

## New Online Consumer Portal

We're making the claim process even easier for your customers with our new online Consumer Portal. After customers file a claim, they can use the online Consumer Portal to check the status of their claim, upload their purchase receipt, upload self-inspection photos and view letters that were previously sent to them.

Customers can log in to see their claim details by entering their Protection Plan Number and zip code OR by entering their Claim ID and zip code. Requiring customers to enter information into two fields ensures security of their personal information.

To access the online Consumer Portal, visit [www.montagefs.com](http://www.montagefs.com) and click on the maroon button titled *Consumer Portal* in the upper right hand corner of the screen.

**If you have questions regarding the new Consumer Portal**, please contact your sales representative. To obtain contact information for your sales representative, please contact the Expert Protection Order Department at 1.800.253.8673.

## Kip VanderHyde Joins Montage Furniture Services

Kip VanderHyde recently joined Montage Furniture Services (MFS), Expert Protection's Administrator, as Vice President of Sales - Western Region. Kip's industry experience and knowledge of the protection plan business make him a key asset to the MFS management committee as well as MFS retailers.

"One of my primary goals it to teach retailers how they can use protection plans as a way to build their relationships with their customers while growing their business in a difficult economy," said Kip VanderHyde, Vice President of Sales for MFS.

For more information about MFS, contact Alan Salmon, email [amsalmon@montagefs.com](mailto:amsalmon@montagefs.com) or visit [www.montagefs.com](http://www.montagefs.com).

## Overheard...

*"Our renewed confidence in servicing our customers, along with the unique training support you have made available to us has resulted in substantially higher revenue generation for this important category. Dollars generated from our Protections Plans represent the highest margins of anything we sell and we are doing it at rates we never experience prior to our relationship with you."*

Trey Smith  
Ivan Smith Furniture  
Shreveport, LA

*"We find that the benefits and services that Montage offers our customers allows us the opportunity to build additional value into each transaction. This in a time where value is more important than ever before."*

Bo Pennebaker  
Ashley Furniture HomeStore  
Hattiesburg, MS

### How are we doing?

Give us your feedback by emailing us at [service@montagefs.com](mailto:service@montagefs.com)



## Helpful Hint:

### How to Reduce Inventory and Improve Cash Flow

Don't have time to call in your order for your most popular protection plans? We have an easy solution: Online Plan Printing. Our Online Plan Printing option allows you to print plans on-demand—no physical inventory required.

#### Benefits of Online Plan Printing:

**No up-front costs required.** Don't spend money on plans you don't sell. You can print plans from a secure web portal by entering all of the customer's information at the point of sale.

**Makes claim filing even easier.** It allows you to enter consumer registration information into a secure website at the point of sale, making claim filing even easier for your customers.

**If you would like to start using Online Plan Printing**, please contact your sales representative. To obtain contact information for your sales representative, please call 1.800.253.8673.

## Contact Information:

**Consumers can file a claim by contacting** the Expert Protection Customer Service Department:  
**phone:** 1.800.583.2257  
**email:** [claims@montagefs.com](mailto:claims@montagefs.com)

**To place an order for protection plans or point of purchase materials** contact the Expert Protection Order Department:  
**phone:** 1.800.253.8673  
**fax:** 1.800.560.3293  
**email:** [service@montagefs.com](mailto:service@montagefs.com)

**For questions on pricing or plan coverage** contact the Expert Protection Sales Department:  
**phone:** 1.800.284.6786  
**email:** [salesinfo@montagefs.com](mailto:salesinfo@montagefs.com)