed by the Company for each coverage shall govern all cases.

1. Application(s)		The agent's and applicant's signatures are required.
2. Insurance to Value		Dwelling must be insured to 100% of replacement cost value.
3. Limits	HO-2 & HO-3 HO-4	Dwellings valued between \$20,000 and \$250,000 are eligible. Contents limits between \$10,000 and \$40,000 are eligible.
4. Occupancy and Risk Parameters	HO-2 HO-3 HO-4	Owner occupied dwellings used exclusively for private residential purposes. Owner occupied dwellings used exclusively for private residential purposes. Tenant occupied dwellings used exclusively for private residential purposes. Insureds must be married to be named on the same policy. Unmarried co-habitants must be written on separate Renters policies.
5. Policy Term		The policy may be written for a term of 12 months.
6. Premium Determination		Premiums are calculated by using the Rate Order of Calculation table. Developed premium is rounded to the nearest whole dollar. For example: \$100.50 would be \$101.00 and \$100.49 would be \$100.00.
7. Cancellation Rule		No flat cancellation is allowed if coverage has been provided under our policy.
8. Minimum Written Premium	HO-2 & HO-3 HO-4	There is a \$100 minimum written premium. There is an \$80 minimum written premium.
9. Document Retention		It is the agents' responsibility to secure the required documentation upon binding and retain this information in the insured's file for a period of seven (7) years after the last policy renewal expiration date. Any and all documentation must be made available upon company request.
10. Changes in Limits or Coverage		Changes requiring adjustments of premium shall be computed pro-rata. Return premium of amounts less than \$3 will be waived.
11. Transfer or Assignment		Policies may not be transferred or assigned.
12. Fees		A \$20.00 Policy Fee will apply to all policies. A \$38.00 Inspection Fee will apply to all HO-2 and HO-3 policies. A \$30.00 NSF/Return Payment fee applies on all returned payment items. A \$7.00 Late Fee applies if payment is made after the due date. All policies will be charged a \$7.00 Installment Fee.
13. Payment Plans		All payment plans are direct bill. Policy premium for a term may be paid in full or through one of the Company's installment plans.
14. Consumer Reports		Reports may be ordered to verify consumer information including, but not limited to loss and financial history.
15. Property Inspections	HO-2 & HO-3	All dwellings require an inspection at new business and, at minimum, every (3) years thereafter. Inspections include: <ul style="list-style-type: none"> Exterior review of dwelling and other structures. Photos required of dwelling showing all sides and any hazards. Interior review for dwellings 40 years and older. Photos required of electrical, HVAC and plumbing systems and any hazards. Refusal of an inspection will result in cancellation or non-renewal.
16. Claims History		Any losses during the experience period that occurred under the named insured's prior insurance policy(ies), as well as under the current policy will be considered in determining total chargeable losses. Total chargeable losses will be used in determining eligibility and rating. <ul style="list-style-type: none"> Chargeable losses apply to all named insured's property policies, if applicable Complete details regarding the loss are required: cause, location, date and the amount paid

DEFINITIONS

1. Construction Type	<p>Frame</p> <p>A dwelling with walls of frame, or metal-sheathed or stucco frame construction, or with walls of metal lathe and plaster on combustible supports. Frame construction rating applies when the wall area of frame construction exceeds 33% of the total wall area.</p> <p>Masonry Veneer</p> <p>A Frame construction home over which is placed a layer of brick or other masonry material such as stone, concrete block or tile. For the masonry veneer rating to apply, the exterior finishing material must exceed 67% of the total wall area.</p> <p>Masonry</p> <p>A dwelling constructed from individual units laid in and bound together by mortar to make solid walls. The common materials of masonry construction are brick, stone, concrete block, glass block and tile. For the masonry rating to apply, the exterior finishing material must exceed 67% of the total wall area. A dwelling with walls, floors and roof constructed entirely of fire resistive material with fire resistance rating of not less than one hour will qualify for the masonry rating. For dwellings consisting of both masonry and masonry veneer construction, rate as masonry veneer if the total exterior finishing material exceeds 67% of the wall area.</p>
2. Owner Occupied Dwelling	Dwellings owned by the insured that are occupied on a full-time basis as the insured's primary residence for at least five (5) consecutive months. (Dwellings may not be rented to others for any length of time.)
3. Seasonal/Secondary Dwellings	Dwellings owned by the insured that are occupied on an intermittent or non-continuous basis as the insured's secondary or seasonal residence for less than five (5) consecutive months. (Dwellings may not be rented to others for any length of time.)
4. Other Structures	Structures on the dwelling premises which are not attached to the dwelling (including septic tanks).
5. Supplement Heating Device	Wood, coal or pellet burning stoves, space heaters, fireplace inserts or any other solid fuel burning device that is not centralized.
6. Actual Cash Value Loss Settlement	The cost to replace with new property of like kind and quality, less depreciation. Market value and land value are not considered.
7. Replacement Cost Loss Settlement	The cost to replace the property on the same premises with other property of comparable material and quality used for the same purpose.
8. Experience Period	<p>Claims history will be reviewed for chargeable losses in the most recent 5 years.</p> <ul style="list-style-type: none"> For new policies, the experience period begins on the effective date of the policy. For renewal policies, the experience period will begin 45 days prior to the policy renewal effective date.
9. Chargeable Loss	<p>A chargeable loss is a closed, paid claim incurred on any property and/or structure owned, rented or leased by the applicant;</p> <ul style="list-style-type: none"> Not including losses incurred by the prior owner, and Not including losses paid under a prior policy excluded by current Hallmark policy (e.g. equipment breakdown, water backup), and Not including closed without payment (CWP) claims, Not including claims paid under the Medical payments to Others coverage, and Not including weather losses incurred at a prior residence.

BINDING AND EFFECTIVE DATES

Producer must be properly appointed and issued a producer number prior to binding any policies. Applications for coverage must be consistent with the written program guidelines and producer agreement. The down payment or full premium must accompany the application or endorsement. Applications and endorsements processed through the Point Of Sale System will be bound effective the date and time assigned by the system. If the Point of Sale System is off-line at the time you submit an application, please call our Underwriting department for an exception. Applications will not be accepted with a future effective date exceeding sixty days from the current date. Applications or endorsements may not be bound to cover a loss which occurred before the application is signed.

SEVERE WEATHER "WATCH OR WARNING" BINDING RESTRICTIONS

No new policy or coverage may be bound and no endorsement of existing policies that increases the company's exposure may be requested when:

- National Weather Service has issued a severe weather "watch" or "warning". The Normal operating procedures will resume 24 hours after the "watch" or "warning" has expired.
- Wildfire is within 30 miles of dwelling.
- Earthquake (applicable when earthquake coverage is provided) restrictions begin with the occurrence of an earthquake or aftershock, of 5.0 Richter (or greater), and continue for a period of 72 hours for dwellings located in counties (in their entireties) within 100 miles of the epicenter.

ELIGIBILITY:

HO-2 & HO-3: UP TO 4 LOSSES IN THE LAST FIVE YEARS

HO-4: NO MORE THAN 2 LOSSES IN THE LAST FIVE YEARS

- No more than 1 fire or liability loss.
- Prior losses include any loss incurred on any property and/or structure owned, rented, or leased by the applicant.
- Complete details regarding the loss such as cause, location, date, and the amount paid for the loss are required.
- When more than 1 claim in the last five years, minimum deductible is \$1,000.
- All repairs from prior losses must be complete.

DWELLINGS OVER 40 YEARS OLD

Must have updated wiring, plumbing, heating, and cooling systems.

- Plumbing – Plumbing must be updated to conform to current local codes with new water supply lines within the structure. New plumbing fixtures and components must be installed throughout the dwelling. Cast iron or galvanized plumbing does not qualify.
- Heating – The entire heating system must be updated to conform to current local codes. Complete replacement of the burners, furnace, heating plant, heat exchanger or heat pump is required.
- Cooling – The entire cooling system must be updated to conform to current local codes. Replacement of the central air conditioning unit, a/c compressor or heat pump is required.
- Wiring – Replacement of fuse or breaker boxes (100 amp minimum) to conform to local codes is required. Adding additional circuits without increasing total system service does not qualify. Replacement of switches, wiring, fixtures, and components necessary.

- Written documentation from a licensed contractor or home inspector verifying updates have been completed is required. It is the agent's responsibility to secure documentation upon binding and retain this in the insured's file.
- Functional Replacement Cost Endorsement is automatically applied on dwellings over 40 years old.
- No dwellings built prior to 1900.

ROOFS OVER 20 YEARS OLD

When roof is over 20 years old, the Actual Cash Value Loss Settlement Windstorm or Hail Losses to Roof Surfacing Endorsement will be applied.

ANIMALS

- The animal liability exclusion must be applied when an animal with a bite history exists.
- Risks with unusual, exotic, vicious, or potentially vicious animals must apply the animal liability exclusion regardless of a bite history.

STEPS, PORCHES AND DECKS

Must have secured handrails if 3 feet or more above the ground.

UNINSURED PROPERTIES

- If the risk has been uninsured for 31-60 days provide complete explanation in Remarks section.
- Risks uninsured for more than 90 days are not eligible.

SWIMMING POOLS

- In-ground pools must have a fence, at least four feet high with a locking gate that encloses the pool.
- Above-ground pools must have either a fence, at least four feet high with a locking gate that encloses the pool or steps and ladders that can be secured, locked, or removed when the pool is not in use.
- Pools with diving boards or slides are ineligible.

ELIGIBILITY TIERS (HO-2, HO-3 only)

In addition to the guidelines outlined above, risks will be placed into an underwriting tier and must meet the criteria listed to be eligible for coverage. A credit-based insurance score of the named insured will determine tier placement. The TransUnion Insurance Risk Score - Property Model will calculate the credit-based insurance score.

Eligibility Criteria	Tier 1	Tier 2
Underwriting Guidelines	Must meet all underwriting guidelines in addition to all criteria listed below.	
Credit-Based Insurance Score	Above threshold; Thin Hit; No Hit	At or Below threshold
Prior Claims history	No more than 4 claims in review period	Claims free
Community Mitigation Classification (PPC)	1 - 10	1 - 5
Insurance to Value (ITV)	Insured to 100% of ITV, maximum value of \$250,000	Insured to 100% of ITV, maximum value of \$150,000.
Deductible	Minimum \$500	Minimum \$2,500
Payment Plans	Paid-In-Full or Installment	Paid-In-Full by Mortgage Company
Year of Construction / Age of Home	Built in 1900 or newer	Built within the previous 10 years
Age of Insured	Named Insured is 18 or older	Named Insured is 50 or older
Number of Hallmark Accounts	1 or more	2 or more

INELIGIBLE RISKS:

APPLICANTS WITH THESE CHARACTERISTICS

- Currently unemployed, other than retired or disabled
- Past felony conviction or conviction for arson, fraud, or other insurance-related offenses
- Five or more losses in the last five years
- Employees or family members of an employee of Hallmark Insurance Company or an affiliated company; or any agent, employee or family member of an agent.

DWELLINGS WITH THESE CHARACTERISTICS

- Failure to maintain residence: Condition of roof, tree trimming, updates, etc.
- Vacant dwellings
- Dwellings in foreclosure
- Mobile homes - Issue a Manufactured Home Policy
- Townhomes
- More than 5 acres of property or on a farm, orchid, or grove
- Wood or slate roof
- Rolled roofing except on roofs with a pitch of 3/12 or less.
- Dwellings with pre-existing or un-repaired damage
- Dwellings in the course of construction
- Dwellings within 500 feet of brush area
- Dwellings with more than 2 layers of shingles on the roof
- Dwellings with asbestos siding or synthetic stucco (EIFS) exterior (except HO-4)
- Raised homes with open foundation, or that are on piers, stilts, or concrete blocks
- More than 2 roomers, roommates, or boarders not related to the named insured.
- Farming exposure on premises

- Business exposure on premises, including home daycare (does not include unpaid babysitting of relatives)
- Dwellings attached to or converted from a commercial risk
- Dwelling without utilities such as gas, electricity, or water
- Pool or spa on premises unenclosed by a fence and locking gate
- Properties with an excessive liability exposure such as a skateboard or bicycle ramp, diving board, or pool slide
- Risks uninsured for greater than 90 days
- In the name of a corporation (i.e. LLC, partnership, estate, or association)
- Properties that are unable to be inspected because either the inspector is unable to locate the property or the homeowner refuses the inspection
- Dwellings of unconventional construction (i.e log home or earth home)
- Dwellings occupied by a fraternity, sorority, or similar housing arrangement
- Risks with more than 2 mortgages
- Dwellings with knob & tube wiring
- Dwellings with aluminum wiring
- Dwellings with a Federal Pacific Electric panel or Zinsco panel
- Dwellings with cast iron or galvanized steel plumbing supply lines
- On islands with no fire protection or in isolated areas not accessible by a road

FINAL UNDERWRITING AUTHORITY

THIS MANUAL MAY NOT ADDRESS every aspect that might affect the acceptance or continuation of a particular dwelling or risk. For this reason, the company RESERVES THE RIGHT TO remain the final authority in the acceptance or continuation of any risk.

BASIC DESCRIPTION OF COVERAGE

Coverage	HO-2	HO-3	HO-4
Coverage A - Dwelling	Limit Selected	Limit Selected	N/A
Coverage B - Other Structures	10% of Coverage A	10% of Coverage A	N/A
Coverage C - Contents	50% of Coverage A	50% of Coverage A	Limit Selected
Coverage D - Loss of Use	20% of Coverage A	20% of Coverage A	10% of Coverage C
Coverage E - Liability	\$25,000	\$25,000	\$25,000
Maximum Animal Liability	\$25,000	\$25,000	\$25,000
Trampoline Liability	Excluded	Excluded	Excluded
Coverage F - Medical Payments to Others	\$1,000	\$1,000	\$1,000

CREDITS AND SURCHARGES

Credits/Surcharges	Availability	Rates	Important Information
Increased Deductible Discount - Homeowners	HO-2 & HO-3	Up to -32%	Deductibles: \$1,000, \$2,500, \$5,000
Increased Deductible Discount - Tenant	HO-4	\$1,000: -2%	
Masonry Construction Discount	HO-2 & HO-3	-10%	

Multi-Policy Discount	HO-2 & HO-3	-5%	Applies when the named insured maintains one or more personal lines policies with American Hallmark Insurance Company of Texas or Hallmark Insurance Company.
Fire Alarm Discount	HO-2 & HO-3	-5%	Applies when dwelling is protected by a fire alarm that alerts a central station or directly notifies the fire department.
Burglar Alarm Discount	HO-2 & HO-3	-2%	Applies when dwelling is protected by an electronic burglar alarm system that alerts a central station or the residents of the dwelling.
Age of Dwelling Discount	HO-2 & HO-3	Up to -21%	Homes 9 years old or newer qualify. A surcharge applies to homes constructed prior to 1930.
Age of Insured Discount	HO-2 & HO-3	-10%	Insured 50 Years of Age or Older.
Supplemental Heating Devices	HO-2, HO-3 & HO-4	\$50	Applies when the dwelling or other structure is equipped with a wood, coal or pellet burning stoves, space heaters, fireplace inserts or any other solid fuel burning device that is not centralized.

MAXIMUM DISCOUNT CAP (HO-2/HO-3)

The following discounts are subject to a cumulative maximum reduction of 30%:

- Age of Dwelling
- Age of Insured
- Burglar Alarm
- Fire Alarm
- Multi-Policy

MANDATORY ENDORSEMENTS

Coverage	Applicability	Important Information	Applicable Form
Special Provisions - Arizona	HO-2, HO-3 & HO-4	Modifies the ISO contract with state specific provisions.	HO 01 02 05 06
Amendatory Endorsement - Arizona	HO-2, HO-3 & HO-4	Provides special limits of liability for personal property categories.	HIC AZ02 1209
Limited Fungi, Wet or Dry Rot, Or Bacteria Coverage	HO-2 HO-4	Provides \$5,000 of coverage for damage caused by fungi, wet or dry rot or bacteria.	HO 04 26 04 02
Limited Fungi, Wet or Dry Rot, Or Bacteria Coverage	HO-3	Provides \$5,000 of coverage for damage caused by fungi, wet or dry rot or bacteria.	HO 04 27 04 02
<u>No</u> Section II-Liability Coverages for Home Day Care Business <u>Limited</u> Section I – Property Coverages for Home Day Care Business	HO-2, HO-3 & HO-4	Clarifies coverage for Home Day Care Business.	HO 04 96 10 00
Refrigerated Property Coverage	HO-2, HO-3 & HO-4	Provides coverage for direct losses due to loss of power to a refrigerated unit.	HO 04 98 10 00
Limited Animal Liability Coverage	HO-2, HO-3 & HO-4	Provides a \$25,000 sublimit of liability for animal Liability.	HIC 0001 0508
Trampoline Exclusion	HO-2, HO-3 & HO-4	Excludes losses involving trampolines.	HIC 0006 06 08
Forcible Entry Theft Endorsement	HO-4	Modifies the theft peril to provide coverage when the loss is due to forcible entry.	HIC 0004 08 08

OPTIONAL COVERAGES

Coverage	Availability	Limits Available	Rates	Important Information	Application
Increased Personal Liability	HO-2, HO-3	\$50,000 \$100,000 \$300,000	\$8 \$18 \$35		
Increased Personal Liability	HO-4	\$50,000 \$100,000	\$8 \$18		
Increased Medical Payments to Others	HO-2, HO-3 HO-4	\$2,000-\$5,000 \$1,000-\$5,000	\$5 Per \$1,000 \$10 Per \$1,000		
Increased Personal Property	HO-2, HO-3	Up to 80% of Coverage A	\$11.90 Per \$1,000		
Increased Other Structures Coverage	HO-2, HO-3	Up to 50% of Coverage A	\$15 Per \$1,000		
Replacement Cost Loss Settlement - Personal Property	HO-2, HO-3 HO-4		25% of Base Policy Premium		HO 0490 10 00
Equipment Breakdown Coverage	HO-2, HO-3 HO-4	\$50,000 per Equipment Breakdown Occurrence	\$25 Annually		
Identity Recovery Coverage	HO-2, HO-3 HO-4	\$15,000 Annual Aggregate Per Insured / ID Recovery Insured	\$25 Annually		
Additional Interest - Residence Premises	HO-4	N/A	N/A	Provides landlord notification of coverage/cancellation	HO 04 10 00 00

OPTIONAL EXCLUSIONS FOR RISK ACCEPTANCE

Coverage	Availability	Important Information	Applicable Form
Other Structures Exclusion	HO-2 & HO-3	Exclusion will remove all Other Structures Coverage at the insured premises	HIC 0009 11 08
Animal Liability	HO-2 & HO-3 HO-4	Exclusion removes liability related to animals	HIC 0001 0508
Actual Cash Value Loss Settlement Windstorm or Hail Losses to Roof Surfacing	HO-2 & HO-3	Mandatory when roof > 20 years. Revises loss settlement on roof surfacing to an actual cash value basis	HO 0493 10 00
Roof Exclusion	HO-2 & HO3	Excludes coverage for loss to roof from wind or hail until roof has been replaced	HIC 0010 03 09
Windstorm or Hail Exclusion	HO-2 & HO3	Exclusion removes coverage for the peril of windstorm or hail. A premium credit is applied.	HIC 0003 05 08

PAYMENT OPTIONS

Payment Plan	Policy Term	Down Payment	# of Installments	1st Installment Due	Additional Installment Due
Paid in Full	Annual	100.00%	N/A	N/A	N/A
10 Pay	Annual	8.33%	10	30 Days	Monthly
10 Pay	Annual (Renters)	16.67%	10	30 Days	Monthly
3 Pay	Annual	25.00%	3	30 Days	Quarterly
1 Pay	Annual	50.00%	1	6 Months	N/A