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30 Years and Still Reaching for the Stars!

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Decades spent influencing an industry is impressive, regardless of the industry. Becoming a leader in the Real Estate and Home Warranty Industries, and leaving your mark on literally tens of thousands of people, is truly remarkable. This year, Gwen Gallagher, President of Old Republic Home Protection ([ORHP](#)), celebrated not only her 30-year anniversary at ORHP, but also 32 years in the Home Warranty Industry.

Beginning work at Old Republic Home Protection in 1980 as a receptionist, Gwen learned every facet of the company and the Industry during the years that followed. In 1992, Gwen became ORHP's President, which gave her the impetus to be an even greater advocate for ensuring that the company provided comprehensive coverage and high quality service, at affordable rates.

In the late 90s, Gwen challenged her staff, many of whom had "grown up" in the organization with her, to place their vision of "making a difference" in serving their customer into words: words to which they would ultimately be held accountable. Soon after, their vision came to life with "People Helping People" laying the foundation for their [Service Ethics](#), which would be at the forefront of each customer service interaction.

"When I think of what makes our company unique, it's all about the people. The people that work here and the people we serve. We want to make a positive difference in the lives of those who call on us for help." Service is the differentiator, Gwen explains. "While most home warranty companies offer similar coverage at competitive prices, the rubber meets the road when the Plan Holder places a request for service. That's when Old Republic Home Protection really shines. We care about our customers, we care about their service experience, and we are committed to making a positive difference in the lives of those we serve!"

Gwen is appreciative of the experience she had "on the front lines," which she believes has given her an instrumental edge in both running the company and in expecting, *and providing*, the very best customer experience. Gwen is the only leader in the home warranty industry to dedicate 30 years to one company, and that opportunity has allowed her to leave a footprint that has not only become a differentiator, but a way of life for the organization.

Old Republic Home Protection's vision of "People Helping People" remains the driving force of the company with every employee focused on delivering a stellar service experience, one Plan Holder at a time. Gwen is the heart of Old Republic Home Protection and her leadership and guidance is evident not only in the company's outstanding reputation, long term growth and success, but also through the tenure of her team. Over 53% of the staff has worked at ORHP for five years or more, in large part because they want to be a part of something special, part of a company that cares, that wants to make a difference *and* delivers!

About Old Republic Home Protection

Our Product

A home warranty is a one-year service contract that repairs/replaces a home's major systems or appliances that fail due to normal use during the term of the contract. Our Standard Plan offers coverage on plumbing, heating and electrical systems as well as appliances including oven/range, water heater, dishwasher, garbage disposal, trash compactor and specialty items such as built-in bathtub whirlpool, and central vacuum systems. Optional coverage is also available, which varies by state. Please see your state-specific Plan for details.

Our History

Old Republic Home Protection ([ORHP](#)) has been a leader in the Home Warranty Industry since 1978, and is currently the third largest home warranty company nationwide, conducting business in 27 states coast to coast. ORHP is a member of the Old Republic International Group of Companies ([ORI](#)), one of the nation's 50 largest publicly held diversified financial services institutions. Headquartered in Chicago, ORI's business is concentrated in commercial insurance lines, diversified across four major industry segments: general, mortgage, title and life.

Our Service

At Old Republic Home Protection, we don't want to be just a "one-year warranty company" to our clients - we want to be their warranty company for a lifetime. We know the only way to earn that type of loyalty is by providing great customer service experiences. We strive each day to provide just that by offering fast, friendly and efficient service that keeps our clients coming back year after year! We are available to accept service requests 24 hours a day, 365 days a year.

For more information regarding Old Republic Home Protection, visit www.orhp.com.

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