

Subject: Warranty Department Important Information

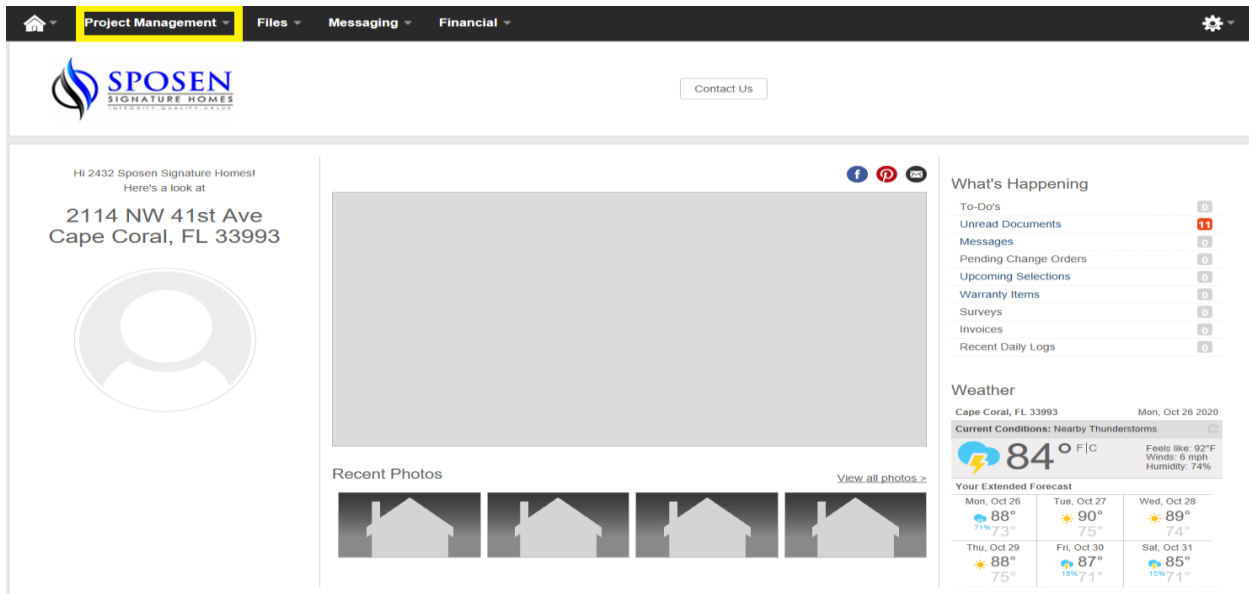
Dear Current Sposen Homeowner,

We hope this email finds you well. The purpose of this email is to introduce a new contactless way of creating a warranty claim for your home that will be effective November 2, 2020.

This new warranty claim procedure will be processed through BuilderTrend. You will need your login information, consisting of your username and password. If you do not have your login information, please email warranty@sposenhomes.com and we will resend it to you.

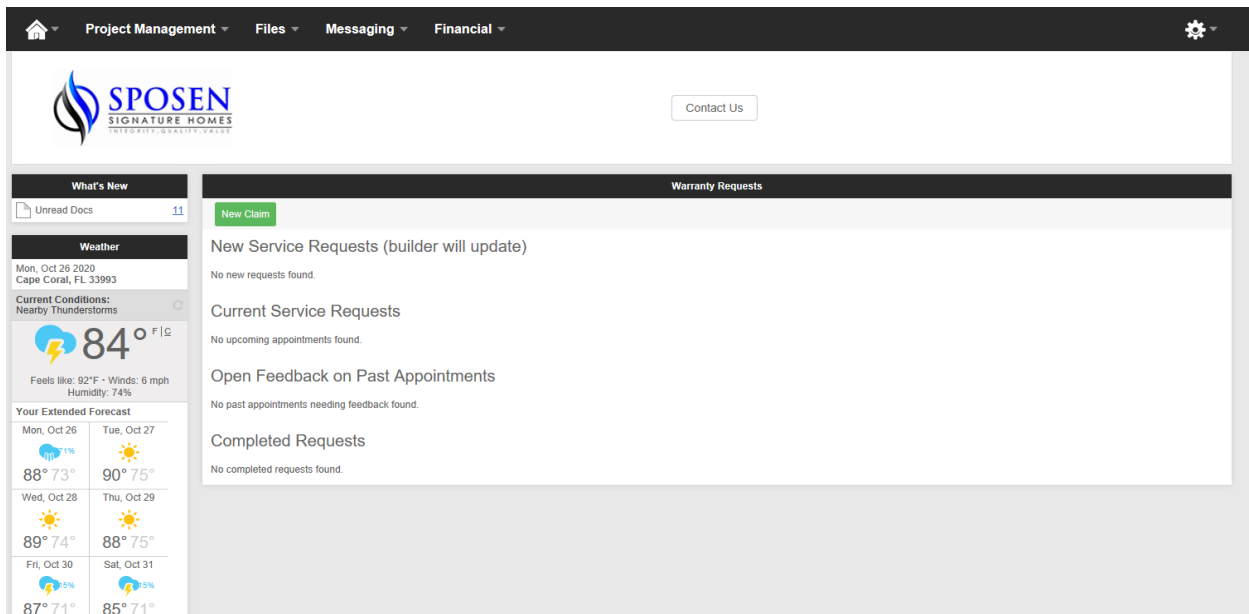
Once logged into BuilderTrend.net please follow these steps to successfully submit a warranty claim.

### Step 1: Welcome Screen



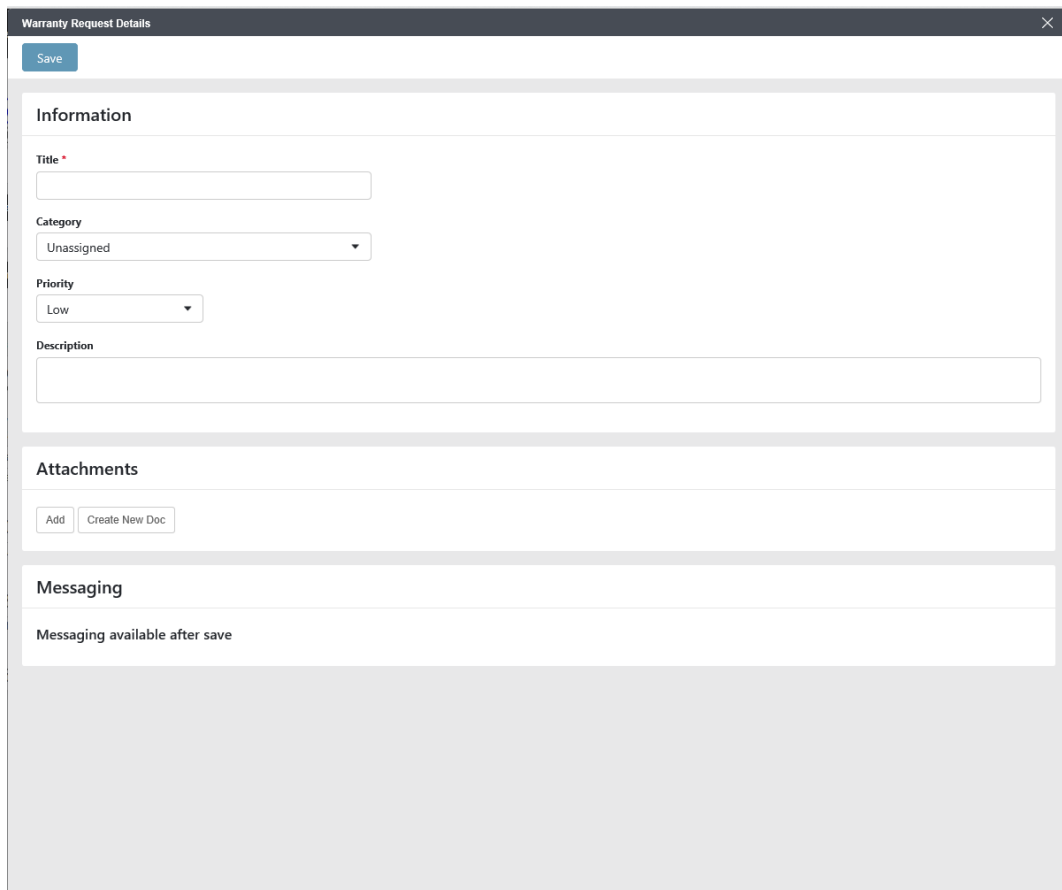
This is your welcome/home screen. Navigate to the Project Management tab at the top of the screen (highlighted in yellow). Here you will select "Warranty" from the dropdown screen.

### Step 2:



Once on the warranty screen you will see a green button labeled “New Claim.” Click on that button to generate a new claim message.

### Step 3:



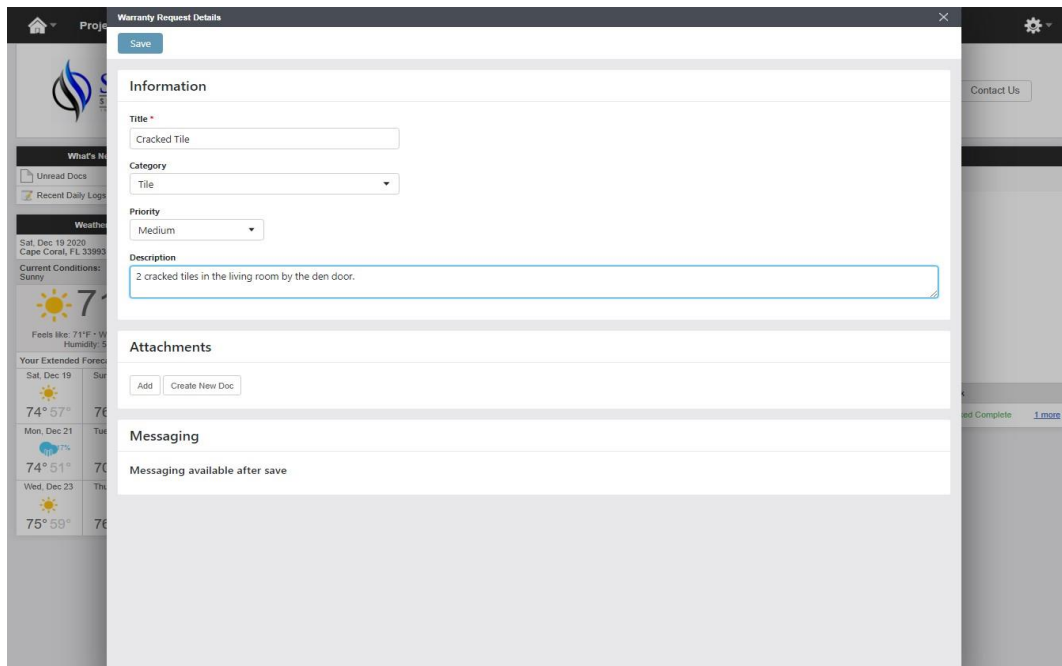
The screenshot shows a window titled "Warranty Request Details" with a close button in the top right corner. At the top left of the window is a blue "Save" button. The form is divided into three main sections: "Information", "Attachments", and "Messaging".

- Information:** Contains a "Title" field with a red asterisk, a "Category" dropdown menu set to "Unassigned", a "Priority" dropdown menu set to "Low", and a "Description" text area.
- Attachments:** Contains two buttons: "Add" and "Create New Doc".
- Messaging:** Contains the text "Messaging available after save".

The claim message window will pop up with a “Warranty Request Details” window.

In the “Title” line you will state which trade the warranty items pertain to. For instance, if your claim is to request cracked tile to be repaired you will write Cracked Tile.

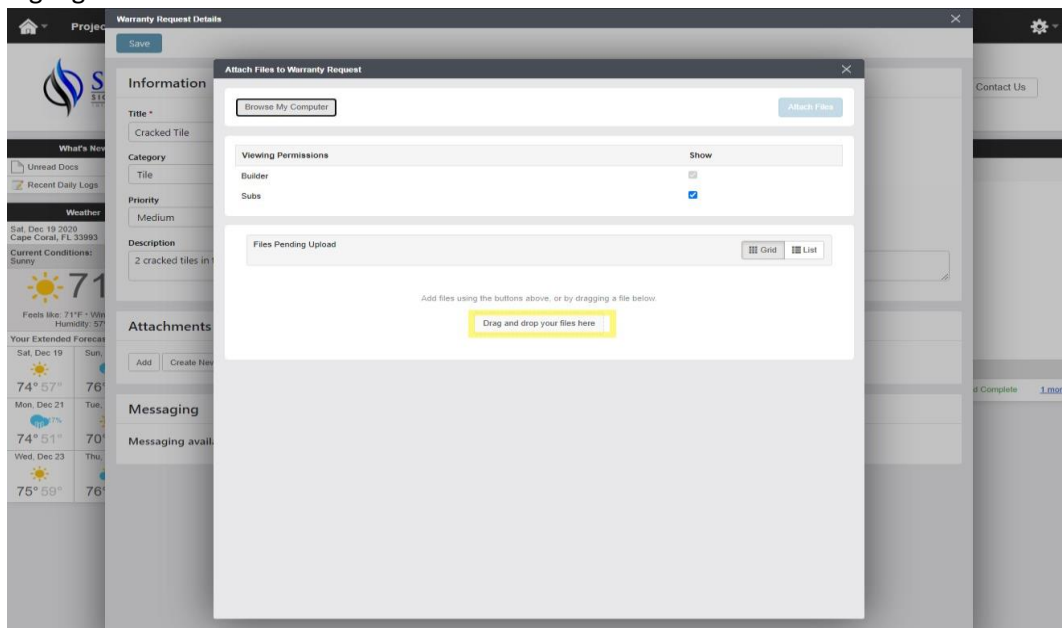
In the “Category” drop down menu you will select the trade that corresponds with your title. In this instance, you would select Tile.



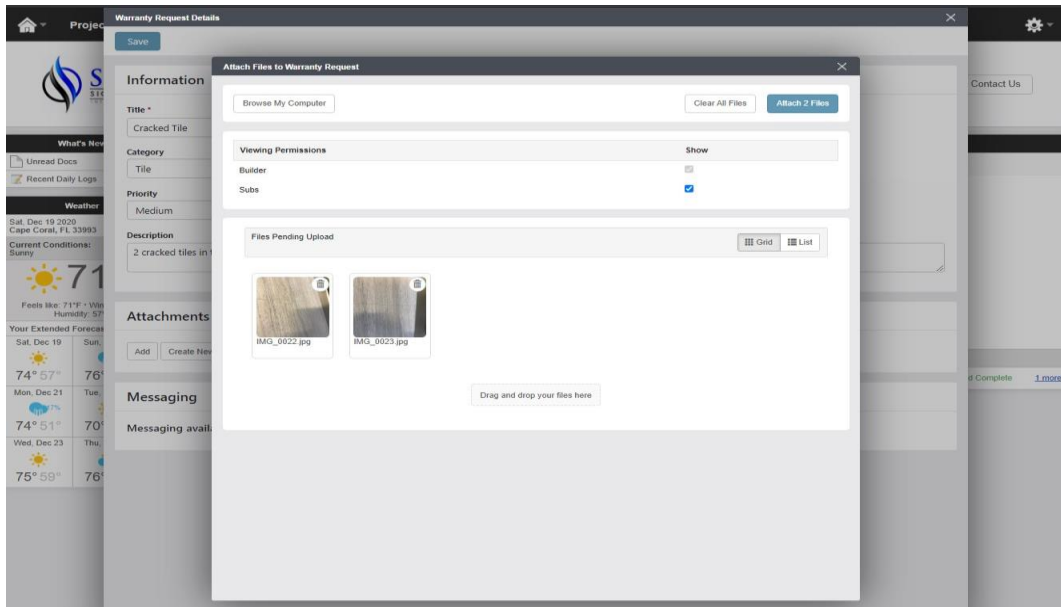
In the “Priority” drop down menu you will select Low, Medium, or High. If you are experiencing an Emergency, please contact the vendor pertaining to the trade in your warranty handbook directly.

In the “Description” fill in area, please describe in detail the issues you are experiencing. Indicate where the problem exists, whether it is interior or exterior, how long the problem has been present, if it has been addressed in the past, etc.

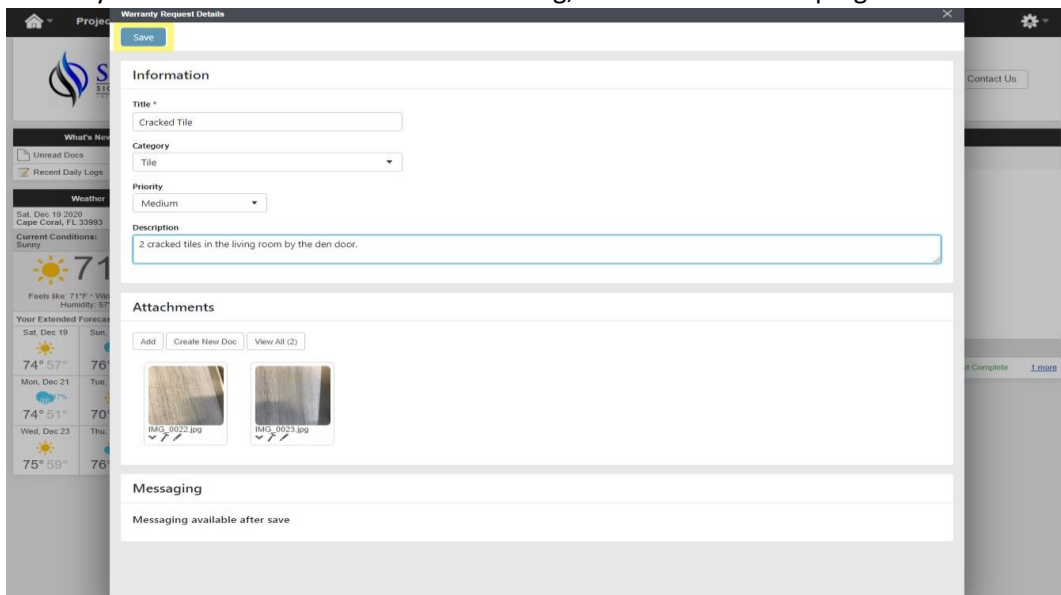
In the “Attachments” you will click the “Add” button to attach pictures to support your claim. Adding pictures is very beneficial to our warranty department to best determine the next step in resolving your claim. You can click the “Browse My Computer” button or you can drag and drop your files into the highlighted area.



When the file is attached successfully you will see the image appear in the window and to confirm the attachment you will hit the “Attach [#] File” button that highlights to blue once an image is ready to be attached. This will finalize the pictures attachment. See image below.



The final step to complete the warranty request is to click “Save” button at the top left of the window. You may need to close the window after saving, click the x on the top right corner.



Step 4: New Service Requests Page

Click outside the pop-up window and it will bring you back into the main warranty request frame where you will see the claim listed under the “New Service Requests (builder will update)” section.

At this time, the message will be sent to our warranty concierge staff. Claims will be handled on a case by case basis and will need to be evaluated prior to any work being completed on the property.

Your communications with the warranty department and the status of your claim will be filtered through BuilderTrend, so be sure to maintain your login information for the duration of your warranty period to monitor its progression.

### Step 5: Current Service Requests Page

When the claim is received, reviewed, and classified you will see it move under the “Current Service Requests” section. You can click on the claim to review any details.

Click on the number under the text bubbles (highlighted in yellow) This will allow you to see any comments or messages.

A pop-up window will appear. Communication about coordinating appointments will be in this area. In the comments box you can write down if certain times and dates are better than others. Also, if there are any other questions or concerns regarding this warranty request. Once you type in a message click the blue "Send" button.

### Step 6: Accepting Appointment

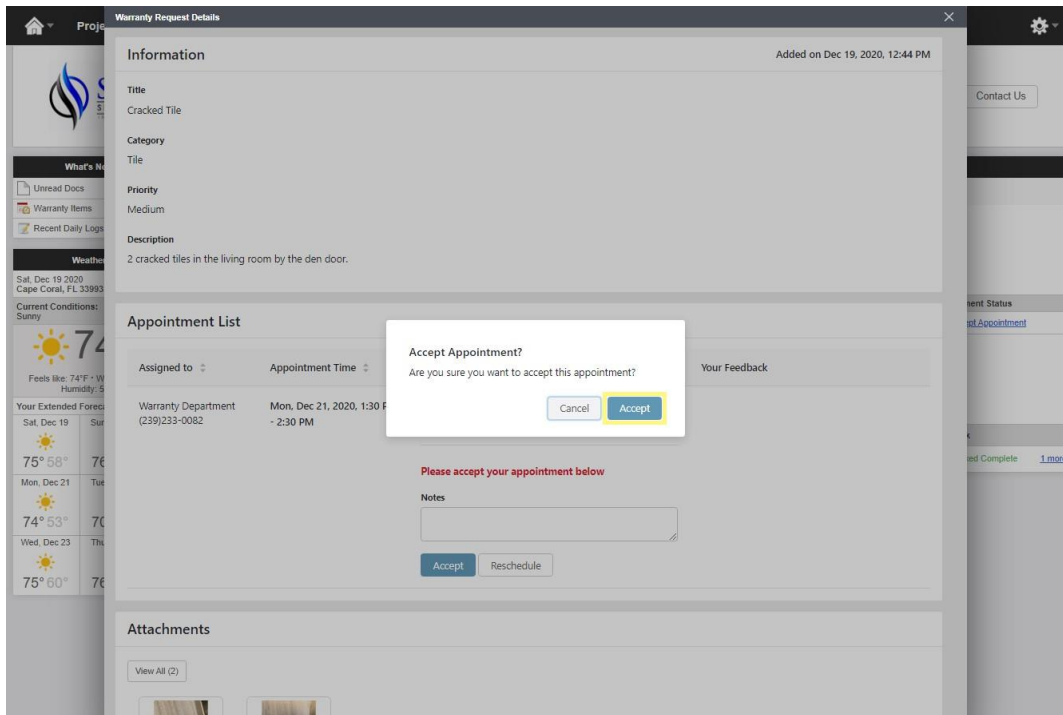
The screenshot displays the SPOSEN Signature Homes warranty management interface. At the top, there is a navigation bar with options like 'Project Management', 'Files', 'Messaging', and 'Financial'. Below this, the SPOSEN logo and a 'Contact Us' button are visible. The main content area is titled 'Warranty Requests' and features a 'New Claim' button. It is divided into several sections: 'New Service Requests (builder will update)', 'Current Service Requests', 'Open Feedback on Past Appointments', and 'Completed Requests'. The 'Current Service Requests' section contains a table with columns for Claim #, Title, Priority, Group, Next Appointment, Assigned To, and Appointment Status. One entry is highlighted in yellow, showing a claim for 'Cracked Tile' with a status of 'Accept Appointment'. The 'Completed Requests' section shows a claim for 'Paint Touch Up' with a status of 'Marked Complete'.

When the warranty department has scheduled an appointment with the designated sub-contractor, the warranty item will now show who it was assigned to and “Accept Appointment” will show up (highlighted in yellow).

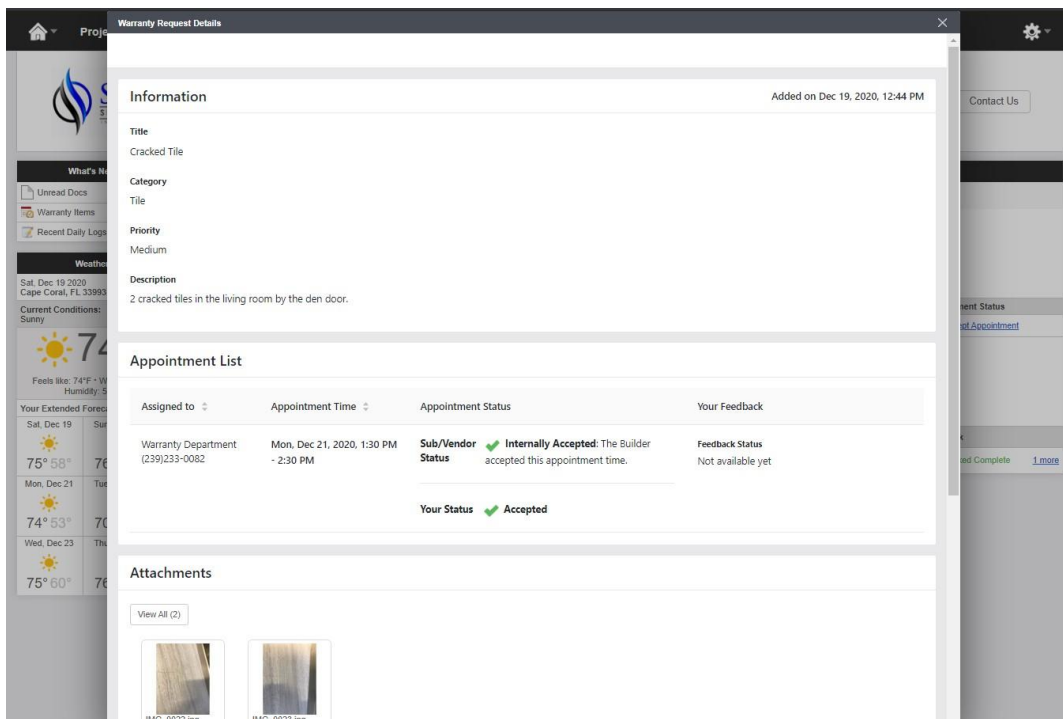
Click on the “Accept Appointment”

The screenshot shows a 'Warranty Request Details' pop-up window. The window is titled 'Warranty Request Details' and includes a close button. It is divided into several sections: 'Information', 'Appointment List', and 'Attachments'. The 'Information' section shows details for a 'Cracked Tile' claim, including the title, category, priority, and description. The 'Appointment List' section contains a table with columns for Assigned to, Appointment Time, Appointment Status, and Your Feedback. One entry is shown for 'Warranty Department' with an appointment time of 'Mon, Dec 21, 2020, 1:30 PM - 2:30 PM' and a status of 'Internally Accepted: The Builder accepted this appointment time.'. Below the table, there is a 'Notes' text box and two buttons: 'Accept' (highlighted in yellow) and 'Reschedule'.

A pop-up will appear if you have any notes to add, type them in the “Notes” box before accepting. Then click the blue “Accept” button.



A second pop up window appears. Click the blue “Accept” button.



Once appointment is completed the pop-up will update and show you have accepted and any notes you wrote.

Step 7: Open Feedback on Past Appointments



**Project Management** ▾ **Files** ▾ **Messaging** ▾ **Financial** ▾

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**What's New**

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- Warranty Items 1
- Recent Daily Logs 1

**Weather**

Sat, Dec 19 2020  
Cape Coral, FL 33993  
Current Conditions: Sunny  
74° F | G  
Feels like: 74°F • Winds: 6 mph  
Humidity: 50%

**Your Extended Forecast**

Sat, Dec 19	Sun, Dec 20
74° 57°	76° 64°
Mon, Dec 21	Tue, Dec 22
74° 51°	70° 51°
Wed, Dec 23	Thu, Dec 24
75° 59°	76° 55°

**Warranty Requests**

**New Claim**

New Service Requests (builder will update)  
No new requests found.

Current Service Requests  
No upcoming appointments found.

**Open Feedback on Past Appointments**

Claim #	Title	Priority	Group	Repair Was Performed	Assigned To	Feedback
0002	<a href="#">Cracked Tile</a>	2	MEDIUM	Other	Sat, Dec 19, 2020 1:30PM - 2:30PM	Warranty Department (239)233-0... <a href="#">Feedback Required!</a>

**Completed Requests**

Claim #	Title	Priority	Group	Recent Appointment	Assigned To	Feedback
0001	<a href="#">Paint Touch Up/Paint Touch Up</a>	0	LOW	Holding Until	Mon, Nov 02, 2020	<a href="#">1 more</a> Warranty Department (239)233-0... <a href="#">1 more</a> <span style="color: green;">✔</span> <b>Marked Complete</b> <a href="#">1 more</a>

Once the appointment has passed, the claim will now be listed under “Open Feedback on Past Appointments” section.

**Project Management** ▾ **Files** ▾ **Messaging** ▾ **Financial** ▾

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- Warranty Items 1
- Recent Daily Logs 1

**Weather**

Sat, Dec 19 2020  
Cape Coral, FL 33993  
Current Conditions: Sunny  
74° F | G  
Feels like: 74°F • Winds: 6 mph  
Humidity: 50%

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Sat, Dec 19	Sun, Dec 20
74° 57°	76° 64°
Mon, Dec 21	Tue, Dec 22
74° 51°	70° 51°
Wed, Dec 23	Thu, Dec 24
75° 59°	76° 55°

**Warranty Requests**

**New Claim**

New Service Requests (builder will update)  
No new requests found.

Current Service Requests  
No upcoming appointments found.

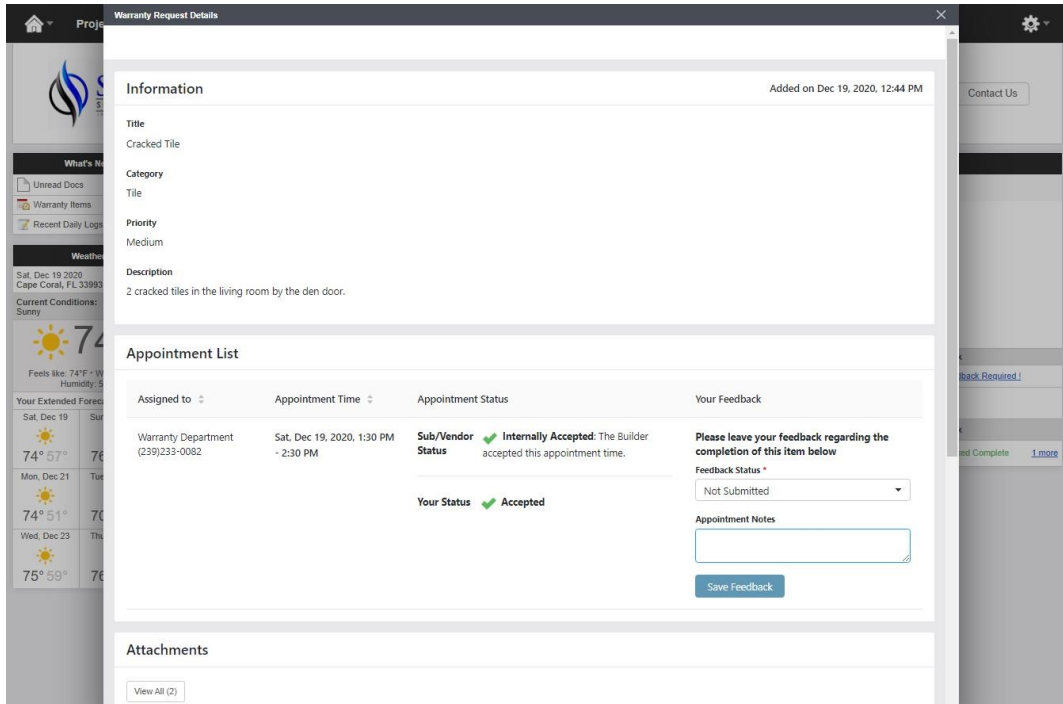
**Open Feedback on Past Appointments**

Claim #	Title	Priority	Group	Repair Was Performed	Assigned To	Feedback
0002	<a href="#">Cracked Tile</a>	2	MEDIUM	Other	Sat, Dec 19, 2020 1:30PM - 2:30PM	Warranty Department (239)233-0... <a href="#">Feedback Required!</a>

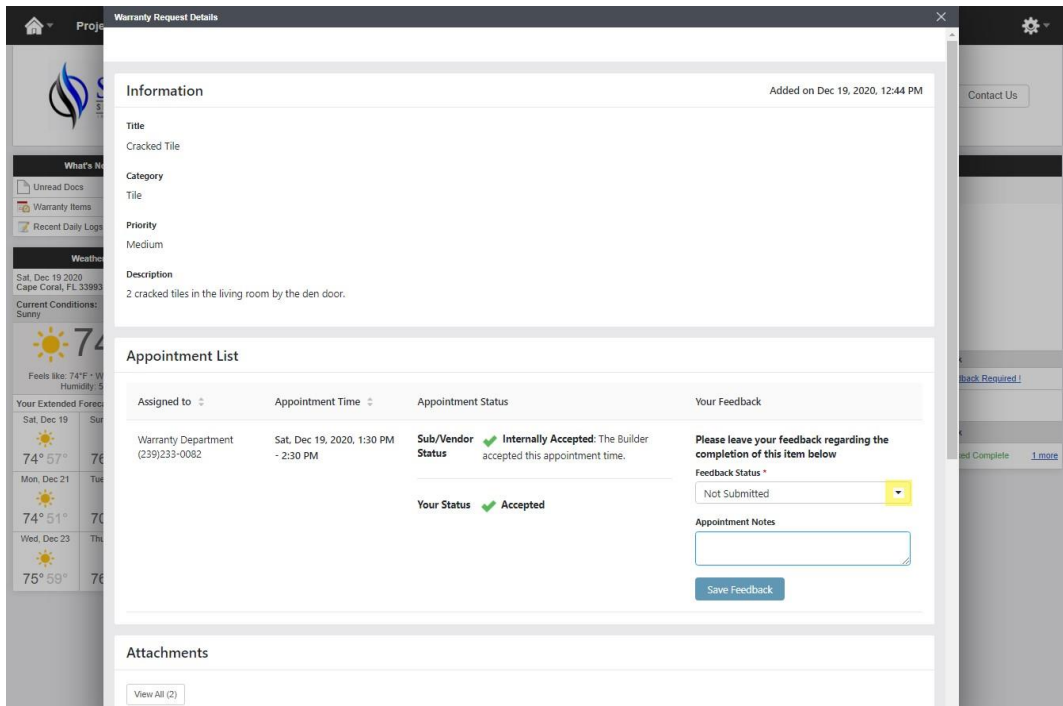
**Completed Requests**

Claim #	Title	Priority	Group	Recent Appointment	Assigned To	Feedback
0001	<a href="#">Paint Touch Up/Paint Touch Up</a>	0	LOW	Holding Until	Mon, Nov 02, 2020	<a href="#">1 more</a> Warranty Department (239)233-0... <a href="#">1 more</a> <span style="color: green;">✔</span> <b>Marked Complete</b> <a href="#">1 more</a>

Click on the "Feedback Required!" (highlighted in yellow)



A pop-up window appears. Scroll down until you can see everything in the "Appointment List" section.



Click on the drop-down menu under "Feedback Status" section.

## Step 7a: Meets Warranty Standards

The screenshot shows the 'Warranty Request Details' page. The 'Information' section includes:

- Title: Cracked Tile
- Category: Tile
- Priority: Medium
- Description: 2 cracked tiles in the living room by the den door.

The 'Appointment List' table has one entry:

Assigned to	Appointment Time	Appointment Status	Your Feedback
Warranty Department (239)233-0082	Sat, Dec 19, 2020, 1:30 PM - 2:30 PM	Sub/Vendor Status: <span style="color: green;">✔</span> Internally Accepted: The Builder accepted this appointment time. Your Status: <span style="color: green;">✔</span> Accepted	Please leave your feedback regarding the completion of this item below Feedback Status: <span style="border: 1px solid blue; padding: 2px;">Meets Warranty Standards</span> Appointment Notes: <input type="text"/> <a href="#">Save Feedback</a>

The 'Attachments' section shows a 'View All (2)' button.

After the assessment, if the issue falls under warranty standards and we do not fix; you will select “Meets Warranty Standards.”

This screenshot shows the same 'Warranty Request Details' page, but with the 'Feedback Status' updated. The 'Appointment List' table now shows:

Assigned to	Appointment Time	Appointment Status	Your Feedback
Warranty Department (239)233-0082	Sat, Dec 19, 2020, 1:30 PM - 2:30 PM	Sub/Vendor Status: <span style="color: green;">✔</span> Internally Accepted: The Builder accepted this appointment time. Your Status: <span style="color: green;">✔</span> Accepted	Feedback Status: <span style="color: green;">Meets Warranty Standards (updated Sat, Dec 19, 2020, 3:55 PM)</span>

The 'Attachments' section now displays two image thumbnails labeled 'IMG\_6077.jpg' and 'IMG\_6078.jpg'.

This will close the warranty ticket in the system.

## Step 7b: Valid Warranty Claim

The screenshot shows the 'Warranty Request Details' window. The description is '2 cracked tiles in the living room by the den door.' The appointment list shows one appointment for 'Warranty Department' on 'Sun, Dec 20, 2020, 1:25 PM - 2:30 PM'. The appointment status is 'Internally Accepted: The Builder accepted this appointment time.' The 'Your Status' is 'Accepted'. The 'Your Feedback' section shows 'Feedback Status' as 'Ready For Next Phase' and 'Appointment Notes' as 'We have extra tile. Need to schedule tile to get replaced.' A 'Save Feedback' button is visible.

The warranty item is valid, and we told you it would get repaired. Select “Ready for Next Phase” in the drop-down menu. If there are notes from assessment, write them in the “Appointment Notes” box. Finally, click the blue “Save Feedback” button.

The screenshot shows the 'Warranty Request Details' window after the feedback is saved. A 'Service Updated' notification is visible. The appointment list shows the appointment status as 'Ready For Next Phase (updated Sun, Dec 20, 2020, 1:36 PM)'. The 'Appointment Notes' remain the same: 'We have extra tile. Need to schedule tile to get replaced.'

The window will refresh and show “Feedback Status” in green letters it will say “Ready for Next Phase.” You can click out of the window or click on the “X” at the top right corner of page to close the window.

## Step 8: Warranty item Assigned

The screenshot shows the SPOSEN Signature Homes warranty management interface. The top navigation bar includes Project Management, Files, Messaging, and Financial. The main content area is titled 'Warranty Requests' and features a 'New Claim' button. Below this, there are sections for 'New Service Requests (builder will update)', 'Current Service Requests', 'Open Feedback on Past Appointments', and 'Completed Requests'. The 'Current Service Requests' table is highlighted with a yellow border, showing a claim for 'Cracked Tile' assigned to Talon Harrison with a 'Next Appointment' on Sun, Dec 20, 2020 at 1:55PM - 2:00PM. The 'Appointment Status' column for this claim shows a calendar icon and the text 'Accept Appointment'.

Claim #	Title	Priority	Group	Next Appointment	Assigned To	Appointment Status	
0003	<a href="#">Cracked Tile</a>	2	MEDIUM	Other	Sun, Dec 20, 2020 1:55PM - 2:00PM	Talon Harrison	<a href="#">Accept Appointment</a>

The warranty item will now be assigned to a subcontractor to repair. The subcontractor will set an appointment.

This screenshot is identical to the one above, showing the SPOSEN Signature Homes warranty management interface. The 'Current Service Requests' table is highlighted with a yellow border, showing a claim for 'Cracked Tile' assigned to Talon Harrison with a 'Next Appointment' on Sun, Dec 20, 2020 at 1:55PM - 2:00PM. The 'Appointment Status' column for this claim shows a calendar icon and the text 'Accept Appointment'.

Claim #	Title	Priority	Group	Next Appointment	Assigned To	Appointment Status	
0003	<a href="#">Cracked Tile</a>	2	MEDIUM	Other	Sun, Dec 20, 2020 1:55PM - 2:00PM	Talon Harrison	<a href="#">Accept Appointment</a>

Click on “Accept Appointment” and a pop-up window will appear.

**Warranty Request Details** Added on Dec 20, 2020, 1:10 PM

**Information**

Title: Cracked Tile

Category: Tile

Priority: Medium

Description: 2 cracked tiles in the living room by the den door.

**Appointment List**

Assigned to	Appointment Time	Appointment Status	Your Feedback
Warranty Department (239)233-0082	Sun, Dec 20, 2020, 1:25 PM - 2:30 PM	Sub/Vendor Status: <span style="color: green;">✔ Internally Accepted</span> The Builder accepted this appointment time.	Feedback Status: <span style="color: green;">Ready For Next Phase</span> (updated Sun, Dec 20, 2020, 1:20 PM) Appointment Notes: We have extra tile. Need to schedule tile to get replaced.
Talon Harrison	Sun, Dec 20, 2020, 2:10 PM - 2:30 PM	Sub/Vendor Status: <span style="color: green;">✔ Internally Accepted</span> The Builder accepted this appointment time.	

Please accept your appointment below

Notes:

[Accept](#) [Reschedule](#)

At this point you will look at the appointment, you will decide if you can or cannot accept the appointment. In the “Notes” write a set of days and times you are available if you need to reschedule. If the date and time showing is okay, click “Accept” if it is not click “Reschedule.”

**Project Management** | **Files** | **Messaging** | **Financial**

**Warranty Requests**

**New Claim**

New Service Requests (builder will update)

No new requests found.

**Current Service Requests**

Claim #	Title	Priority	Group	Next Appointment	Assigned To	Appointment Status
0003	<a href="#">Cracked Tile</a>	2	MEDIUM	Other	Sun, Dec 20, 2020 2:13PM - 2:30PM	Talon Harrison <span style="color: green;">✔ Appointment Accepted</span>

**Open Feedback on Past Appointments**

Claim #	Title	Priority	Group	Repair Was Performed	Assigned To	Feedback
0003	<a href="#">Cracked Tile</a>	2	MEDIUM	Other	Sun, Dec 20, 2020 1:25PM - 2:30PM	Warranty Department (239)233-0... <span style="color: green;">✔</span> Ready For Next Phase

**Completed Requests**

Claim #	Title	Priority	Group	Recent Appointment	Assigned To	Feedback
0002	<a href="#">Cracked Tile</a>	2	MEDIUM	Other	Sat, Dec 19, 2020 1:30PM - 2:30PM	Warranty Department (239)233-0... <span style="color: green;">✔ Marked Complete</span>
0001	<a href="#">Paint Touch Up</a>	0	LOW	Holding Until	Mon, Nov 02, 2020	<a href="#">1 more</a> Warranty Department (239)... <a href="#">1 more</a> <span style="color: green;">✔ Marked Complete</span> <a href="#">1 more</a>

Once the appointment is accepted it will show up in green letters as “Appointment Accepted.”

## Step 9: Open Feedback on Past Appointments

Project Management Files Messaging Financial

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Weather

Sun, Dec 20 2020  
Cape Coral, FL 33993

Current Conditions:  
Mostly Sunny

80° F

Feels like: 82°F · Winds: 14 mph  
Humidity: 69%

Your Extended Forecast

Sun, Dec 20 Mon, Dec 21

77° 62° 72° 49°

Tue, Dec 22 Wed, Dec 23

70° 52° 76° 61°

Thu, Dec 24 Fri, Dec 25

78° 56° 67° 48°

Warranty Requests

New Claim

New Service Requests (builder will update)

No new requests found.

Current Service Requests

No upcoming appointments found.

Open Feedback on Past Appointments

Claim #	Title	Priority	Group	Repair Was Performed	Assigned To	Feedback
0003	<a href="#">Cracked Tile</a>	2	MEDIUM	Other	Sun, Dec 20, 2020 2:13PM ...	<a href="#">Cracked Tile</a> 1 more Talon Harrison <a href="#">Cracked Tile</a> 1 more <b>Feedback Required</b> 1 more

Completed Requests

Claim #	Title	Priority	Group	Recent Appointment	Assigned To	Feedback
0002	<a href="#">Cracked Tile</a>	2	MEDIUM	Other	Sat, Dec 19, 2020 1:30PM - 2:30PM	Warranty Department (239)233-0... <b>Marked Complete</b>
0001	<a href="#">Paint Touch Up</a>	0	LOW	Holding Until	Mon, Nov 02, 2020	1 more Warranty Department (239)... <b>Marked Complete</b> 1 more

Once the appointment has passed and the service was completed. It will automatically move into “Open Feedback on Past Appointments.” Click on “Feedback Required.”

Warranty Request Details

Information

Added on Dec 20, 2020, 1:10 PM

Title

Cracked Tile

Category

Title

Priority

Medium

Description

2 cracked tiles in the living room by the den door.

Appointment List

Assigned to	Appointment Time	Appointment Status	Your Feedback
Warranty Department (239)233-0082	Sun, Dec 20, 2020, 1:25 PM - 2:30 PM	Sub/Vendor Status <b>Internally Accepted:</b> The Builder accepted this appointment time.	Feedback Status <b>Service Completed</b> (updated Sun, Dec 20, 2020, 1:20 PM) Appointment Notes We have extra tile. Need to schedule tile to get replaced.
Talon Harrison	Sun, Dec 20, 2020, 2:13 PM - 2:30 PM	Sub/Vendor Status <b>Internally Accepted:</b> The Builder accepted this appointment time.	Please leave your feedback regarding the completion of this item below Feedback Status * <b>Not Submitted</b> Appointment Notes

Save Feedback

A pop-up window shows up and you will click on the drop-down menu under “Feedback Status.”

**Information** Added on Dec 20, 2020, 1:10 PM

**Title**  
Cracked Tile

**Category**  
Tile

**Priority**  
Medium

**Description**  
2 cracked tiles in the living room by the den door.

**Appointment List**

Assigned to	Appointment Time	Appointment Status	Your Feedback
Warranty Department (239)233-0082	Sun, Dec 20, 2020, 1:25 PM - 2:30 PM	<b>Sub/Vendor Status</b> <span style="color: green;">✔</span> <b>Internally Accepted:</b> The Builder accepted this appointment time.  <b>Your Status</b> <span style="color: green;">✔</span> <b>Accepted</b>	<b>Feedback Status</b> <span style="color: green;">✔</span> <b>Service Completed</b> (updated Sun, Dec 20, 2020, 1:20 PM)  <b>Appointment Notes</b> We have extra tile. Need to schedule tile to get replaced.
Talon Harrison	Sun, Dec 20, 2020, 2:13 PM - 2:30 PM	<b>Sub/Vendor Status</b> <span style="color: green;">✔</span> <b>Internally Accepted:</b> The Builder accepted this appointment time.  <b>Your Status</b> <span style="color: green;">✔</span> <b>Accepted</b>	<b>Please leave your feedback regarding the completion of this item below</b> <b>Feedback Status *</b> Service Completed <b>Appointment Notes</b> <input type="text"/>  <a href="#">Save Feedback</a>

Select “Service Completed” in the dropdown menu. If there are any notes from the appointment that needs to be relayed to the warranty department, write them in the “Appointment Notes” section. Finally, click on the blue “Save Feedback” button.

**Information** Added on Dec 20, 2020, 1:10 PM

**Title**  
Cracked Tile

**Category**  
Tile

**Priority**  
Medium

**Description**  
2 cracked tiles in the living room by the den door.

**Appointment List**

Assigned to	Appointment Time	Appointment Status	Your Feedback
Warranty Department (239)233-0082	Sun, Dec 20, 2020, 1:25 PM - 2:30 PM	<b>Sub/Vendor Status</b> <span style="color: green;">✔</span> <b>Internally Accepted:</b> The Builder accepted this appointment time.  <b>Your Status</b> <span style="color: green;">✔</span> <b>Accepted</b>	<b>Feedback Status</b> <span style="color: green;">✔</span> <b>Service Completed</b> (updated Sun, Dec 20, 2020, 1:20 PM)  <b>Appointment Notes</b> We have extra tile. Need to schedule tile to get replaced.
Talon Harrison	Sun, Dec 20, 2020, 2:13 PM - 2:30 PM	<b>Sub/Vendor Status</b> <span style="color: green;">✔</span> <b>Internally Accepted:</b> The Builder accepted this appointment time.  <b>Your Status</b> <span style="color: green;">✔</span> <b>Accepted</b>	<b>Feedback Status</b> <span style="color: green;">✔</span> <b>Service Completed</b> (updated Sun, Dec 20, 2020, 2:37 PM)

**Attachments**

The pop-up window will update and show the appointment as “Service Completed”



## Step 10: Completed Requests

**Project Management** ▾ **Files** ▾ **Messaging** ▾ **Financial** ▾

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**What's New**

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**Weather**

Sun, Dec 20 2020  
Cape Coral, FL 33993

Current Conditions:  
Mostly Sunny

**80°** F |

Feels like: 82°F · Winds: 14 mph  
Humidity: 60%

**Your Extended Forecast**

Date	High/Low	Weather
Sun, Dec 20	77° 62°	Partly Cloudy
Mon, Dec 21	72° 49°	Sunny
Tue, Dec 22	70° 52°	Partly Cloudy
Wed, Dec 23	76° 61°	Sunny
Thu, Dec 24	78° 56°	Partly Cloudy
Fri, Dec 25	67° 48°	Partly Cloudy

**Warranty Requests**

[New Claim](#)

**New Service Requests (bullder will update)**

No new requests found.

**Current Service Requests**

No upcoming appointments found.

**Open Feedback on Past Appointments**

No past appointments needing feedback found.

**Completed Requests**

Claim #	Title	Priority	Group	Recent Appointment	Assigned To	Feedback
0003	<a href="#">Cracked Tile</a>	2	MEDIUM	Other	Sun, Dec 20, 2020 2:13PM - 2:30PM <a href="#">1 more</a>	Talon Harrison <a href="#">1 more</a> <a href="#">1 more</a>
0002	<a href="#">Cracked Tile</a>	2	MEDIUM	Other	Sat, Dec 19, 2020 1:30PM - 2:30PM	Warranty Department (239)233-0... <a href="#">1 more</a>
0001	<a href="#">Paint Touch Up</a>	0	LOW	Holding Until	Mon, Nov 02, 2020 <a href="#">1 more</a>	Warranty Department (239)... <a href="#">1 more</a> <a href="#">1 more</a>

Once the warranty department receives the message that the service was completed, they will close the warranty item. The claim will now be listed under “Completed Requests” section.

All warranty item claims that have been created and completed will be in this section. You can click on the warranty claims to review what was done and any notes.