



Vero Warranty Service Level Agreement

1. Eligibility			
Product	Intermediary	Vero	Total
First Assess	36 hours	36 hours	72 hours
Express Assess (Small Builder Warranty)	36 hours	36 hours	72 hours
Other Builders	10 days	10 days	20 days max
Complex Assessments	10 days	20 days	30 days max

2. Reviews			
Product	Intermediary	Vero	Total
First Assess	36 hours	36 hours	72 Hours
Express Assess (Small Builder Warranty)	36 hours	36 hours	72 hours
Other Builders	10 days	10 days	20 days max
Complex Assessments	10 days	20 days	30 days max

3. Documentation			
Document	Intermediary	Vero	Total
Bank Guarantees	24 hours	48 hours	72 hours
Capital Injection	24 hours	48 hours	72 hours
Group Trading Agreement	10 days	20 days	30 days max
Deeds	24 hours	48 hours	72 hours
Licenses	48 hours	72 hours	5 days

4. Project Applications			
Project Type	Intermediary	Vero	Total
Standard	24 hours	24 hours	48 hours
Development	5 days	10 days	20 days max
Retrospective	On application	On application	On application
Owner Builder	3 days	10 days	13 days

5. Cancellations / Amendments (of Certificates of Insurance)			
	Intermediary	Vero	Total
ALL	3 days	2 days	5 days