



BRAND SOURCE SERVICE
100 S. Anaheim Blvd. #250
Anaheim, CA 92805
(714) 502-9620



November 17, 2008

Dear Expert Protection servicing dealer,

The recent purchase of WaCA by N.E.W. and the subsequent issues with the new organization has caused a great deal of confusion. Chief among these is the push to meet the flat rate of a large national servicer. This is seen by N.E.W./WaCA as a necessary cost cutting measure.

Brand Source Service (BSS) is acutely aware of the need to meet our mutual customer's needs as well as provide a solid financial footing for our members. To this end, BSS has developed the Expert Protection Major Component Repair Subsidy Program detailed below. The goal is to allow you to continue to service your customers, while at the same time maintain your service department as a profit center.

This subsidy, in the amount of \$68.00, is available to all Brand Source Service members on NEW/WaCA administered claims for repairs that include the replacement of the following components with a minimum dealer cost of \$90.00:

- Control boards
- Transmissions
- Motors
- Compressors

To claim the subsidy, servicers must complete the enclosed Expert Protection Major Component Subsidy Claim Form and return it to the address below along with a copy of the invoice from the parts distributor and a copy of the service ticket and/or NARDA form. Any claims missing information will be rejected.

Submit claims to:
Brand Source Service
100 S. Anaheim Blvd. #250
Anaheim, CA 92805
Attn: Maria Mercado

Brand Source is working on a number of solutions to the service issues caused by the N.E.W./WaCA merger. This subsidy is designed to provide a short term solution. It will be reviewed on a regular basis and adjusted as necessary.

For more information on the benefits of Brand Source Service membership and how to join, please contact J.R. Zirkelbach, Director of Brand Source Service at (714) 502-9620 or jr.zirkelbach@brandsource.com.

Best regards,

J.R. Zirkelbach

J.R. Zirkelbach
Director of Service

Mike Cox

Mike Cox
Director of Operations



Major Component Parts Claim Form

Use this claim form to subsidize the cost of major component that exceeds \$90.00, when servicing a WaCA administered Expert Protection parts and labor service plan that you sold and serviced. All fields of this form must be completed.



Date

Company Information Please Type or Print

Company Name Brand Source ID# Contact

Street Address

City: State Zip

Phone Fax EMail

Customer Information Please Type or Print

Name

Street Address

City State Zip

Phone

Product Information Please Type or Print

Product Type Brand Purchase Date

Model Serial

Failed Component Part # Cost of Part (not including shipping costs)

Expert Protection Information Please Type or Print

WEB _____
Service Contract # WaCA Claim # Date of Service

Eligibility

To be eligible to participate in this subsidy program, you must meet the following requirements:

- This subsidy is available to Brand Source Service members in good standing only
- Member must be actively selling Expert Protection parts and labor service plans
- Claim must be submitted within 30 days of call completion
- The part is an appliance motor, compressor, transmission or control board component with a dealer cost in excess of \$90.00 (not including freight).

BSS
Verified

| |
|--------------------------|
| <input type="checkbox"/> |
| <input type="checkbox"/> |
| <input type="checkbox"/> |
| <input type="checkbox"/> |

Mail this form, along with a copy of your service invoice and a copy of the parts invoice to:

Brand Source Service
Attention: Maria / EP Subsidy Program
100 S. Anaheim Blvd. Suite 250
Anaheim, CA 92805

If you have any questions regarding this program please EMail: services@brandservice.com