



Calliden Service Level Guidelines

The following Service Level Guidelines are agreed by Calliden and the Intermediaries with whom we have an agreement to issue Home Warranty Insurance and eligibility. They reflect the standards which apply in various circumstances.

If Calliden is unable to comply with these guidelines then we will advise the Intermediary of that fact.

If Calliden's intermediary is unable to comply with these guidelines they must advise Calliden and the applicant of that situation and how long that situation is expected to last.

1. Eligibility	Calliden	Intermediary	Total
All information is received and nothing further is required to be submitted to progress the application.	5 days	5 days	10 days
The application is received but is deficient and further information is required from the applicant to progress the application.	5 days	10 days	15 days

2. Eligibility Review	Calliden	Intermediary	Total
All information is received and nothing further is required to be submitted to progress the application.	5 days	5 days	10 days
The application is received but is deficient and further information is required from the applicant to progress the application.	5 days	10 days	15 days

3. Project Applications	Calliden	Intermediary	Total
All information is received and nothing further is required to be submitted to progress the application.	-	2 days	2 days
	(Calliden does not directly issue certificates of insurance)		
The application is received but is deficient and further information is required from the applicant to progress the application.	2 days	3 days	5 days