



April 11, 2007

Dear Expert Protection Dealers,

One example of Expert Protection's unique features is the flexibility to accept contracts that were not entered at the time of sale due to oversight, or contracts that "fell through the cracks". Most times these oversights are only discovered when the customer needs service on the product. Nonetheless, even with the increased risk, the administrator has been willing to take these contracts with a few precautionary measures put in place.

This service is valuable, and it is important that it continue. To enable this to happen, the following policy is being implemented:

- The dealer must take financial responsibility for any current repairs that are needed. Expert Protection will cover the product for the remainder of the contract term.
- No claims will be allowed on the contract for 90 days.
- If during the previous 12 months the number of claims on contracts accepted under this policy is greater than 20% of the total number of contracts, the request will be denied.

**All Expert Protection Contracts should be entered through the Expert Protection website within 30 days of the contract sale. Dealers are strongly encouraged to audit all previous contract entries to catch any contracts that were not submitted within program guidelines (at least 30 days remaining on the shortest portion of the manufacturer's warranty).**

Please follow the procedure below to get missed contracts accepted and entered:

- 1) If a missed entry is discovered, contact your Brand Source Services (BSS) Region Manager (contact information on map posted in Brand Source Backroom) and explain the details of the situation
- 2) Your BSS Region Manager will forward the issue to the administrator for approval
- 3) On a case by case basis, the administrator will approve the contract as per the policy above
- 4) Enter and pay for the contract through Warranty Store with current dates
- 5) Email the contract number and the *actual* sales dates to your BSS Region Manager

- 6) Your BSS Region Manager will forward the information to the administrator, who will then edit the contract from their end
- 7) After the edit, the dealer can print the contract from the Expert Protection submission website and deliver it to the customer
- 8) The contract effective date will be the product purchase date

If you have any questions, please contact your Brand Source Services Region Manager.

Best regards,

*J.R. Zirkelbach*

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