



The “Joys” of Homeownership – Home Warranty Scams

Bank of Bird-In-Hand’s customers have reported receiving letters in the mail urging them to call about a home warranty. The letter urges homeowners to purchase a home warranty claiming the current home warranty “may be expiring or may have already expired.” Each letter contains the same claim, even if the homeowner has never purchased a home warranty. The letter may also imply an affiliation with the homeowner’s mortgage company and the “county deed records” office. The people responsible for these letters are in no way affiliated with Bank of Bird-in-Hand or the Recorder of Deeds office.

The letter asks for a response to the notice by a certain date and threatens that failing to respond could result in a potential loss of coverage. Solicitations that use threatening language or unnecessary urgency are almost always a scam.

You may wonder how these scammers know the name of your mortgage company. Some information about mortgages, such as the name of your lender and servicer, are public record and that information can be found online. These scammers use the name of your mortgage company in the letter in order to appear legitimate. These types of mailings are not new. Often there are “Life Insurance”, “Rate Adjustment” or similar flyers mailed to your home, making them appear legitimate.

Please contact the Bank if you have any questions, or if you have made payment to the home warranty center or given out sensitive banking information. You can also report scams to the PA Attorney General’s Office at <https://www.attorneygeneral.gov/submit-a-complaint/scams-complaint/> or 800-441-2555.

If you are interested in purchasing a home warranty with a legitimate company, we strongly encourage you to do thorough research as well as check with the Better Business Bureau for reputable companies.

