



## Dependability Plus Service Agreements

Whirlpool is excited to announce the transition of Dependability Plus from Service Net to Assurant. Assurant has a world-class customer support, with an excellent track record of taking care of our customers. The customer service support transition has been seamless to our mutual customers.

Whirlpool Corporation and Assurant have worked through the Dealer Referral program. We will have a line of sight to all service agreements sold by you, the selling dealer. We have set up the systems to dispatch the calls to you through ServiceBench. If you are not on dispatch Assurant will fax you the service call information.

The dispatch and/or fax will contain the customer information, model/serial number, preauthorization amount, and the customer issue with the product. This process is only for service contracts, not standard warranty service calls. There will also be slight change in the authorization process going forward. Assurant will no longer be able to accept a call from the service provider on behalf of the consumer. The consumer will be required to call Assurant at 866-369-1031 to request service.

If you are not familiar with dispatch program be sure to log into [www.ServiceBench.com](http://www.ServiceBench.com). They have a full tutorial program to walk you through how to accept, auto accept, and process the service claim through the dispatch. To avoid the service contract claim from being rejected be sure to change the claim type to Service Agreement.

Please note that Assurant will also be placing an authorization amount in the dispatch. This dollar amount will include the labor, part, taxes, and all handling fees. If the repair goes over the preauthorized amount, you will be required to call the Whirlpool Technical Assistant line at 800-832-7174. They will either approve additional amount, or deem the unit not repairable. If your technician deems the unit not repairable, please have the customer call Assurant at 866-369-1031. Assurant will walk the customer through their options.

If you have any question with the changes, please call your District Service Manager.

Thank you,  
Buck Renteria  
Whirlpool National Service Manager



## How To Submit The Claim Once Repairs Are Completed

**Step 1: Log-in at [www.servicebench.com](http://www.servicebench.com)**

**Step 2 – Select New Claim**



### New Claim - Select a Service Administrator

✓ ACME - Acme Corporation

Select New Claim

**Step 3 - Click Claim Category**

**Step 4 - Select "Service Agreement"**

Customer Information	
Name ( Last*, First* )	Jones, Linda
Address*	403 Academy Rd
City, State, Zip*	Catonsville MD 21228 UNITED STATES
Phone*	4104444444
Model Number*	AP101
Serial Number*	TD6858RDS85
Product Description	
Purchase Date*	010107
Purchased From*	Kellers
Purchased From City, State*	Baltimore MD
Customer's Complaint*	unit is leaking from an unknown source
Stock Claim*	YES
Claim Category*	Standard
Service Agreement Number	Please Select ...
Authorization Number	Standard
Authorizing Distributor	Concession
Date Service Completed*	051808
Date Service Requested*	051708

**Step 5 - Complete the claim and submit**