



March 9, 2009

Dear Service Provider:

Due the high volume of calls into our call center and in order to reduce the telephone hold times, the authorization limits have been adjusted. Effective immediately, the **Appliance Pre-Authorization** limit for Expert Protection service centers has been temporarily increased from \$125.00 to \$185.00.

Repairs including trip, labor and parts totaling \$185.00 or less do not need an additional authorization. Appliance Service calls exceeding the \$185.00 will require an additional authorization by either accessing <http://expertprotectiononline.com/> or calling into the call center 1-800-279-1662.

Thank you for your attention to this matter.

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