



Expert Protection Announces Enhancement to Contract Modification Procedure

Expert Protection is announcing a slight addition to the Contract Modification procedure. Effective Friday, November 20, 2009, the Contract Modification application of www.expertprotectiononline.com will prompt users to provide the type of modification from a drop down menu. After selecting the Requested Modification type, users will be advised as to whether or not a proof of purchase and/or additional comments are required. Expert Protection dealers should also note an updated fax number. Examples of the drop down menu are below. The addition is designed to provide clarity regarding the requested modification and will not add significant effort to the procedure. Expert Protection dealers with questions should contact the Account Management Team at 1.800.654.8015.

Example I:

STEP 2: Select from the options below.

* Requested Modification:

- P** Update Customer Information 817-785-6707 along with the Request Number.
- P** Cancel Contract
- P** Change Date of Purchase
- P** Product Exchanged for Another **ded as a file to WCPSONline.**
- W** Change the Length of the Plan **ethod to avoid delays.**
- W** Change Manufacturer **at expected processing time.**
- F** Change Model Number
- F** Change Product Purchase Price
- F** Change Serial Number
- F** Transfer Contract to a New Owner

Requestor Comments:

STEP 3: Submit

STEP 2: Select from the options below.

* Requested Modification:

Proof of Purchase will be faxed to 817-785-6707 along with the Request Number.

Proof of Purchase will be uploaded as a file to WCPSONline.

We highly recommend using the upload method to avoid delays.

Faxes can cause delays and result in longer that expected processing time.

Requestor Comments:

STEP 3: Submit

Submit