

# Just Tell Us... SURVEY SWEEPSTAKES TERMS AND CONDITIONS

## NO PURCHASE NECESSARY TO ENTER OR WIN

02/23/2009

**PURPOSE:** The Sweepstakes is designed to gather research on several aspects of our home warranty and home inspection businesses and facilitate better use of electronic communications. We are seeking specific feedback on all aspects of our service, service provided by our vendors, and feedback on how our competitors are viewed. The information will be used to identify and resolve service problem areas, identify and resolve issues related to our processes, compare our ranking with competitors, measure the service provided by the vendors we use for repairs, and to recognize internally our employees who are providing exceptional service.

**SPONSORS:** The Sweepstakes is sponsored by LandAmerica Property Inspections, Inc. and LandAmerica Home Warranty Company.

### 1. NO PURCHASE OR PAYMENT OF ANY KIND NECESSARY TO ENTER OR WIN THIS SWEEPSTAKES:

**OFFICIAL RULES – The Sweepstakes will run from February 23, 2009 to June 30, 2009. NO PURCHASE IS NECESSARY TO ENTER OR WIN.**

**PARTICIPATION:** The **Sweepstakes** begins February 23, 2009 and is open to all residents of AZ, CA, CO, DC, GA, FL, IL, IN, KY, MD, MI, MN, MO, NC, NJ, NV, OH, PA, UT, TX, VA, WA and WI except as specifically provided otherwise in this paragraph. Employees and immediate families of LandAmerica Financial Group, Inc., its advertising and promotion agencies, and anyone involved in the **Sweepstakes** contest production, development or handling are not eligible to participate or win. By entering, participants agree to release, discharge and hold harmless LandAmerica Financial Group, Inc. and its affiliates and their respective directors, executive officers, employees, and agents as well as their advertising and promotional agencies and prize suppliers from all claims, damages, losses or expenses arising out of entrant's participation in the **Sweepstakes** contest and/or acceptance, possession, use, or misuse of any prizes. All Federal, state and local laws and regulations apply. No one under the age of eighteen may enter the Sweepstakes. The Sweepstakes is void where prohibited.

### 2. HOW TO ENTER:

Subject to the terms and conditions of these Official Rules, you may enter one of four ways:

#### **Survey Entries – New Customers**

Consumers, real estate agents and all other individuals can enter the contest by answering several questions about their experience purchasing their home inspection and/or home warranty. If provided with an email address, a survey link may be sent to all new customers who recently purchased a LandAmerica home inspection or home warranty. If assisted by a real estate agent, the agent may also receive a survey. Customers present at the time of their home inspection may receive a paper version of the survey which can be mailed (postage paid) once completed. Consumers and their real estate agents who retrieve their LandAmerica Home Inspection Report from our web site will be automatically prompted to complete an on-line evaluation questionnaire. Each completed evaluation will result in a Sweepstakes entry. This survey is intended to gather feedback about our ordering/scheduling process, the quality of the work performed (if any) and basic information about past inspection/warranty buying habits.

#### **Survey Entries – Existing Customers**

Current warranty customers may receive an email containing a survey link immediately after requesting service repair on a covered component. The survey link is part of a confirmation email which provides information about the vendor assigned to investigate and repair the covered component. After the repair is performed, customers are asked to rate the vendor and their general service experience. This information is used to help better manage our vendors thus increase the satisfaction levels of customers.

### **Special Surveys – Prospects and Existing Clients**

From time to time we may survey both existing clients and prospects (consumers and real estate agents) on various topics concerning home inspections, home warranties, or similar real estate-related transactions. These surveys may be in electronic or paper form and will be used to gather feedback and direction on both service and product issues. All consumers and realtors are eligible to participate in these Special Surveys which will be posted on our Web sites.

### **No Purchase Entry**

Any eligible person (Consumers, real estate agents and all other individuals) may enter the Sweepstakes at any time by answering several questions about their experience with home inspections and/or home warranties- No purchase is required. Only one entry will be accepted per each submitted mailing piece.

Entry forms may be obtained by requesting an OFFICIAL ENTRY CARD/QUESTIONNAIRE via US Mail. One OFFICIAL ENTRY CARD/QUESTIONNAIRE will be mailed per request. Once you have an official entry form, you must complete all required fields then return the questionnaire via US Mail to LandAmerica Residential Services: **Sweepstakes Program**. OFFICIAL ENTRY CARDS shall not be reproduced. In addition to the questionnaire, you must provide the following information on your OFFICIAL ENTRY CARD/QUESTIONNAIRE: name, cell or home phone, email address, and mailing address.

Mail request for entry and entry form with proper postage to:

#### **Survey Sweepstakes**

LandAmerica Residential Services Marketing Department  
4300 Alexander Drive  
Suite 200  
Alpharetta, GA 30022

We respect your privacy. Your information will not be disclosed to third parties outside of LandAmerica. To review our privacy policy, please visit [www.inspectionslandam.com](http://www.inspectionslandam.com) or [www.landamhomewarranty.com](http://www.landamhomewarranty.com)

The Sponsor must receive requests for OFFICIAL ENTRY CARD/QUESTIONNAIRES by June 12, 2009 and the Sponsor must receive all entries by June 30, 2009 when the Sweepstakes ends.

**CHANGE OF ADDRESS POLICY:** It is the sole responsibility of the entrant to notify the Sweepstakes Sponsor (see Section 8 for contact information) in writing if the entrant changes his/her e-mail address, mailing address and other contact information provided at the time of the initial registration, regardless of whether entry was made online or by mail.

For all registrations submitted, there will be no guaranteed confirmation notice provided by Sponsor.

### **3. NO PURCHASE OR ONLINE ACCESS IS NECESSARY TO ENTER OR TO WIN.**

A purchase of inspection or home warranty will not improve your odds of winning.

### **4. PRIZES AND ODDS; CONSUMER DISCLOSURE:**

Seven grand prize winners will be chosen at the conclusion of the Sweepstakes, from all entries received by June 30, 2009. The total value for all grand prizes will be \$5,500.

Two Consumer Grand Prize winners will be randomly selected from customer entries (home buyers, sellers, and existing homeowner customers). These two winners will each receive a \$1,500 Sears gift card. Five Realtor Grand Prize winners will be randomly selected from all entries received from real estate agents. These five grand prize winners will each receive Spa certificates valued at \$500 each.

The grand prizes will be awarded regardless of the number of entries. The odds of winning depend upon the total number of entries in and the number of entries for each individual entrant. The Sponsor estimates that it will receive a total of 35,000 eligible entries, although the actual number of entries depends on participation and may be fewer or greater than the estimate provided. Multiple entries are allowed but entrants can only win once. The winner is solely responsible for any and all taxes on the prize, as well as any and all expenses relative to participation in the Sweepstakes not specified herein. The Grand Prize will be awarded within approximately fifteen (15) days after selection of the winning entry. No substitution allowed except at discretion of the Sponsor. The Prize is not transferable.

**Prize Drawing Schedule**

Entry Must Be Received By  
6/30/09, 11:59 p.m.

Drawing Date  
07/31/09, 11:59 p.m.

**5. CONDITIONS OF PARTICIPATION:** THE FOLLOWING TERMS & CONDITIONS APPLY: Sponsor does not assume any responsibility for incorrect or inaccurate capture of entry information, including but not limited to technical malfunctions, human or technical error, seeding or printing errors, lost/delayed/garbled data or transmissions, omission, interruption, deletion, defect or failures of: any telephone or computer line or network, computer equipment, software or any combination thereof. No responsibility is assumed by LandAmerica Financial Group, Inc. or Sponsor for lost, late or misdirected entries or responses, miscommunications, problems with electronic transmissions, the internet, hardware or software failures of any kind, lost or unavailable network connections, or any injury or damage to any computer. Entry materials/data that have been tampered with or altered are void. In the event this Sweepstakes is compromised or becomes technically corrupted in any way, electronically or otherwise, the Sponsor reserves the right to cancel, terminate, or suspend the Sweepstakes and in such event, to select winners for any remaining prizes by random drawing from among all valid entries received, up to such time of cancellation, termination or suspension. All submissions when received become the property of LandAmerica Financial Group, Inc. and will not be returned.

**6. SELECTION OF WINNER:** The winner will be selected by LandAmerica Financial Group, Inc. at random from all valid entries. Entrants agree to be bound by these Official Rules. LandAmerica Financial Group, Inc. shall have the right to make interpretations of these Official Rules in its sole judgment and discretion, and all decisions of LandAmerica Financial Group, Inc. are final on all aspects of the Sweepstakes. Potential winners will be notified via phone and may be required to complete, sign and return, where legal, an Affidavit of Eligibility/Release of Liability and Publicity. If no response, via mail, email or telephone, is received by LandAmerica Financial Group, Inc. within thirty (30) days after the notification is provided, a new winner will be selected at random and the previous winner will forfeit any right to the prize. Prizes will be awarded within approximately fifteen (15) days of notification. The winner will not be required to submit to promotion to claim this prize. No substitutions or cash alternates for the prizes except as offered by Sponsor, in its sole discretion. Prizes are not transferable. Acceptance of prize constitutes consent to use winner's name and likeness for editorial, advertising, and publicity purposes without further compensation, except where prohibited. All taxes on the prize and incidental expenses not mentioned herein are the responsibility of the winner.

**7. ELIGIBILITY:** Employees of LandAmerica Financial Group, Inc. and their respective affiliates, subsidiaries, distributors, retailers, freelance vendors, advertisers, advertising, public relations and promotion agencies and members of the immediate families of each are not eligible. All federal, state, and local laws and regulations apply. By entering, participants release LandAmerica Financial Group, Inc. and their respective directors, executive officers, employees, and agents from any and all liability for any injuries, losses, or damages of any kind caused by any prize or resulting from acceptance, possession, use, or misuse of any prize.

**8. OFFICIAL WINNERS LIST REQUEST:**

To request the Official Winner list send a self addressed, stamped envelope by 08/30/09 to the Sweepstakes Sponsor at:

Survey Sweepstakes  
LandAmerica Residential Services Marketing Department  
4300 Alexander Drive  
Suite 200  
Alpharetta, GA 30022

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