

ELECTRONICS SURGE PROTECTION SERVICE WARRANTY TERMS AND CONDITIONS

These Electronics Surge Protection Service Warranty Terms and Conditions ("Terms") shall govern Your purchase of the Electronics Surge Protection Service Warranty Plan ("Plan") from the Obligor for Your Covered Property located at Your Residential Address. This Plan is not a contract of insurance.

1. DEFINITIONS.

- 1.1 Administrator means FPL Energy Services, Inc. doing business as FPL Home ("FPL Home"), with offices located at 6001 Village Blvd., West Palm Beach, Florida 33407.
- 1.2 Aggregate Annual Claim Limit is listed in Exhibit A and means the maximum that the Obligor will pay You for aggregate losses for all Claims from You received within a twelve-month (12) period from the Effective Date and every twelve-month period thereafter pursuant to these Terms.
- 1.3 Claim means Your request for payment, pursuant to these Terms, for Failure of Covered Property caused by a Power Surge.
- 1.4 Coverage Limit means the maximum that the Obligor will pay You for any one Claim and Power Surge event.
- 1.5 Covered Property means the categories of products set forth in Exhibit A that are owned by a household member, and that are located at Your Residential Address set forth in Exhibit A, subject to the exclusions of Section 2.2 below.
- 1.6 Effective Date means the effective date of the coverage under the Plan as set forth in Exhibit A.
- 1.7 Electric Utility means the legal entity providing You with retail electric utility service at Your Residential Address.
- 1.8 Exhibit A means the Exhibit A (Coverage Summary) attached hereto.
- 1.9 Failure means that Covered Property becomes inoperable and unable to perform its designed function.
- 1.10 Obligor means AIG Warranty Services of Florida, Inc.
- 1.11 Plan Fee means the monthly fee for the Plan set forth in Exhibit A, plus applicable Florida sales tax, that will be billed on Your Electric Utility bill.
- 1.12 Power Surge means an occurrence of a sudden and non-continuous increase or burst of electricity or electrical current, caused by natural or man-made events including lightning strikes, power returning after an outage, and wildlife interfering with power lines.
- 1.13 Replacement Value means the cost (excluding all applicable transactional taxes and delivery and/or shipping costs), at the time of the Claim, to purchase property of like kind and quality and

of comparable performance to the applicable Covered Property.

- 1.14 Residence means Your residence used solely for residential purposes.
- 1.15 Residential Address means the designated location of Your Residence, as set forth in Exhibit A, or any subsequent Residence as identified per Section 5, within the electric service territory of Florida Power & Light Company.
- 1.16 Technician means a licensed and insured individual and/or entity in the particular trade that is qualified to assess the damage to the Covered Property.
- 1.17 Underwriter means the insurance company responsible for the Obligor's obligations under this Plan, pursuant to section 17, in the event of default by the Obligor.
- 1.18 You or Your means the account name of record on the Electric Utility bill for the Residence and who is the purchaser of the Plan.

2. SCOPE OF PLAN.

- 2.1 Plan Coverage. In consideration of payment of the monthly Plan Fee and subject to the Terms, the Plan provides for reimbursement, by the Obligor, either itself or through its Underwriter, of the repair of the Covered Property, or if not repairable in accordance with Section 3.1, the Replacement Value of the Covered Property, in the event that Your Covered Property is subject to a Power Surge that results in a Failure of the Covered Property, plus reasonable Technician costs or fees associated with the evaluation or determination of the cause of Failure (Technician diagnostic fee, trip charge, etc.). If a like kind or quality product is unavailable, at the Obligor's discretion, You may receive the Replacement Value of a product that is the most comparable replacement of the Covered Property. In no event will the reimbursement by the Obligor, either itself or through its Underwriter, of the Replacement Value of the Covered Property exceed the original purchase price of the Covered Property (excluding all applicable transactional taxes and delivery and/or shipping costs). The Plan Fees charged for the Plan are not subject to regulation by the Office of Insurance Regulation of the Financial Services Commission.

- 2.2 Property Not Covered. **The Plan does not cover the following:**

- a. **Failure of Covered Property prior to the Effective Date;**

- b. Damage to any property not specifically named as Covered Property, including but not limited to medical or life support equipment, antiques, any motor driven appliances, plumbing, heating system, cooling or air conditioning system;
 - c. Failure of Covered Property due to any cause other than a Power Surge, including but not limited to Failure resulting from or caused by normal wear and tear, accident, abuse, misuse, unauthorized product modifications or alterations, failure to follow the manufacturer's instructions, vandalism, Acts of God (such as fire, windstorm, flood, hurricane or other similar acts) other than lightning, continuous steady over-voltages as a result of power delivery system damage or flaws, or caused by an onsite backup generator;
 - d. Damage to any property not owned by a member of your household and located at the Residential Address at the time of loss;
 - e. Any property or equipment that is not used for residential purposes, including but not limited to property located in a dwelling, which is used in whole or in part for in a non-residential setting such as a day care facility, a group home (5 or more unrelated individuals cohabiting in same household) or fraternity-type house, "bed and breakfast", church or school, or any commercial enterprise.
 - f. Failure of Covered Property not reported in a Claim within thirty (30) days of the date of the applicable Power Surge.
 - g. Any losses, costs of fees not directly related to the Replacement Value of the Covered Property, including but not limited to loss or corruption of data and/or the restoration of software and operating systems associated with any Covered Property. This includes any costs associated with upgrades, components, parts, or equipment required due to the incompatibility of the replacement appliance with existing systems, service line or components, or part thereof, including any costs associated with construction, carpentry, or other modifications made necessary by installing different equipment or as necessary to comply with federal, state, and local law, code, regulation, or ordinance, and any fees or costs associated with the removal, installation or reinstallation, and/or disposal of: (1) old and/or replacement systems, (2) service lines, or (3) components, and any fees or any costs related to disposal fees arising from hazardous or toxic material, or asbestos.
 - h. Covered Property and or any components of Covered Property that do not meet industry standards.
 - i. Failure of Covered Property that is covered by any insurance policy or other warranty or service warranty.
 - j. The loss of, loss of use of, damage to, corruption of, inability to access, or inability to manipulate any computer system within the Covered Property as a result of any cause or loss other than covered losses specifically stated in this Agreement, including any such loss caused by unauthorized access or unauthorized use of such data, a denial of service attack, or receipt or transmission of malicious code. "Computer system" means any electronic hardware or software, or components thereof, that are used to store, process, access, transmit, or receive information.
 - k. The loss of, loss of use of, damage to, corruption of, inability to access, or inability to manipulate any electronic data within the Covered Property, including any such loss caused by unauthorized access or unauthorized use of such data, a denial of service attack, or receipt or transmission of malicious code. "Electronic data" means any data stored on a computer system.
3. **FILING A CLAIM.**
- 3.1 Claims Process. In order to seek reimbursement for the repair, or if not repairable, for Replacement Value of Your Covered Property, in the event of a Failure of Your Covered Property caused by a Power Surge, You must have a licensed qualified repair technician review Your Covered Property, You must pay any past-due Plan Fees, and within thirty (30) days of the Power Surge You must submit the following:
- a. A completed Claims Form, which can be obtained at the Administrator's web site at FPLHome.com or by calling toll-free at 1-833-437-5466 if You do not have Internet access.
 - b. From the licensed, qualified technician:
 - (i) A signed Service Provider Certification of Cause of Damage form, which is part of the Claims Form; and
 - (ii) An invoice on business letterhead which includes the name, address and

telephone number of the technician and provides: (i) A complete description of the Covered Property; and (ii) the cost of the repair of the Covered Property, or a statement that such Covered Property is not repairable.

- c. If the Covered Property is not repairable, You must submit a receipt for, or documentation reasonably establishing the Replacement Value of the item(s).
- d. Any other documentation or information, which We determine is necessary to review Your Claim.

3.2. Technician Qualifications. We reserve the right to determine, with reasonable discretion, if a particular Technician is qualified.

3.3. Claims Assistance. In order to obtain customer service related to any Claim, the Administrator may be contacted at 1-833-437-5466 from 8am - 5pm, Monday – Friday or You can send correspondence to P.O. Box 029100, Miami FL, 33102.

4. **WARRANTY.** The Obligor, Administrator and Underwriter warrant that their obligations under these Terms will be performed in a professional and workmanlike manner. NO OTHER WARRANTY OR REMEDY OF ANY KIND, WHETHER STATUTORY, WRITTEN, ORAL, EXPRESS, OR IMPLIED, INCLUDING WITHOUT LIMITATION WARRANTIES OR MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, OR WARRANTIES ARISING FROM COURSE OF DEALING OR USAGE OF TRADE SHALL APPLY.

5. **TRANSFERABILITY.** If You move to a new Residence within the electric service territory of Florida Power & Light Company, You agree to automatically have Your Plan coverage transferred to Your new Residence, and for continued billing of the monthly Plan fee, on the date that you terminate electric service at Your current Residential Address. This Plan may not be transferred to any other person or entity. If You change Your Residence, You must notify Administrator by calling toll-free at 1-833-437-5466, within thirty (30) days.

6. **LIMITATIONS OF LIABILITY.**

6.1 Waiver of Non-Direct Damages. IN NO EVENT SHALL THE OBLIGOR OR ITS AFFILIATES, THE UNDERWRITER, OR THE ADMINISTRATOR OR ITS AFFILIATES (COLLECTIVELY, "PLAN ENTITIES") BE LIABLE TO YOU OR ANY OTHER PERSON FOR CONSEQUENTIAL, INCIDENTAL, PUNITIVE, SPECIAL, EXEMPLARY OR INDIRECT DAMAGES OR EXPENSES (INCLUDING, WITHOUT LIMITATION, LOST PROFITS, LOST SAVINGS OR REVENUE,

LOST BUSINESS, LOSS OF USE OF THE COVERED PROPERTY OR ANY CONNECTED OR ASSOCIATED EQUIPMENT OR SOFTWARE, LOSS OR DAMAGE, COST OF CAPITAL, COST OF SUBSTITUTE OR RENTAL EQUIPMENT, SERVICE OR SOFTWARE, DOWNTIME, THE CLAIMS OF THIRD PARTIES, AND INJURY OR DAMAGE TO NON-COVERED PROPERTY) EVEN IF PLAN ENTITIES OR ITS CONTRACTORS WERE ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THE FOREGOING SHALL APPLY TO THE FULLEST EXTENT ALLOWED BY LAW IRRESPECTIVE OF WHETHER LIABILITY IS CLAIMED, OR FOUND TO BE BASED IN CONTRACT, TORT OR OTHERWISE (INCLUDING NEGLIGENCE, WARRANTY OR STRICT LIABILITY).

6.2 Maximum Liability. The total liability of the Obligor to You or any third party, for any and all claims arising from or related in any way to the Plan (whether in contract, tort, strict liability, or otherwise) is limited (1) per Claim to the Coverage Limit set forth in Exhibit A, and (2) in the aggregate during any twelve (12) month period from the Effective Date pursuant to these Terms and in accordance with the Aggregate Annual Claim Limit set forth in Exhibit A.

7. **DISCLAIMER AND RELEASE.** Although the Plan Fees will be charged to You on Your Electric Utility bill, The plan is not provided by the Electric Utility. The Obligor, Administrator and Underwriter are solely responsible for issuing, providing, and administering the Plan, respectively. BY ENROLLING IN THE PLAN: (I) YOU ACKNOWLEDGE THAT THE ELECTRIC UTILITY, ITS AFFILIATES AND/OR SUBSIDIARIES (OTHER THAN ADMINISTRATOR), DO NOT HAVE ANY OBLIGATION OR RESPONSIBILITY FOR THE PLAN, AND ARE NOT RESPONSIBLE FOR ANY CLAIMS OR DISPUTES RELATING THERETO, NOR DO THEY PROVIDE ANY TYPE OF GUARANTEE, WARRANTY, PROMISE OR COVENANT, EITHER EXPRESS OR IMPLIED, AS TO THE PLAN; AND (II) YOU AGREE TO RELEASE ELECTRIC UTILITY AND ALL OF ITS AFFILIATES AND/OR SUBSIDIARIES (OTHER THAN ADMINISTRATOR) FROM AND AGAINST ANY AND ALL LOSSES, DAMAGES, OR LIABILITIES IN CONNECTION WITH THE PLAN.

8. **FORCE MAJEURE.** The Obligor, Administrator and Underwriter shall not be responsible to You in an event or circumstance that is not reasonably foreseeable, or that are beyond the reasonable control of and not caused by the Obligor, Administrator or Underwriter. Such events or circumstances may include, but are not limited to, actions or inactions of civil or military authority (including courts and governmental or

administrative agencies), hurricanes, tropical storms, tornadoes, acts of God, war, riot or insurrection, blockades, embargoes, sabotage, epidemics, explosions, floods, strikes, lockouts, supply shortages or other labor disputes or difficulties.

9. GOVERNING LAW; VENUE; WAIVER OF JURY TRIAL, WAIVER OF CLASS ACTION. These Terms and the Plan shall be governed by the laws of the State of Florida. Any suit relating to these Terms or the Plan shall be instituted in any state or federal court in Palm Beach County, Florida, and the parties submit to the sole and exclusive personal jurisdiction of such court. BY SIGNING UP FOR THE PLAN, YOU AGREE TO WAIVE ANY RIGHT TO HAVE A TRIAL BY JURY IN RESPECT TO ANY LITIGATION WITH OBLIGOR, ADMINISTRATOR OR UNDERWRITER BASED UPON OR ARISING OUT OF, UNDER, OR IN ANY WAY CONNECTED OR RELATED WITH, THESE TERMS, THE PLAN, AND/OR THE PERFORMANCE OF ANY SERVICES You agree to only bring any Claim against the Obligor, Administrator or Underwriter in Your individual capacity and not as a plaintiff or class member in any purported class or representative proceeding. While this provision is mandatory, the outcome shall be non-binding on the parties, and either party shall have the right to reject the award and bring suit in a court of competent jurisdiction. This action will take place in the county where You reside.

10. SEVERABILITY. If any provision of these Terms or the application thereof to any person or circumstance shall, to any extent, be invalid or unenforceable, the remainder of these Terms, or the application of such provisions to persons or circumstances other than those as to which it is invalid or unenforceable shall not be affected thereby, and each provision of these Terms shall be valid and enforceable to the fullest extent permitted by law.

11. ASSIGNMENT. The Obligor, Administrator or Underwriter may, in their sole and unrestricted discretion assign, delegate, transfer, subcontract or otherwise dispose of its obligations hereunder to an affiliate or subsidiary, or other third party without notice to you. However, You shall not assign, delegate or otherwise dispose of Your obligations hereunder without the written consent of the Obligor. Any such assignment in violation of this Section shall be null and void.

12. TERM, TERMINATION, RENEWAL AND REFUNDS.

12.1 Term. Coverage under this Plan begins on the Effective Date and will continue on a month-to-month basis until terminated pursuant to this Section.

12.2 Termination. Upon notice to You in any reasonable form, the Obligor, Administrator or

Underwriter may terminate Your Plan in the event that (a) any regulatory agency promulgates any rule or order which in effect or application substantially impedes the Obligor, Administrator or Underwriter from fulfilling its obligations hereunder, or materially and adversely affects the ability of the Obligor, Administrator or Underwriter to provide the Plan under these Terms, (b) You breach any term or condition contained herein, including without limitation, Your obligation to make payment of the monthly Plan Fee by the due date of Your Electric Utility bill, or for fraud or material misrepresentation by You, or (c) the Obligor, Administrator or Underwriter, for its convenience and in its sole discretion, makes a commercial decision to (i) generally discontinue the Plan, or (ii) to discontinue Your specific participation in the Plan. You may terminate Your Plan at any time upon thirty (30) days written notice to Administrator.

12.3 Renewal. This Plan automatically renews on a month to month basis unless terminated by you, the Obligor, Administrator or Underwriter in accordance with Section 12.2. The Obligor, Administrator or Underwriter reserves the right to change the Plan Fees and/or coverage applicable to any renewal term. However, You will be notified of any such change(s), not less than forty-five (45) days prior to any renewal term; provided however that (i) if You are paying non-discounted Plan Fees and add another FPL Home product that qualifies You for discounted Plan Fees, then Your Plan Fees may be immediately decreased by FPL Home without notice, and (ii) if You are paying discounted Plan Fees due to the combination of this Plan with another FPL Home qualified product, and You cancel or are not eligible for the other FPL Home qualified product, then Your Plan Fees may be immediately increased by FPL Home to the non-discounted Plan Fees without notice.

12.4 Refunds. You will receive a full refund of any Plan Fee(s) if You provide Administrator a written request for refund within seven (7) days of the Effective Date and You have not filed a Claim pursuant to Section 3. The Administrator will process refunds within thirty (30) days. In the event that You terminate Your participation in the Plan pursuant to Section 12.2, the Administrator will process Your notice of termination within thirty (30) days of receipt and no refunds shall be due to you.

13. AUTHORITY. You represent to the Obligor, Administrator and Underwriter that You have the authority to enter into and bind You to these Terms, and that You shall bear all costs attributable thereto, and

You shall, at Your own expense, defend, indemnify and hold the Obligor, Administrator and Underwriter harmless from and against all liability, loss or damage (including attorneys' fees) assessed against, suffered or incurred by the Obligor, Administrator or Underwriter as a result of an allegation or claim that You did not have such authority.

accepting settlement of a claim, You transfer to Obligor Your right to recovery against any other party.

- 14. ENTIRE AGREEMENT.** These Terms and Exhibit A are the entire understanding between the parties, and supersedes all prior agreements, representations, and communications regarding this subject matter. The headings in these Terms are provided for convenience of reference only and shall not affect the construction of the text of these Terms. Obligor, Administrator or Underwriter reserves the right to make nonmaterial updates (e.g., phone number, mailing address) and prospectively change these Terms from time to time by posting updated Terms at www.FPLHome.com. You agree to the obligation to periodically review such location for authorized non-material updates to these Terms. Continued participation in the Plan after any such posted changes shall constitute your acknowledgment of and consent to such non-material changes. Notwithstanding the above, the Obligor, Administrator or Underwriter will provide you with written notice of any changes to the Terms that are material and adverse to you.
- 15. OBLIGOR CONTACT INFORMATION.** AIG Warranty Services of Florida, Inc., 1767 WSR 434, West Longwood, FL 32750, Phone # 1-800-343-4441.
- 16. PRIVACY POLICY.** Obligor and FPL Home take the protection of Your personal data seriously. Our Privacy Policy is located here: aig.com/privacy-policy. FPL Home Privacy Policy is here: nexteraenergy.com/privacy-policy.html. Please read the Privacy Policy carefully to fully understand how they collect, share, and protect personal data about You.
- 17. UNDERWRITER SECURING THIS CONTRACT.** The obligations of the Obligor are secured by an insurance policy issued by Illinois National Insurance Co., 500 W. Madison St., Ste. 3000, Chicago, IL 60661, Ph: (800) 250-3819 If, within 60 days, We have not paid a claim, provided You with a refund, or if You are otherwise dissatisfied, or Obligor is no longer an ongoing concern, become insolvent, or are otherwise financially impaired, You are entitled under state law to make a claim directly to the Underwriter by contacting the Underwriter at the address or phone number listed above. Please enclose a copy of Your Plan when sending correspondence to the Insurer.
- 18. RIGHT TO RECOVER FROM OTHERS.** If Obligor make any payment under this Plan, Obligor is entitled to recover what Obligor paid from other parties. By

**ELECTRONICS SURGE PROTECTION SERVICE WARRANTY
TERMS AND CONDITIONS
EXHIBIT A**

COVERAGE SUMMARY		
PLAN NUMBER:	EFFECTIVE DATE:	PLAN FEE: \$0.00 / MONTH plus tax
COVERAGE LIMIT: \$0.00	AGGREGATE ANNUAL CLAIM LIMIT: \$0.00	
PLAN PURCHASER ("You or Your"):		
RESIDENTIAL ADDRESS:		

COVERED PRODUCTS	
TELEVISIONS	TABLETS & NETBOOKS
GAMING SYSTEMS	LAPTOP COMPUTERS
VIDEO SURVEILLANCE / ALARM MONITORING SYSTEMS	DVD / DVR / BLU-RAY & STREAMING MEDIA PLAYERS
DESKTOP COMPUTERS	KEYBOARDS / MICE
STORAGE DEVICES	AUDIO TUNERS / RECEIVERS / AMPLIFIERS
HOME THEATER SOUND SYSTEMS (SPEAKERS, SOUND BARS)	PRINTERS
DIGITAL CAMERAS	NETWORKING & WIRELESS DEVICES
MONITORS	PROJECTORS
LED LIGHT BULBS	