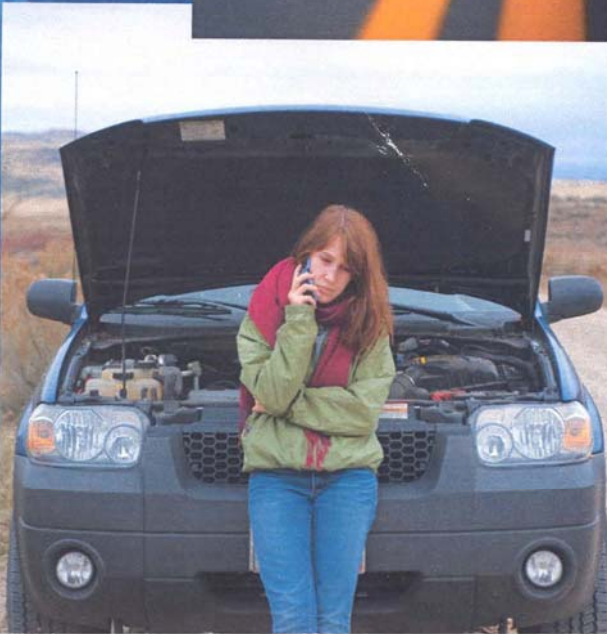
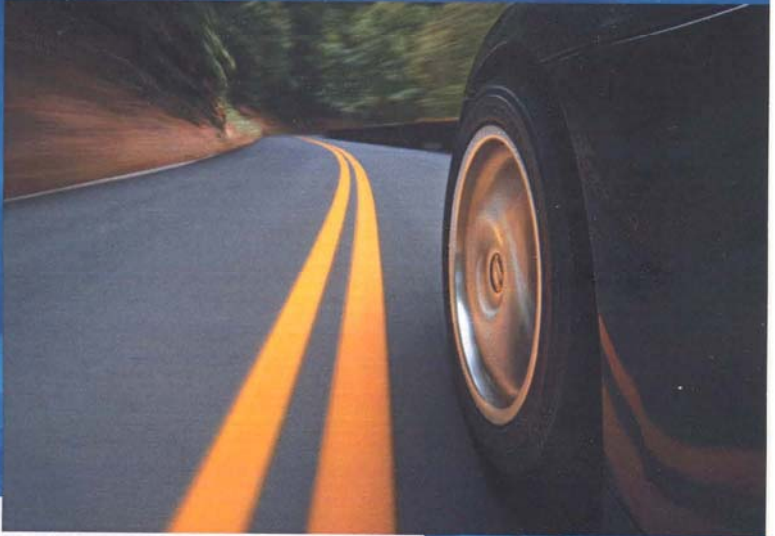


Say "Goodbye" to unexpected
automotive repair costs...



400 Metro Place North, Suite 300
877-356-1500

Dublin, Ohio 43017

REGISTRATION PAGE

CONTRACT #:

Declaration Section

CONTRACT HOLDER INFORMATION

SELLER INFORMATION

VEHICLE INFORMATION

VIN:

Year:

Make:

Model:

Vehicle Purchase Price: N/A

SERVICE CONTRACT INFORMATION

Coverage:

Term Months:

Term Miles:

Sale Date:

Expiration Date:

Sale Odometer:

Expiration Odometer:

Service Contract Price:

Vehicle Class:

Deductible:

Plan Code:

Additional Options:

Surcharges:

Lienholder:

Obligor:

Coverage is listed in **YOUR** contract and is not subject to any verbal representations made by the seller of this contract.

This Service Contract may run concurrent with and is secondary to any applicable Manufacturer's Warranty.

Vehicle Service Contract Registration Page – continued

The Purchaser understands and acknowledges that:

1. The Purchaser has reviewed and understands the service Contract and will abide by the terms of the service Contract.
2. This is an Application for a service Contract between the Purchaser and the Obligor, as defined in the Declarations section of the Registration Page.
3. This Application must be received by the Administrator from the Seller, verified and accepted by the Administrator for Vehicle eligibility, and confirmation and a Contract number mailed to the Purchaser by the Administrator. If confirmation is not received within sixty (60) days, the Purchaser should call the Administrator at (877) 356-1500.
4. This Application will be attached to, and will become a part of the service Contract.
5. The Purchaser confirms that the information contained in this Application is accurate and complete to the best of their knowledge and belief.
6. The Obligor's performance under the Contract is insured an "A" rated insurance company.

CONGRATULATIONS!

Thank you for choosing our service contract.

Repair Service - US and Canada

If you need repair service, refer to the "Your Instructions in the Event of a Mechanical Breakdown" section of this booklet. You may take your vehicle to any licensed repair facility in the United States or Canada. If your vehicle is still covered by its manufacturer's warranty you should return the vehicle to a manufacturer's authorized dealer.

Vehicle Operation and Care

You have made a substantial investment in your vehicle, therefore, we know you expect your vehicle to operate properly. To ensure continuous proper operation, we urge you to follow the instructions contained in your vehicle Owner's Manual and to follow your manufacturer's recommended maintenance for your driving habits. Proper maintenance is a requirement of your contract.

Owner Assistance

If you have a question or problem during the term of your contract, please call the Administrator toll free at 1-877-356-1500.

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I. DEFINITIONS

This **Contract** contains words and phrases that have particular meaning and appear throughout this **Contract**.

- **You, Your** - Means the **Contract Holder** as shown on the Registration Page or the person to whom this **Contract** was properly transferred.
- **We, Us, Our** - Means the service **Contract** provider ("Obligor") and is defined in the Declarations section of the Registration Page who is obligated to provide services and pay claims under this Contract.
- **Administrator** - Means National Administrative Service Co., LLC., 400 Metro Place North, Suite 300, Dublin, Ohio 43017, 1-877-356-1500
- **Contract** - Means this Vehicle Service **Contract** which **You** have purchased from **Us** to protect **Your Vehicle**.
- **Coverage, Coverage Selected** - Means the level of protection **You** have selected, as shown on the Registration Page.
- **Deductible** - Means the amount **You** are required to pay, as shown on the Registration Page, for covered **Breakdowns**.
- **Mechanical Breakdown, Breakdown** - Means any covered part(s) that fails to perform the function for which it was designed due to material defect or fails to

perform within the manufacturer's specifications for the age and mileage of the vehicle.

- **Vehicle** - Means the eligible passenger car, van, light truck (1-ton or less) or sport -utility vehicle described in the Registration Page.
- **Contract Purchase Date** - Means the sale date of this **Contract** to **You** .
- **Odometer Reading At Purchase Date** - Means the original mileage on **Your Vehicle's** odometer on the **Contract Purchase Date**.
- **Repair Facility** - Means an Automotive repair facility, which is ASE (Automotive Service Excellence) Licensed and operating in compliance with all City, State & Federal guidelines which regulate such facilities.
- **Manufacturer's Warranty** - Means the warranty provided at no additional cost to **You** by the **Vehicle's** manufacturer.

II. CONTRACT PROVISIONS

- A. **Coverage Period** - **Coverage** begins at the later of 30 days after the **Contract Purchase Date** and 1000 miles or 60 days after the **Contract Purchase Date** and 500 miles, whichever occurs first, after **Odometer Reading at Purchase Date**. **Coverage** ends when either the **Vehicle's** odometer registers the mileage indicated in Expiration Miles or the Expiration Date whichever occurs first.
- B. **Coverage Provided** - **We** will reimburse **You** or a licensed repair facility for the costs to repair or replace covered parts that fail due to a **Mechanical Breakdown** , less the applicable **Deductible** . Labor fees are reimbursed according to a nationally recognized labor guide and subject to a maximum per hour rate not to exceed the limit stated in Section II.D. Replacement parts may be new, remanufactured, or of like kind and quality. Reimbursement is based on the Manufacturer's Suggested Retail Price on parts and the labor is based on a nationally recognized labor manual.
- C. **Territory** - This **Contract** applies only to **Breakdowns** and repairs that occur in the United States or Canada.
- D. **Limits of Liability** - The total of all benefits paid or payable under this **Contract** shall not exceed the actual cash value of the **Vehicle** at the **Contract Purchase Date**. If **We** have paid under this **Contract** the aggregate **Contract** limit, **Our** obligations under this **Contract** are completely discharged and the premium is fully earned. The maximum hourly labor rate that **We** will pay shall not exceed what is usual and customary where your **Vehicle's Breakdown** occurred.
- E. **Transfer of Contract** - This **Contract** applies only to **You** and the **Vehicle** listed on the Registration Page. This **Contract** may be transferred one time only, at **Your** request, to the next owner (private party) of the **Vehicle** while the **Contract** is still in force. This **Contract** may be transferred by providing the **Administrator** with the following information within 30 days of transfer of ownership:

1. The original **Contract** and Registration Page;

2. Copies of all of **Your** maintenance and service receipts for the **Vehicle** as required in Section III Your Responsibilities for Service and Maintenance;
3. Name and address of the new owner, date of sale to the new owner, and a current certified odometer statement;
4. \$50 Transfer Fee made payable to the **Administrator** (not applicable in Missouri);
5. If any portion of the **Manufacturer's Warranty** is in effect at the time of transfer, the transfer of the **Contract** will be valid only if the **Manufacturer's Warranty** is also transferable and the **Contract** is properly transferred.
6. Failure or inability to provide valid and complete maintenance and service records will result in transfer denial.

F. Cancellation Provisions

1. **You** may cancel this **Contract** at any time by **returning it to Us**. A current certified odometer statement indicating the odometer reading at the date of the request for cancellation will be required.
2. If no claim has been made under this **Contract**, **You** may return this **Contract** within the first thirty (30) days. The **Contract** will be void and **We** will refund to **You** the full amount of Money paid by **You**. This right to void the **Contract** is not transferable and applies only to the original **Contract** purchaser.
3. If **You** cancel this **Contract** after the first thirty (30) days or anytime after a claim has been filed, **We** will refund an amount of the **Contract** price according to the pro-rata method which reflects the greater of the days in force or the miles driven based on the term of the plan selected and the date **Coverage** began, less any claims paid on the contract where applicable by law. (In the event of a cancellation due to repossession only, claims payment shall not be deducted from any cancellation refund due.) An administrative fee of fifty dollars (\$50.00) (twenty-five dollars (\$25.00) only in Alabama, California, Georgia, Texas and Washington. Not applicable in Missouri. In Illinois and North Carolina thirty five (\$35.00) dollars or ten percent (10%) of the contract price, whichever is less) will be deducted from the cancellation refund.
4. After this **Contract** has been in force for more than thirty (30) days (seventy (70) days in Nevada), **We** may cancel this **Contract** only for:
 - i. nonpayment of the **Contract** price;
 - ii. for intentional misrepresentation in obtaining this **Contract** ;
 - iii. for intentional misrepresentation in the submission of a claim;
 - iv. or for discovery of an act or omission by **You** or a violation of any of the conditions of this **Contract** which occur after the effective date of this **Contract** and which substantially and materially increase the service required under this **Contr act**.

5. **We** may cancel this **Contract** by mailing written notice to **You** at **Your** last known address at least ten (10) days (forty-five (45) days in Washington, thirty (30) days in Georgia and in compliance with Georgia Insurance Code 33-24-44, fifteen (15) days in Nevada and New York.) prior to the effective date of cancellation. **We** will include the effective date of the cancellation and the reason for the cancellation in the notice.
6. **Your Contract** may be cancelled for non-payment of the **Contract** price or if **Your Vehicle** is declared a total loss or repossessed.
7. If **Your Contract** was financed and **You** or **We** cancel this **Contract**, the lien-holder, if any, will be named on a cancellation refund check as their interest may appear.
8. If **You** or **We** have canceled this **Contract** and **You** have not received a refund from **Us** within thirty (30) days of such cancellation, **You** may make a claim for the refund with the Insurance Company identified herein.

G. Our Right To Recover Payment

If **You** have a right to recover payment against another party for anything **We** have paid under this **Contract**, **Your** rights shall become **Our** rights. **You** shall do whatever is necessary to enable **Us** to enforce these rights. **We** shall recover only the excess after **You** are fully compensated for **Your** loss, less the **Deductible**.

H. Arbitration

If **You** and **We** fail to agree on any matter concerning this **Contract**, either party may request that the matter be arbitrated. The request must be in writing and made within sixty (60) days following failure to agree. If arbitration is mutually agreeable, **You** and **We** shall select an arbitrator and the two arbitrators shall select a third arbitrator. The decision of any two of the three arbitrators shall be voluntary and non-binding.

III. Your Responsibilities for Service and Maintenance

- A. **You** must have **Your Vehicle** checked and serviced in accordance with the manufacturer's recommendations, as outlined in the Owner's Manual.

Note: **Your** Owner's Manual lists different servicing recommendations based on **Your** individual driving habits and climate conditions. **You** are required to follow the maintenance schedule that applies to **Your** conditions. If **You** do not have an Owner's Manual, change engine oil and filter at three-thousand five hundred (3,500) mile intervals. Failure to follow the manufacturer's recommendations or these guidelines will result in denial of **Coverage**.

- B. If applicable, replace the engine timing belt at the intervals specified by the **Vehicle** manufacturer.
- C. It is required that verifiable receipts are retained for the service work. Or, if **You** perform **Your** own service, **You** must retain verifiable receipts showing purchases of all required parts and materials necessary to perform the required

maintenance and a log showing the date and mileage when the services were performed.

IV. What is Covered by This Contract

**COVERAGE IS LIMITED TO THE PARTS LISTED BELOW FOR THE
COVERAGE SHOWN ON THE REGISTRATION PAGE.**

Silver Coverage:

1. **Gasoline/Diesel Engine:** Cylinder block, cylinder head(s) if damaged by internally lubricated parts. All internally lubricated parts including: pistons, piston rings and pins, crankshaft and main bearings, connecting rods and rod bearings, camshaft and bearings, pushrods, rocker arms, valves, valve springs, seats and guides, lifters, followers, oil pump, timing chain, timing belt and gear. Harmonic balancer, dipstick & tube. Valve covers, timing cover, and oil pan if damaged by internally lubricated parts; vacuum pump, engine mounts.
2. **Transmission :** Transmission case, transfer case and pan if damaged by internally lubricated parts. All internally lubricated parts including: torque converter, vacuum modulator, internal linkage, and transmission mounts.
3. **Drive Axle:** Housing(s) and cover if damaged by internally lubricated parts. All internally lubricated parts including: axle shafts, universal joints and yokes, constant velocity, wheel bearings/hubs, drive shaft center bearings, supports, propeller shafts, locking hub mechanisms.
4. **Steering :** Steering box and rack and pinion unit and all their internal lubricated parts including: power steering pump, and cylinder, main and intermediate steering shafts and couplings, steering knuckles; pitman arm, idler arm, tie rods ends, drag link.
5. **Brakes :** Non - ABS master cylinder, power booster, calipers, wheel cylinders, hydraulic lines and fittings; proportioning valve, backing plates, springs, clips and retainers, self-adjusters, parking brake linkage and cables.
6. **Electrical :** Alternator, voltage regulator, starter motor, starter solenoid, distributor (excludes cap, rotor and wires), window regulator, heater A/C blower motor.

**Seals and gaskets are only covered if needed in conjunction with a covered repair.*

Gold Coverage:

1. **Gasoline/Diesel Engine:** Cylinder block, cylinder head(s) if damaged by internally lubricated parts. All internally lubricated parts including: pistons, piston rings and pins, crankshaft and main bearings, connecting rods and rod bearings, camshaft and bearings, pushrods, rocker arms, valves, valve springs, seats and guides, lifters, followers, oil pump, timing chain, timing belt and gear. Harmonic balancer, dipstick & tube.

Valve covers, timing cover, and oil pan if damaged by internally lubricated parts; vacuum pump, engine mounts.

2. **Transmission** : Transmission case, transfer case and pan if damaged by internally lubricated parts. All internally lubricated parts including: torque converter, vacuum modulator, internal linkage, and transmission mounts.
3. **Drive Axle**: Housing(s) and cover if damaged by internally lubricated parts. All internally lubricated parts including: axle shafts, universal joints and yokes, constant velocity, wheel bearings/hubs, drive shaft center bearings, supports, propeller shafts, locking hub mechanisms.
4. **Steering** : Steering box and rack and pinion unit and all their internal lubricated parts including: power steering pump, and cylinder, main and intermediate steering shafts and couplings, steering knuckles; pitman arm, idler arm, tie rods ends, drag link.
5. **Brakes** : Non - ABS master cylinder, power booster, calipers, wheel cylinders, hydraulic lines and fittings; proportioning valve, backing plates, springs, clips and retainers, self-adjusters, parking brake linkage and cables.
6. **Electrical** : Alternator, voltage regulator, starter motor, starter solenoid, distributor (excludes cap, rotor and wires), window regulator, heater A/C blower motor.
7. **Heater and Air Conditioning**: Evaporator, condenser, compressor, compressor clutch, receiver/drier, field coil, accumulator, A/C high/low pressure compressor cutoff switches, heater core.
8. **Front/Rear Suspension**: Upper and lower control arms, control arm shafts and bushings, spindle supports, stabilizer shaft, stabilizer linkage, bushings, ball joints, spindles, wheel bearings.
9. **Cooling** : Radiator, radiator fan blade and motor, fan clutch, water pump.

**Seals and gaskets are only covered if needed in conjunction with a covered repair.*

Platinum Coverage:

1. **Gasoline/Diesel Engine**: Cylinder block, cylinder head(s) if damaged by internally lubricated parts. All internally lubricated parts including: pistons, piston rings and pins, crankshaft and main bearings, connecting rods and rod bearings, camshaft and bearings, pushrods, rocker arms, valves, valve springs, seats and guides, lifters, followers, oil pump, timing chain; Timing belt and gear; Harmonic balancer; Dipstick & tube; Seals and Gaskets. Valve covers, timing cover, and oil pan if damaged by internally lubricated parts; vacuum pump, engine mounts.
2. **Transmission** : Transmission case, transfer case and pan if damaged by internally lubricated parts. All internally lubricated parts including:

torque converter, vacuum modulator, internal linkage, and transmission mounts, Seals and Gaskets.

3. **Drive Axle:** Housing(s) and cover if damaged by internally lubricated parts. All internally lubricated parts including: axle shafts, universal joints and yokes, constant velocity, wheel bearings/hubs, drive shaft center bearings, supports, propeller shafts, locking hub mechanisms, Seals and Gaskets.
4. **Steering :** Steering box and rack and pinion unit and all their internal lubricated parts including: power steering pump, and cylinder, main and intermediate steering shafts and couplings, steering knuckles; pitman arm, idler arm, tie rods ends, drag link, Seals and Gaskets.
5. **Brakes :** Non - ABS master cylinder, power booster, calipers, wheel cylinders, hydraulic lines and fittings; proportioning valve, backing plates, springs, clips and retainers, self-adjusters, parking brake linkage and cables, Seals and Gaskets.
6. **Electrical :** Alternator, voltage regulator, starter motor, starter solenoid, distributor (excludes cap, rotor and wires), window regulator, heater A/C blower motor.
7. **Heater and Air Conditioning:** Evaporator, condenser, compressor, compressor clutch, receiver/drier, field coil, accumulator, A/C high/low pressure compressor cutoff switches, heater core, Seals and Gaskets.
8. **Front/Rear Suspension:** Upper and lower control arms, control arm shafts and bushings, spindle supports, stabilizer shaft, stabilizer linkage, bushings, ball joints, spindles, wheel bearings, Seals and Gaskets.
9. **Cooling :** Radiator, radiator fan blade and motor, fan clutch, water pump, Seals and Gaskets.
10. **Fuel :** Fuel pump, metal fuel injection lines/rails, fuel tank and metal fuel lines. Factory installed turbocharger/supercharger housing and all their internal lubricated parts including: waste-gate, vanes, shafts and bearings, Seals and Gaskets.
11. **Hi-Tech :** Electronic shift control unit; ABS master cylinder, ABS processor, hydraulic pump motor, pressure modulator valve, sensors; temperature control programmer, fuel management controls (including modules and sensors), fuel nozzles, fuel injection pump, ignition management controls (including modules and sensors), ignition coils, wiper motor(s), power window motors, power door locks, automatic temperature control, keyless entry system excluding remote, power antenna, speed control, electronic level control compressor, Seals and Gaskets.

Ultimate Coverage:

All mechanical components of your vehicle except those listed under Section V "What Is Not Covered".

Personal Protection Benefits

The following benefits are not subject to a **Deductible** .

1. **Towing - We** will reimburse **You** for **Your** actual towing cost up to a maximum of \$60 per occurrence, if the tow was necessary because of a **Mechanical Breakdown** of a part covered under this **Contract** . Any payment shall be for actual towing or roadside charges in excess of any applicable reimbursement from the manufacturer or any other towing or road service **Coverage** .
2. **Rental Car - We** will reimburse **You** for rental of a replacement vehicle for substitute transportation if there is a **Breakdown** of a covered part under this **Contract** and the approved labor repair time is a minimum of 4 hours. **Our** cost is limited to \$30 per 8 hours of approved labor time, up to a maximum of 5 days rental. The substitute transportation must be supplied by a duly licensed Rental Agency and is in excess of any applicable reimbursement from the manufacturer or any other substitute transportation coverage.
3. **Locksmith Service - If You** lock **Your** keys in **Your Vehicle** or lose **Your** keys, **You** will be reimbursed up to \$40 for the service call by a locksmith to open **Your Vehicle** . Keys or other labor/parts are not covered by this benefit.
4. **Out of Gas/Dead Battery - You** will be reimbursed up to \$40 for a service call to jump-start or deliver emergency fuel to **Your Vehicle** . The cost of the fuel is not reimbursable.
5. **Trip Interruption - Trip** interruption occurs when a **Breakdown** disables **Your Vehicle** more than 100 miles from **Your** home, **You** are stranded overnight and covered repairs are not completed. Trip interruption benefits are for motel and restaurant expenses incurred by **You** during the repair period. When such a breakdown occurs, **You** will be reimbursed up to \$100.00 per day of trip interruption benefits for each 8 hours of approved labor time, or portion thereof, to a maximum of 4 days.

V. What Is Not Covered By This Contract

- A. **Non-Covered Parts - Any** of the following parts: carburetor; throttle body; battery; battery cables; shock absorbers; struts; manual transmission clutch friction, clutch disc and pressure plate, throw out bearing, pilot bearing, clutch master and slave cylinder, manual and hydraulic linkages; distributor cap and rotor; safety restraint systems (including air bags); glass; lenses; headlamps and projection lamp assemblies; sealed beams; light bulbs; fuses; circuit breakers; phones; television/vcr; electronic and satellite transmitting/receiving devices; brake rotors and drums; exhaust system; evaporative and exhaust

emission systems, oxygen sensors; weather strips; trim; moldings; bright metal; chrome; upholstery; carpet; zippers; nuts, bolts, and fasteners; cup holders; dash pad and vents; squeaks and rattles; water leaks; wind noise; seat frame; seat frame recliner mechanism; paint; outside ornamentation; inside and outside door handles; mirrors; hinges; liftgate and hood supports; hub caps/wheel covers; bumpers; body sheet metals and panels; body parts; frame and engine cradles; body mounts; mounting brackets; and structural body parts; vinyl and convertible tops; tires; wheels/rims; and mechanical adjustments; near object avoidance systems; speakers and wiring.

B. Scheduled Maintenance Service and Adjustments - Maintenance, services and parts recommended in the **Vehicle** Manufacturer's Maintenance Schedule. Unless required in conjunction with a covered repair, the following are not covered under this agreement: filters, lubricants, coolants, fluids, refrigerants and the service operations necessary to replace them. Other normal maintenance services and parts, including, but not limited to: alignments, wheel balance, tune-ups, sparkplugs, spark plug wires, hoses, belts, brake pads, brake lining, brake shoes, wiper blades and thermostat, are not covered.

C. Non-Covered Conditions

1. Any repair or replacement made without prior authorization from the **Administrator** to the repair facility.
2. To damage of a non-covered part resulting from the failure of a covered part or damage to a covered part by a non-covered part.
3. Any **Breakdown** resulting from an outside force including collision, fire, theft, vandalism, riot, explosion, lightning, earthquake, freezing, rust or corrosion, windstorm, hail, water or flood, acts of God, salt, environmental damage, introduction of foreign objects, contamination of fluids, fuels, coolants or lubricants, or any hazard insurable under standard physical damage insurance policies regardless of whether such insurance is in force, or any consequential damage or diminution in value resulting from the failure of a covered or non-covered part.
4. Any **Breakdown** caused by misuse, abuse, negligence, lack of normal maintenance required by the manufacturer's maintenance schedule for **Your Vehicle**. For example, some **Vehicle** manufactures require the timing belt to be replaced at specific intervals. Failure to perform specified maintenance will result in claim denial.
5. Any **Breakdown** caused by sludge and/or carbon build-up or the failure to maintain proper levels of lubricants and/or coolants or failure to protect **Your Vehicle** from further damage when

Breakdown has occurred, including failure to replace leaking seals and/or gaskets in a timely manner.

6. Any **Breakdown** caused by overheating regardless of the cause.
7. Any repair or replacement of a covered part if a **Breakdown** has not occurred, or repair or replacement of parts in connection with a covered repair when those parts are not necessary for the completion of the covered repair, or were not damaged by the failure of a covered part such repair or replacement is considered an improvement to **Your Vehicle** and is not covered by this **Contract**.
8. Any **Breakdown** caused by gradual reduction in operating performance due to normal **Wear & Tear**. **Wear & Tear** is defined as damage to a component that has not failed but does not meet the manufacturer's specifications.
9. Any repair for the purpose of correcting engine compression or oil consumption when a **Breakdown** has not occurred. Burnt valves, valve grinding, stuck or carboned piston rings are not covered.
10. If **Your Vehicle** has been altered and does not meet manufacturer's specifications, including but not limited to, any custom or add-on part, all frame or suspension modifications, lift kits, oversized/undersized tires, emissions and/or exhaust systems modifications, or powertrain modifications.
11. If **Your** odometer has ceased to operate and odometer repairs have not been made immediately, or the odometer has been altered in any way since **You** have had title to **Your Vehicle**.
12. For any liability for property damage, or for injury to or death of any person or for loss of use, time, profit, inconvenience arising out of the operation, maintenance or use of **Your Vehicle** described in this **Contract** whether or not related to the covered parts.
13. When the responsibility for a repair is covered by an insurance policy, or a repairer's guarantee/warranty, or any warranty from the manufacturer, or if the manufacturer has announced its responsibility by any means, including but not limited to, public recalls, factory service bulletins, or programming of modules; even if the manufacturers no longer honors their own warranty.
14. Any **Breakdown** caused by being towed or towing a trailer, another Vehicle or any other object, unless **Your Vehicle** is equipped for this use as recommended by the manufacturer.
15. If **Your Vehicle** is used as a commercial vehicle or is used for rental, taxi, limousine or shuttle, delivery, towing or road repair operations, construction, job site activities, commercial hauling, police or emergency service, principally off-road use, racing or

competitive driving, snow removal, route work, service, or repair.

16. Any **Breakdown** reasonably determined to have occurred prior to the beginning of the **Coverage Period** (pre-existing), or if the information provided by **You**, or the **Repair Facility** cannot be verified as accurate or is found to be deceptively inaccurate.
17. For Breakdown that occurs and/or repairs made outside of the continental United States, Alaska, Hawaii and Canada.
18. For any part not covered or excluded by the original vehicle manufacturer's warranty, or any maintenance services and parts described in the owners manual for **Your Vehicle**.
19. Reimbursement does not include diminution in value to **Your Vehicle**.

VI. FILING A CLAIM

If **Your Vehicle** incurs a **Breakdown**, **You** must take the following steps to file a claim:

- A. Prevent further damage - Take immediate action to prevent further damage. This contract will not cover the damage caused by not securing a timely repair of the failed component.
- B. Call the **Administrator** at 1-877-356-1500 for a list of recommended repair facilities in your area.
- C. Provide evidence of **Coverage** - Provide the **Repair Facility** with a copy of **Your Contract** and/or **Your Contract** number.
- D. **Administrator** shall have the right to select the repair facility and shall have sole discretion regarding repairs to be made under this **Contract** in the event that any repair facility engaged to perform repairs contemplated by the service contract charges for parts and labor in excess of amounts published in industry manuals published by Chilton Motors, Mitchell, All Data and any other such manuals used by the **Administrator** to determine reasonable costs of repair.
- E. Obtain claim payment authorization from the **Administrator** -Prior to any repair being made, instruct the Service Manager at the **Repair Facility** to contact the **Administrator** to obtain an authorization for the claim. Any claim for repairs without prior authorization will not be covered except as provided for under Item J below "Emergency Repairs". **The amount authorized by the Administrator is the maximum amount that will be paid for any repairs covered under the terms of this Contract. Any additional amount must receive prior approval from the Administrator.**
- F. Authorize tear-down and/or inspection - In some cases, **You** may need to authorize the **Repair Facility** to inspect and/or tear-down **Your Vehicle** in order to determine the cause and cost of the repair. **You** will be responsible for these charges if the **Breakdown** is not

covered under this **Contract** . We reserve the right to require an inspection of **Your Vehicle** prior to any repair being made.

- G. Review coverage - After the **Administrator** has been contacted, review with the Service Manager what will be covered by this **Contract**.
- H. Pay any applicable **Deductible** - At Our election, We will reimburse the **Repair Facility** or **You** the usual and fair charges for repairs performed on **Your Vehicle** that are covered by this **Contract** and previously authorized, less any applicable **Deductible** as shown on the **Registration Page**.
- I. Submit the **Repair Facility's** completed Repair Order form within thirty days (30 days) - Once authorization is obtained, and the repair is completed, all repair orders and documentation must be submitted to the **Administrator** within thirty (30) days to be eligible for payment.
- J. **Emergency repairs** - Should an emergency occur which requires a **Breakdown** repair to be made at a time when the **Administrator's** office is closed. **You** must call the **Administrator's** office within five (5) business days from the date of repair to determine if such repair will be covered. If it is determined that the repair is to be covered by this **Contract** , **You** will be reimbursed for the repair. Reimbursement is based on the Manufacturer's Suggested Retail Price on parts and the labor is based on a nationally recognized labor manual. Note: Emergency repairs exceeding four hundred dollars (\$400) in cost must always be pre-authorized by the **Administrator** . **You** assume all liability for payment of repairs that are not authorized to the repair facility.

If **You** have any questions regarding these provisions please call or contact **Us** at:

National Administrative Service Co, LLC.
400 Metro Place North, Suite 300
Dublin, Ohio 43017, 1-877-356-1500

VII. STATE AMENDMENTS

The following State Requirements and/or Disclosures may apply to this Contract if **You** reside in one of the following states:

Alabama

Section II. Contract Provisions F. Cancellation Provisions 5 is deleted and replaced with the following:

5. Notice of cancellation for nonpayment of the purchase price of this Contract will be in writing and given at least ten (10) days prior to cancellation. Notice of cancellation for any other reason will be in writing and given at least twenty (20) days prior to cancellation. We will

include the effective date of the cancellation and the reason for the cancellation in the notice.

Arizona

Section VI Filing a Claim is amended by adding the following:

In the event of emergency repairs, and **You** are unable to obtain prior authorization, the burden is on **You** to retain replaced parts and prove that authorization could not be obtained and the repair is covered under this Contract. For such emergency repairs, **Your** claim will not be denied solely for lack of prior authorization.

We will not cancel or void this Contract due to pre-existing conditions, prior use or unlawful acts relating to the product or misrepresentation by Us or Our subcontractors. Neither We, Our assignees, or Our subcontractors will cancel or void Coverage under this Contract due to Our failure to provide correct information or Our failure to perform the services or repairs provided in a timely, competent or workmanlike manner.

If a conflict was to occur with the State of Arizona statutes and regulator code, it is understood that the applicable state code would prevail.

Georgia

Section II Contract Provisions, F. Cancellation Provisions, Item 4. is deleted & replaced with:

4. After this Contract has been in force for more than sixty (60) days, We may cancel this Contract only for:

- i. fraud;
- ii. nonpayment of the Contract price;
- iii. intentional material misrepresentation in obtaining this Contract; or
- iv. intentional material misrepresentation in the submission of a claim.

Hawaii

Hawaii Revised Statutes require an automobile dealer to provide a warranty covering certain classes of used motor vehicles as follows:

Used Vehicles with less than 25,000 miles at the time of sale:

Provides Coverage for 90 days or 5,000 miles, whichever occurs first.

Used Vehicles with more than 25,000 miles but less than 50,000 miles at the time of sale:

Provides Coverage for 60 days or 3,000 miles, whichever occurs first.

Used Vehicles with more than 50,000 miles but less than 75,000 miles at the time of sale:

Provides Coverage for 30 days or 1,000 miles, whichever occurs first.

The **Vehicle You** have purchased may be covered by this law. If so, the following is added to this Contract:

In addition to the dealer warranty required by this law, **You** have elected to purchase this Service Contract which may provide **You** with additional protection during the dealer warranty period and provides protection after the dealer warranty has expired. **You** have been charged

separately only for this Contract. The required dealer warranty is provided free of charge. Furthermore, the definitions, Coverages, provisions, and exclusions stated in this Contract apply only to this Contract and are not the terms of the required dealer warranty.

Idaho

Notice - Coverage afforded under this Contract is not guaranteed by the Idaho Insurance Guarantee Association.

Illinois

Section V What is Not Covered By This Contract is amended by adding the following:

This service Contract does NOT cover Mechanical Breakdown resulting from normal wear and tear.

Indiana

Your proof of payment to the Selling Dealer for this Contract shall be considered proof of payment to the Insurance Company which guarantees Our obligations to **You**, providing such insurance was in effect at the time **You** purchased this Contract.

Michigan

If the performance of this Service Contract is interrupted because of a strike or work stoppage at Our place of business, the effective period of the Service Contract shall be extended for the period of the strike or work stoppage.

Nebraska

Section II. Contract Provisions F. Cancellation Provisions 4 is amended by adding the following:

We will not cancel this Contract for misrepresentations unless the misrepresentation is material, made knowingly with intent to deceive, relied and acted upon by Us, and actually deceived Us.

Section II. Contract Provisions H. Arbitration does not apply in Nebraska.

New York

Section 198b of the New York General Business Law requires an automobile dealer to provide an express warranty covering certain classes of used motor vehicles as follows:

Used Vehicles with 36,000 miles or less provides Coverage for 90 days or 4,000 miles, whichever occurs first.

Used Vehicles with more than 36,000 miles but less than 80,000 miles provides Coverage for 60 days or 3,000 miles, whichever occurs first.

Used Vehicles with 80,000 miles but not more than 100,000 miles provides Coverage for 30 days or 1,000 miles, whichever occurs first.

The used **Vehicle You** have purchased may be covered by Section 198b of the New York General Business Law. If so, the following is added to this Contract:

In addition to the dealer warranty required by Section 198b of the New York General Business Law, **You** have elected to purchase this Service Contract. This Service Contract may provide **You** with additional protection during the dealer warranty period and provides protection after the dealer warranty has expired.

You have been charged separately only for the Service Contract. The dealer warranty required by Section 198b of the New York General Business Law is provided free of charge. Furthermore, the definitions, Coverages, and exclusions stated in the Service Contract apply only to the Service Contract and are not the terms of the required dealer warranty.

Rhode Island

Claims may only be made directly against the provider identified in this Contract. No claim may be made against any insurer identified in this Contract.

South Carolina

If **You** have an unresolved question or complaint concerning this Service Contract or a claim, or questions concerning the regulation of Service Contracts, **You** may contact the South Carolina Department of Insurance, P.O. Box 100105, Columbia, SC 29202-3105, telephone number (803) 737-6180, web site: <http://www.state.sc.us/doi/>, e-mail: CnsmMail@doi.state.sc.us.

Texas

If **You** have an unresolved question or complaint concerning this service Contract or a claim, or questions concerning the regulation of service Contracts, **You** may contact the Enforcement Division of the Texas Department of Licensing and Regulation, P.O. Box 12157, Austin, TX 78711, telephone number within Texas (800) 803-9202, telephone number outside Texas (512) 463-2906.

A ten percent (10%) penalty per month will be added to a refund that is of paid within the forty-sixth (46th) day after the date of return of the Contract to Us.

Utah

Note: Coverage afforded under this Contract is not guaranteed by the Property and Casualty Guarantee Association.

Section II. Contract Provisions F. Cancellation Provisions 5 is deleted and replaced with the following:

5. Notice of cancellation for nonpayment of the purchase price of this Contract will be in writing and given at least ten (10) days prior to cancellation. Notice of cancellation for any other reason will be in writing and given at least thirty (30) days prior to cancellation. We will

include the effective date of the cancellation and the reason for the cancellation in the notice.

Washington

Section II. Contract Provisions F. Cancellation Provisions is amended to include the following: A ten percent (10%) penalty will be added to any refund that is not paid within thirty (30) days of when **You** return the contract to Us for cancellation in compliance with this contract.

Section II. Contract Provisions F. Cancellation Provisions. 3 is deleted and replaced with the following:

If **You** cancel this Contract after the first thirty (30) days or anytime after a claim has been filed, We will refund an amount of the Contract price according to the pro-rata method which reflects the greater of the days in force or the miles driven based on the term of the plan selected and the Coverage began. An administrative fee of twenty-five (\$25.00), will be deducted from the cancellation refund.

Section II. Contract Provisions F. Cancellation Provisions 5. is amended by adding the following:

We may cancel this Contract by mailing written notice to **You** at **Your** last known address at least forty-five (45) prior to the effective date of cancellation (ten (10) days for non-payment of premium). We will include the effective date of the cancellation and the reason for the cancellation in the notice. We will refund an amount of the Contract price according to the pro-rata method which reflects the greater of the days in force or the miles driven based on the term of the plan selected and the date Coverage began.

Section II. Contract Provisions F. Cancellation Provisions 8 is deleted.

Wisconsin

THIS WARRANTY IS SUBJECT TO LIMITED REGULATION BY THE OFFICE OF THE COMMISSIONER OF INSURANCE.

Section VI Filing a Claim is amended by adding the following:

In the event of emergency repairs, and **You** are unable to obtain prior authorization, the burden is on **You** to retain replaced parts and prove that authorization could not be obtained and the repair is covered under this Contract. For such emergency repairs, **Your** claim will not be denied solely for lack of prior authorization.

Wyoming

Section II. Contract Provisions F. Cancellation Provisions is amended by adding the following:

A ten percent (10%) penalty per month will be added to a refund that is not paid within forty-five (45) days after return of the Contract to Us.