



Expert Protection Contact Information

Parts and Labor Contracts sold November 10th, 2008 to Present

(Contract registration number begins with CR)

Administered by Warrantech Consumer Product Services (WCPS)

Service authorizations.....	www.expertprotectiononline.com or 800-543-8890
Account Management Team.....	accountmanagement@expertprotection.com
	Phone 800-654-8015
	Fax 817-785-6156
Contract entry.....	Brand Source Backroom or www.expertprotectiononline.com
Point of Sale Material.....	pos@expertprotection.com
Billing Questions.....	torry_harris@warrantech.com
	Phone 817-785-6308
	Fax 817-785-6707
Claims Payment Questions.....	Deborah Moorehead claimsinfo@warrantech.com
	Phone 800-425-2134
	Fax 817-785-6716
Service Network Questions.....	Robert Gaitan or Sheila Garner servicenetwork@warrantech.com
	Phone 800-544-9510 ext. 6177
	Fax 817-785-6713

Parts and Labor Contracts sold January 18, 2006 to November 9, 2008

(Contracts begin with WEB [WEBxxxxxxxxx])

Administered by National Electronics Warranty (NEW)

Service authorizations, status updates, contract updates.....	800-930-3986 (Press 1-2-2-1-1 to bypass prompts) (Customer must call from home)
Service Claims Fax.....	800-320-0919
Claims Issues.....	claimswaca@newcorp.com
Authorization Issues.....	wacaauth@newcorp.com
Service Profile Updates.....	smgwacasupport@newcorp.com
Service Referral/Process Issues.....	sclark@newcorp.com or mamyers@newcorp.com (Cc your Brand Source District Manager)
Service Claims Entry.....	http://claims.waca.com/Login.asp
User ID and Password.....	claimsebatch@newcorp.com
Contract Look-Up.....	www.expertprotection.waca.com
1. Visit	www.expertprotection.waca.com
2. User name (all capitals) is "BR" followed by your Brand Source ID number (Example: Brand Source ID "OABC1". User name would be "BR" + "OABC1" or "BROABC1")	
3. Password (all capitals) is your Brand Source ID number followed by "#" and the letter that corresponds to the numeral in your Brand Source ID number. (Example: Brand Source ID "OABC1". Password would be "OABC1#A". If the numeral was 2 the letter would be B, if numeral was 3 the letter would be C and so on)	

Mail service invoices to:

NEW Service Claims – WACA
PO Box 2212
Great Falls, MT 59403-2212



Expert Protection Contact Information

Parts and Labor Contracts Sold Prior to January 17th 2006

(Contracts begin with five zeros [0000xxxxxx])

Administered by Service Net

Customer Service Scheduling..... 866-374-0128
 Adjudication, authorization on service claims..... 866-523-8649
 Monday-Friday, 8:00 AM-6:00 PM EST
serviceapprovals@sndirect.com

Dealer Support Team..... 888-638-7377
 Monday-Friday, 8:00 AM-6:00 PM EST

Claims payable (after 30 days)..... 800-240-2269
 Claims payable Fax (after 30 days)..... 866-211-8125

Contract Look-Up..... www.eservicentral.com
 (Email info@expertprotection.com for username and password)

Mail service invoices to:

Expert Protection
 Attn: Claims Payable
 650 Missouri Avenue
 Jeffersonville, IN 47130

Furniture Plans Sold 2006 to Present

Administered by Montage

Order Placement..... Phone 800-253-8673
 Monday –Friday 8:00 AM to 5:00 PM CST
 Fax 800-560-3293
 E-mail service@montagefs.com

Program Information..... Phone 800-284-6786

Customer Service..... Phone 800-583-2257
 Monday –Friday 8:00 AM to 7:00 PM CST
 Saturday, 8:30 to 5:00 CST
 Fax 800-560-3293
 Email claims@montagefs.com

Furniture Plans Sold Before 2006

Administered by Priva

Phone..... 800-761-8881
 Fax..... 514-356-0055

Account Representative..... Natasha Anderson
 514-694-9440 X 2223
nanderson@fiberlinkstextiles.com
 P.O. Box 448
 Champlain NY 12919

Web Address..... <http://www.priva-inc.com>



Expert Protection Contact Information

Major Component Warranty

Administered by Associated Service Corporation (ASC)

Phone..... 800-325-4363
Monday – Friday 8:00 AM to 5:00 PM CST
Fax..... 314-997-5052
Website..... www.asc-warranty.com
Email..... warranty@birch.net
Mailing Address..... Associated Service Corporation
P.O. Box 410746
St. Louis, MO 63141-0746
Account Representatives..... Shelley Edwards, shelley@birch.net
Libby Baur-Halleman, libby@birch.net

Brand Source District Manager

See map on next page...

(For areas that do not currently have a District Manager assigned please contact the Brand Source Corporate office at (714) 502-9620 or info@expertprotection.com)

2010 District Manager's Map



Jeremy Adams
jeremy.adams@brandsource.com
(541) 227-9305

Jon Krueger
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(315) 436-9744

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(480) 229-9624

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(435) 849-4229

TBD
TBD@brandsource.com
(XXX) XXX-XXXX

TBD
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(469) 442-5781

Mike Lopes
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(561) 389-0065

TBD
TBD@brandsource.com
(XXX) XXX-XXXX

District Managers provide support on the following brands/products

