CenterPoint Energy

CLAIM REQUEST

Please complete this form and provide all requested documentation in order to ensure timely processing of your claim. This form must be completed, signed and returned to CenterPoint Energy within ninety (90) days of the confirmed date of the electrical power surge event. Failure to comply with the above requirements may result in your claim being denied. All claims for the Electrical Surge Plan listed below are subject to the program's terms and conditions at: www.centerpointenergy.com/ElectricalSurge. CenterPoint Energy may, at its sole discretion, require additional information relating to your claim. Check the box for the program(s) related to your claim:

Electronics Surge Plan

SECTION 1: Customer Information

Homeowner's Name: _____

Service Address: _____ City: _____ State: _____ ZIP: _____

Daytime Phone: _____ Evening Phone: _____ Discover Date of Incident/Loss: _____

Describe the incident and weather conditions during the incident which caused the damage:

_____

_____

_____

☐ The mailing address to send my check is the same as my service address.

Mailing Address: _____ City: _____ State: _____ ZIP: _____

SECTION 2: Electrical Surge Plan - Claim Items

Attach all repair invoices/estimates and other proof of loss. All invoices/estimates must be on an itemized form with the company's letterhead, name, address, telephone number with a breakdown of services that include a statement from a qualified electrician licensed by the State of Minnesota that the damages to the covered property were caused by a power surge. If any covered property is "not repairable" the invoice must clearly state that conclusion and you must also submit documentation estimating the replacement value of that covered property. Use separate sheets to report any additional items.

*Electronic Item:		*Original Purchase Price: $
*Brand:	*Model Number:	*Serial Number:
*Indicate if item was repaired or replaced: Repaired ☐ Replaced ☐		*Is item covered by another warranty or extended service agreement?
*Repair/Replacement Costs: $		Yes ☐ No ☐

*Electronic Item:		*Original Purchase Price: $
*Brand:	*Model Number:	*Serial Number:
*Indicate if item was repaired or replaced: Repaired ☐ Replaced ☐		*Is item covered by another warranty or extended service agreement?
*Repair/Replacement Costs: $		Yes ☐ No ☐

*Electronic Item:		*Original Purchase Price: $
*Brand:	*Model Number:	*Serial Number:
*Indicate if item was repaired or replaced: Repaired ☐ Replaced ☐		*Is item covered by another warranty or extended service agreement?
*Repair/Replacement Costs: $		Yes ☐ No ☐

*Required Fields

SECTION 3

Total amount for which claim is being made $ _____

Will you/have you filed a claim, for any of the listed items, with your insurance company and/or any warranty company? Yes ☐ No ☐

Insurance/Warranty Co.: _____ Amount paid (if any) to you: $ _____

Customer Signature (Required) _____ **Date:** _____

Customer Name (Print) _____

Customer Email Address (Print) _____

By providing your email address, you agree to receive emails about this claim and promotional materials about other products offered by CenterPoint Energy and its affiliates. You may opt out of promotional emails at any time.

Send completed claim form to one of the following:

Call: 1-800-657-3279

Email: hspclaims@centerpointenergy.com *(Email is suggested for fastest response time)*

Mail: HSP Electrical Surge Plan Administration
CenterPoint Energy
P.O. Box 1165
Minneapolis, MN 55440-1165

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1. The Electrical Surge Plan applies to one single family residence per contract. A single-family residence may include, whether rented or owned, a single-family house, town home, condominium unit or apartment unit that has an assigned individual service address.
2. Electrical Surge Plan coverage begins 30 days after the initial enrollment date or re-enrollment after cancellation date.
3. The total maximum coverage limit per 12-month term, from enrollment date, is $2,000.
4. The Electrical Surge Plan provides a specified payment to you, up to the amount of the coverage limit, for the direct costs to repair or replace the covered electronic item, if a qualified electrician licensed by the State of Minnesota determines that the covered electronic item has been damaged by an electrical power surge event.
5. After your claim is confirmed, you are responsible for paying for repair or for purchasing the new replacement electronic item of your choice at an electronics retailer of your choice.
6. All documentation is subject to verification by CenterPoint Energy and must be completed in full and received by CenterPoint Energy within ninety (90) days of the confirmed date of the electrical power surge event.
7. Upon confirmation of your claim by CenterPoint Energy, you will be issued a check for the payment provided your account shows no past-due Home Service Plus charges. Please allow up to 8 weeks to process.
8. The Electrical Surge Plan offsets the cost or repairs or the cost to repair or replace non-repairable covered electronics. When repairing or replacing covered electronics beyond the coverage limit, the difference between the Electrical Surge Plan payment and the actual cost paid by you, is your responsibility. Charges for removal and disposal of old electronic(s), delivery and installation of new electronics(s), and taxes do not qualify for payment under the Electrical Surge Plan.
9. Items covered under the Electrical Surge Plan are limited to the following items with a replacement value greater than $50:
    - Display Electronics
        - Televisions, Monitors, Tablets, Digital Notebooks, Desktop Computers, Laptop Computers, Projectors, Digital Cameras
    - Security Electronics
        - Video Security Equipment and Alarm Monitoring Systems
        - Multimedia Electronics
        - Gaming Consoles, DVD/DVR, Blu-Ray Players, Streaming Media
    - Audio Electronics
        - Equipment including Tuners and Receivers, Audio Amplifiers, Home Theatre Equipment and Speakers
    - Miscellaneous Electronics
        - Storage Devices, Printers, Networking & Wireless Devices

    In no event shall the Electrical Surge Plan cover home appliances or other equipment, including without limitation Furnaces, Air Conditioner Units or Thermostats, Hot Water Heaters, Refrigerators/Freezers, Conventional or Microwave Ovens, Washer-Dryers, Dishwashers, Toasters or Blenders.
10. The Electrical Surge Plan does not cover damage resulting from any cause other than a confirmed electrical power surge event, including the following:
    - Normal wear and tear or negligent use
    - Damage incurred for an electrical power surge event occurring outside of the term of your Electrical Surge Plan
    - Damage incurred to electronic items you do not own or not located at the covered residence during the electrical power surge event
    - Damage covered under a manufacturer's or service warranty, an insurance policy or any other home repair plan or warranty
    - Damage to items that do not comply with current industry standards and/or cannot be readily replaced.

See full Terms and Conditions at: www.centerpointenergy.com/ElectricalSurge