

Limited Lifetime Powertrain Protection

Contract Number

REGISTRATION

CONTRACT HOLDER INFORMATION

Name, Phone #:

Address:

City, State, Zip:

VEHICLE INFORMATION

VIN:

Year:

Make:

Model:

Current Odometer:

Vehicle Purchase Price:

DEDUCTIBLE: \$100

Contract Price:

Vehicle Class:

LIMITED LIFETIME POWERTRAIN COVERAGE



Limited Lifetime Powertrain Coverage

(This coverage is included at no cost to You and is non-cancelable and non-transferable.)

OPTIONAL COVERAGE



Premium WRAP Coverage

Term of WRAP Option

Months

Mileage

This coverage option ends with either of the following, whichever occurs first:

- (1) When the term selected expires as measured from the "Contract Effective Date" or
- (2) When the mileage of Your Vehicle reaches the total of the "Current Odometer" and the term selected

ISSUING SELLER INFORMATION

Seller Name, Phone #:

Address:

City, State, Zip:

LEINHOLDER INFORMATION

Leinholder Name, Phone #:

Address:

City, State, Zip:

CONTRACT SIGNATURES

Customer Signature

Contract Effective Date

Seller's Signature

Administered by **Enterprise Financial Group, Inc. (EFG)**
or one of its affiliated companies (see DEFINITIONS for your state specific Administrator)
P.O. Box 167667, Irving, TX, 75016, 800-527-1984

TERMS AND CONDITIONS

Coverage under this Contract is available for qualified vehicles. This Limited Lifetime Powertrain Contract begins on the Contract effective date and ends when any of the following occurs:

- You sell or transfer ownership of Your Vehicle
- The Vehicle remains unregistered for a period of three (3) months or longer. (This does not apply to Nevada residents)
- The Vehicle is declared a total loss
- You do not adhere or Your Vehicle does not adhere to any requirements set forth in this Contract. (This does not apply to Nevada residents)

The Limited Lifetime Powertrain Contract coverage is non-cancelable and non-transferable.

The Premium WRAP Coverage non-transferable.

CONTRACT

This agreement (Contract) is between the Contract Holder (named on the Registration page) and the Service Contract Provider as defined under the Definitions section of this Contract. The Seller (issuing party) is not a party to this Contract and has no obligations to You in regards to the benefits provided.

Your benefits and Our obligation to perform under this Contract are insured by an insurance policy with American Security Insurance Company, PO Box 50355, Atlanta, Georgia 30302, (866) 306-6694. If the benefits as described are not provided within sixty (60) days after You provide proof of loss covered by this Contract, then You may make a direct claim against American Security Insurance Company. For Minnesota residents only: Our obligations are guaranteed by an insurance policy issued by American Reliable Insurance Company 11222 Quail Roost Drive, Miami, Florida 33157, (866) 306-6694. For Connecticut, Florida, Iowa, Missouri, Nebraska, New Hampshire, New York, Oklahoma, and South Dakota residents only: Our obligations are guaranteed by an insurance policy issued by American Bankers Insurance Company of Florida 11222 Quail Roost Drive, Miami, FL 33157, (866) 306-6694.

DEFINITIONS

- Consumer, Customer, You and Your (Contract Holder) means the person who is listed in the "Contract Holder Information" section on the Registration page.
- Contract means this Vehicle Service Contract form.
- Covered Breakdown, Breakdown, or Mechanical Breakdown means the event caused by the total failure of any Covered Part to work as it was designed to work in normal service. Breakdown or Mechanical Breakdown does not include a total or partial failure resulting from wear and tear or ordinary use.
- Issuing Seller means the retail facility who issued this Contract.
- Lubricated Part means a part that requires lubrication to perform its function.
- Vehicle means the Vehicle identified by the Vehicle Identification Number (VIN) listed on the Registration page of this Contract.
- We, Us and Our (The Service Contract Provider/Administrator/Obligor) means Enterprise Financial Group, Inc. (EFG) P.O. Box 167667, Irving, TX 75016, (800) 527-1984.

For California residents only: We, Us and Our means EFG Agency [P.O. Box 167667, Irving, TX 75016, (800) 527-1984, California VSC provider license # OD75490.

For Florida residents only: We, Us and Our means Enterprise Financial Group of Florida, Inc. (EFGF), P.O. Box 167667, Irving, TX 75016, (800) 527-1984 Florida License #: 60102.

For Louisiana and South Carolina residents only: We, Us and Our means EFG Agency, Inc. P.O. Box 167667, Irving, TX 75016, (800) 527-1984.

For Texas residents only: We Us and Our (The Service Contract Provider) mean Enterprise Financial Group, Inc. (EFG) P.O. Box 167667, Irving, TX 75016 (800) 527-1984.

OUR OBLIGATIONS

If a Covered Mechanical Breakdown of Your Vehicle occurs during the term of this Contract, We will:

- Pay You or the repairer, for repair or replacement of the Covered Part(s) and associated labor as required for the completion of the repair or replacement of those parts, which caused the Mechanical Breakdown. Any part damaged by the failure of a Covered Part is covered under this Contract. Labor will be verified by the standard versions of the following nationally recognized labor guides: Motors, Mitchell, & All Data. Replacement parts, not to exceed manufacturer's suggested retail price, may be of like kind and quality. This may include the use of new, remanufactured or used parts as determined by Us.
- Towing: In the event of a Breakdown covered by this Contract, We will pay or reimburse You for receipted towing expenses up to seventy five dollars (\$75) per occurrence. No Deductible will apply to this benefit.

YOUR OBLIGATIONS

- In order for this Contract to remain in force, the minimum requirement on oil and filter changes is every 6 months or 5,000 miles, whichever comes first. All other maintenance schedules must be done in accordance with Your Vehicle manufacturer's recommendations. You must return to the Seller for these services. If this is not possible, You must contact the Administrator first and you must keep and make available verifiable service/purchase receipts (indicating dates, mileage, and a description of Your Vehicle) which show that this maintenance has

YOUR OBLIGATIONS (CONTINUED)

been performed within the time and mileage limits required. We will not reimburse for repair costs or expenses if You cannot provide accurate records proving that You have maintained the failed Covered Part.

- You or Your repair facility are required to obtain Our authorization prior to beginning any repair covered by this Contract.
- You are responsible for paying the deductible indicated on the Registration page of this Contract each time You have a Mechanical Breakdown. A one hundred dollar (\$100) deductible per repair visit will apply.
- You are responsible for authorizing any teardown or diagnosis time needed to determine if Your Vehicle has a Covered Breakdown. If it is subsequently determined that the repair is needed due to a Covered Breakdown, We will pay for this part of the repair. If the failure is not a covered Mechanical Breakdown, then You are responsible for this charge.

OTHER IMPORTANT PROVISIONS

The aggregate total of Our liability for all benefits paid or payable during the Term of the Contract shall not exceed the actual cash value of Your Vehicle at the time of purchase. Our limit of liability for any Breakdown or series of Breakdowns related in time or cause shall not exceed the actual cash value of Your Vehicle at the time of claim. (According to current National Auto Dealers Association standards.)

After You receive any benefits under this Contract, We are entitled to all Your rights of recovery against any manufacturer, repairer or other party who may be responsible to You for the costs covered by this Contract or for any other payment made by Us. If We ask, You agree to help Us enforce these rights. You also agree to cooperate and help Us in any other matter concerning this Contract.

IF YOU HAVE A MECHANICAL BREAKDOWN YOU MUST CALL 1-800-527-1984

If You have a Mechanical Breakdown, You must follow this procedure:

- (1) Use all reasonable means to protect Your Vehicle from further damage. This may require You to stop Your Vehicle and have the Vehicle towed. All work must be performed by a licensed repair facility.
- (2) You MUST return Your Vehicle to the Seller for repairs. If this is not possible, You must contact Us within a reasonable period of time at 1-800-527-1984 for instructions before ANY repairs are started on Your Vehicle.
- (3) Furnish Us or the repair facility with such reasonable information that We may require. This includes receipts for towing and signed service receipts (indicating dates, mileage, and a description of Your Vehicle) as required by this Contract.
- (4) For simple repairs needed when the Administrator is not available for prior authorization, please use the following procedure: (For California residents: See Special State requirements and disclosures)

Emergency Repairs:

Refer to Your Contract to determine if the Breakdown is due to the failure of a Covered Part and there are no listed exclusions that apply. For a simple repair, (Any repair requiring two (2) hours or less of labor time to complete), that is determined to be a Covered Part, authorize the repair facility to perform the repair, and call the Administrator for instructions within 5 business days, during normal business hours. On major repairs, (Any repair requiring more than two (2) hours of labor time to complete), determine the failure and repair costs and then contact the Administrator on the next normal business day for an authorization before repairs are performed. (Utah Residents see special state requirements and disclosures for additional clarifying language)

Business Hours (Central Time Zone)

Monday through Friday 7 AM until 7 PM

Saturday 8 AM until 2 PM

LIMITED LIFETIME POWERTRAIN COVERAGE

The following is a list of parts covered by this Contract.

Only the following named parts, listed under each assembly for reference, are covered by this Contract.

ENGINE: Cylinder block and cylinder head and all internally Lubricated parts ; turbocharger ; supercharger ; harmonic balancer ; timing gear, chain and belt ; timing cover ; intake and exhaust manifolds ; valve covers ; oil pan ; and engine mounts.

TRANSMISSION: Transmission case and all internally Lubricated parts ; torque converter ; flywheel/flex plate ; vacuum modulator and transmission mounts.

Note - Seals and gaskets in any system listed are not Covered Parts.

OPTIONAL PREMIUM WRAP COVERAGE

If the optional "Premium WRAP Coverage" was selected on the Registration page. The following additional benefits and coverages apply beginning on the "Coverage Effective Date" and ending with either of the following, whichever occurs first:

- (1) When the Term selected expires as measured from the "Contract Effective Date" or
- (2) When the mileage of Your Vehicle reaches the total of the "Current Odometer" and the Term selected.

OPTIONAL PREMIUM WRAP COVERAGE (CONTINUED)

- Reimburse You for a rental car at the rate of up to thirty five dollars (\$35) per day and a maximum of one hundred seventy-five dollars (\$175.00) (5 days) per Mechanical Breakdown. To receive rental benefits You must supply Us with Your receipt from a licensed rental agency.
- Reimburse You for lodging and meal expenses actually paid by You if the Covered Breakdown is completed more than one hundred (100) miles from Your primary residence and You are stranded overnight. The limit on this reimbursement is seventy-five dollars (\$75) per day for up to three (3) days per Mechanical Breakdown or Breakdowns related in time or cause.
- You will be protected by ROADSIDE ASSISTANCE for the full term of this Premium WRAP coverage. Roadside benefits include: Towing, Flat Tire Changes (using Your inflated spare), Jump Starts, Vehicle Fluid Delivery, Lockout Assistance, and Concierge Service (courtesy help & emergency phone call support). You are responsible for the cost of any Vehicle Fluids and Key Cutting/Replacement. The maximum benefit is one hundred dollars (\$100) per incident. For any Roadside Service You MUST call 1-800-646-1004 (toll-free) if your covered vehicle is in need of a NON-ACCIDENT RELATED Emergency Roadside Service where failure is due to a defect in material or workmanship. Benefits are available 24 hours a day, 365 days a year and are provided on a "Sign & Drive" basis. ONLY ROAD SERVICES PROVIDED THROUGH THIS 800 NUMBER WILL BE HONORED.

If the Premium WRAP Coverage box was selected on the Registration page of this Contract you will be provided with coverage on all assemblies and parts on Your Vehicle with the exception of parts covered by the Lifetime Powertrain coverage and the following list of WHAT'S NOT COVERED:

Exhaust system, catalytic converter, clutch assembly, shock absorbers, alignments, wheel balances, tires, fan belts, filters, non metallic hoses, brake rotors and drums, brake pads and shoes, lenses, sealed beams, light bulbs, battery, battery cables, spark plug wires, distributor cap and rotor, paint, carpet, bright metal, trim, sheet metal, bumpers, body panels, glass, physical damage, moldings, upholstery, weather strips, canvas top, vinyl top, fabric top, fiberglass top, air and water leaks, wind noise, squeaks and rattles, coolants and lubricants, refrigerants, tune-ups, and maintenance services.

EXCLUSIONS - WHAT THIS VEHICLE SERVICE CONTRACT DOES NOT COVER

All parts not specifically listed under Covered Parts are not covered under this Contract. Normal maintenance items/repairs such as engine tune-ups and front end alignments are not covered. Adjustments/ Alignments to Covered Parts are not covered. In addition, this Contract provides no benefits or coverage and We have no obligation under this Contract for:

- A Breakdown caused by lack of customary, proper, or manufacturer's specified maintenance.
- A Breakdown caused by contamination of or lack of proper fuels, fluids, coolants or lubricants, including a Breakdown caused by failure to replace seals and gaskets in a timely manner.
- A Breakdown caused by rust or corrosion. (This provision does not apply for residents of Minnesota)
- A Breakdown caused by or for damages resulting from overheating that would have been prevented if You would have used all reasonable means to protect Your Vehicle from this damage.
- Repair or replacement of any parts not necessary to the completion of the repairs for a Covered Breakdown, or were not damaged by the failure of a Covered Part.
- A Breakdown caused by towing a trailer, another vehicle or any other object unless Your Vehicle is equipped for this use as recommended by the manufacturer.
- A Breakdown caused by or involving modifications to Your Vehicle that are not performed or recommended by the manufacturer. (Georgia residents see Special State Requirements)
- A Breakdown caused by off-roading, misuse, abuse, racing or any form of competition.
- Certain vehicles outlined on the Administrator's guidelines with the Seller are ineligible. This includes, but is not limited to: exotic vehicles, grey market vehicles, salvage title vehicles, police, postal, taxi, and emergency vehicles, rental vehicles, tow vehicles, vehicles equipped with a snow plow, lifted vehicles, vehicles equipped with a flat bed, and vehicles greater than 1 ton.
- Vehicles used for business, deliveries, construction, or commercial hauling.
- A Breakdown caused by collision, fire, theft, freezing, vandalism, riot, explosion, lightning, earthquake, windstorm, hail, water, flood or acts of the public enemy or any government authority, or for any hazard insurable under standard physical damage insurance policies.
- Loss of use, loss of time, lost profits or savings, inconvenience, commercial loss, or other incidental or consequential damages or loss that results from a Breakdown.
- Any liability, cost or damages You incur or may incur to any third parties other than for Administrator approved repair or replacement of Covered Parts which caused a Mechanical Breakdown.
- Any liability for damage to property, or for injury to or death of any person arising out of the operation, maintenance or use of Your Vehicle whether or not related to a Breakdown.

EXCLUSIONS (CONTINUED)

- Any cost covered by a repairer's or supplier's guarantee, or any cost which would be covered by a manufacturer's warranty, or that the manufacturer has announced its responsibility through any means including public recalls or factory service bulletins.
- Any part not covered by, or excluded by the original Vehicle manufacturer's warranty.
- A Breakdown not occurring in the United States or Canada.
- Any pre-existing condition. (This does not apply for residents of Arizona and Georgia residents see Special State Requirements)

HOW THIS CONTRACT MAY BE CANCELLED

1. CANCELLATION BY EFG:

We reserve the right to cancel this Contract and will not pay for a Mechanical Breakdown if:

- There is a material misrepresentation or fraud at the time of sale of this Contract.
- Your odometer fails, or for any reason does not record the actual mileage of Your Vehicle after purchase date and You do not have it fixed and the mileage certified within thirty (30) days of the failure date. (This provision does not apply to Nevada or Utah residents. See Your state specific cancellation language.)
- Your Vehicle meets any of the conditions listed in the "Exclusions" Section as outlined above. (This provision does not apply to Nevada residents. See Nevada specific cancellation language.)

2. CANCELLATION BY YOU:

For purposes of this Contract, Vehicle Service Contract, Contract is defined as "Premium WRAP Coverage" in this section "How this Contract may be Cancelled" by You.

You may cancel this Contract by surrendering Your copy of this Contract with written notice to the Seller or Us. The Limited Lifetime Powertrain Coverage has no cash value, and there are no cancellation fees.

If the optional "Premium WRAP Coverage" was selected and paid for on the Registration page, the following cancellation rules will be applied:

If the optional Contract was financed or purchased on a payment plan (by a funding company) the Finance Company or Funding Company shall be entitled to any refunds resulting from cancellation of this optional Contract for repossession of Your Vehicle, total loss of Your Vehicle or cancellation prior to balance being paid in full. Failure to make monthly payments in a timely manner may result in cancellation of this optional Contract and no refund will be due.

You may cancel this optional Contract by surrendering Your copy of this Contract with written notice to the Seller or Us. In the event this Contract is cancelled by You or Us, we will keep a prorated amount of the optional Contract price based on the greater of days in force or miles driven compared to the total time and mileage of Your optional Contract term, plus a cancellation fee, if applicable.

You are entitled to a full refund if You contact and provide written notice of cancellation within the first thirty (30) days after the purchase date, and if You have not filed a claim against the Contract. If the Contract was mailed to You, then You have thirty (30) days from the date the Contract was mailed and no claim has been filed against the Contract to receive a full refund. If this optional Contract was included in the financing of the Vehicle, any refund shall be paid to the lien holder, on Your behalf, and the refund will be deducted from Your balance owed.

CANCELLATION may be requested by a lienholder in the event of a repossession. The refund amount will be calculated in accordance with the provisions stated in this Contract.

CANCELLATION FEE: The cancellation fee is fifty dollars (\$50). If you are a resident of Alabama or California, the cancellation fee is twenty-five dollars (\$25). There are no cancellation fees for residents of District of Columbia, Georgia, New Hampshire, and Missouri.

- For Arizona residents: In the event this Contract is cancelled by You or Us, we will return a prorated amount of the optional Contract price based on the greater of days in force or miles driven compared to the total time and mileage of Your optional Contract term, less a cancellation fee, if applicable. This Contract cannot be cancelled or voided by EFG or it's representatives for the following reasons including, but not limited to: (i) pre-existing conditions; (ii) prior use or unlawful acts relating to the product; (iii) misrepresentation by either EFG or and associated subcontractors; and (iv) ineligibility for the program, including grey market, high performance and GM diesel autos.
- For Alabama residents: If the Vehicle Service Contract is cancelled within ten (10) days of Your purchase of this Contract (the initial period) and no claims have been made under the Contract, the amount of the refund shall be equal to the full amount paid for this Contract. After the initial period, or if a claim has been made under this Contract, the amount of the refund shall be a pro-rata share of the selling price of the Contract as determined above.
- Arkansas residents only: If the Vehicle Service Contract is cancelled within thirty (30) days of Your purchase of this Contract (the Initial Period) and no claims have been made under the Contract, the amount of the refund shall be equal to the full amount paid for this Contract. After the initial period, or if a claim has been made under this Contract, the amount of the refund shall be a pro rata share of the selling price of the Contract as determined above.

CANCELATION (CONTINUED)

- For California residents: In the event this Contract is cancelled by You or Us within sixty (60) days of Your purchase of this Contract and no claims have been paid You will be provided a refund equal to the full purchase price stated on the contract. The refund will be paid within thirty (30) days from the date of cancellation provided. If We cancel this Contract, a written notice will be mailed to your last known address before the sixty-first (61st) day. The Contract ceases to be valid no less than five (5) days after the postmark date of the notice which will state the specific grounds for the cancellation. In the event this Contract is cancelled by You or Us after sixty (60) days or if a claim has been made under this Contract a prorated refund based on time or mileage will be provided or a full refund less the amount of any claims paid prior to cancellation will be provided. If this Contract is cancelled by You after the first sixty (60) days, a cancellation fee not to exceed ten percent (10%) of the price of this Contract or twenty-five dollars (\$25), whichever is less, will apply.

We may also cancel the contract at anytime for fraud, material misrepresentation, or non-payment by You. You will be mailed a written notification specifying the reason for the cancellation and you will receive a pro-rated refund within thirty (30) days of the date of cancellation. The Contract ceases to be valid no less than five (5) days after the postmark date of the notice. We will remain liable for any claims reported prior to the effective date of the cancellation and the claim is a covered condition per the Contract.

- For Connecticut residents: You have the right to cancel if Your Vehicle is returned, sold, lost, destroyed, or stolen.
- For District of Columbia residents: If We cancel this Contract after the first sixty (60) days, We will mail to You written notice of cancellation at least thirty (30) days before the cancellation date.
- For Florida residents: If this Contract is cancelled by Us, the return of premium must not be less than 100% of the paid unearned pro-rata premium. The lienholder will be named on the refund check when financing has been provided for the Service Contract premium. You may cancel this Contract by surrendering Your copy of this Contract with written notice to Us. In the event this Contract is canceled by You during the first 60 days from the Effective Date, the entire premium will be refunded less any claims paid on the Contract and less an acquisition charge up to 5% of the gross premium paid. If cancellation is requested after the first 60 days, refund will be based upon the lesser of months or mileage remaining, relative to the original agreement, and calculated on a pro rata basis. Return of premium will not be less than 90% of the paid unearned pro rata premium.
- For Georgia residents: Cancellation shall be in accordance with O.C.G.A. 33-24-44. We may only cancel this Contract for fraud or material misrepresentation or for non-payment. Notice of cancellation will be 10 days for non-payment and thirty-one (31) days for other reasons. The lender must hold a power of attorney in order to cancel the contract due to the default of the contract holder in his or her obligation to such lender.
- Idaho residents only: If the Vehicle Service Contract is cancelled within thirty (30) days of Your purchase of this Contract (the Initial Period) and no claims have been made under the Contract, the amount of the refund shall be equal to the full amount paid for this Contract. After the initial period, or if a claim has been made under this Contract, the amount of the refund shall be a pro rata share of the selling price of the Contract as determined above.
- For Illinois residents: If You elect to cancel this Contract, the Service Contract Provider may retain a cancellation fee not to exceed the lesser of ten percent (10%) of the Service Contract Price or fifty dollars (\$50).
- For Louisiana residents: In calculating any refund, no deduction will be made for any claims that have been paid under the Contract.
- For Minnesota residents only: We may only cancel this Contract if there is material misrepresentation or fraud only if such misrepresentation or fraud occurs in the submission of a claim.
- For Missouri residents: A ten percent (10%) penalty per month shall be added to a refund that is not paid within thirty days for return of the Contract to the Provider.
- For Nevada residents: Cancellations will be administered in accordance with NAC 690C.120. If We cancel this Contract, the cancellation does not become effective until at least fifteen (15) days after the notice of cancellation is mailed to the Contract Holder. We will refund the purchase price of the contract within forty-five (45) days after the contract has been returned to Us. A ten (10) percent penalty will be added to your refund for each thirty (30) day period that the refund remains unpaid. No cancellation fee will be charged to the Contract Holder if this Contract is cancelled by Us. Should Your contract be cancelled due to lack of payment in a timely manner then your contract will be cancelled and a refund will be issued in accordance with NAC 690C.120(1).
- For New York residents: If the Vehicle Service Contract is cancelled within ten (10) days of Your purchase of this Contract (the initial period) and no claims have been made under the Contract, the amount of the refund shall be equal to the full amount paid for this Contract. After the initial period, or if a claim has been made under this Contract, the amount of the refund shall be a pro-rata share of the selling price of the Contract as determined above. A ten percent penalty per month shall be added to a refund that is not made with thirty (30) days of return of the Contract to the Issuing Seller.
- For North Carolina residents: The consumer can cancel at any time after purchase and receive a pro-rata refund less any claims paid on the Service Contract and a reasonable administrative fee, not to exceed ten percent (10%) of the amount of the pro-rata refund.
- For Oklahoma residents: The following statement replaces that in the contract cancellation section: You are entitled to a full refund in the event you cancel the contract within the first thirty (30) days and no claims have been authorized or paid. In the event the Contract is cancelled by You after the first thirty (30) days or a claim has been made within the first thirty (30) days, return of premium shall be based upon one hundred (100%) of the unearned pro-rata premium. We may retain a cancellation fee not to exceed the lesser of ten percent (10%) of the unearned pro-rata premium or fifty

CANCELATION (CONTINUED)

dollars (\$50.00). In the event the Contract is cancelled by Us, return of premium shall be based upon one hundred percent (100%) of unearned prorata premium.

- For South Carolina residents: A ten percent (10%) penalty per month shall be added to a refund that is not paid or credited within forty-five (45) days after return of the service contract to the provider.
- For Texas residents: A ten percent (10%) penalty per month shall be added to a refund that is not paid or credited within forty-five (45) days after return of the Service Contract to Us.
- For Utah residents: This Contract may only be cancelled by Us on grounds of (1) material misrepresentation and (2) substantial breaches of contractual duties, conditions, or warranties. In general, if We cancel this Contract, We will mail to You written notice of cancellation at least thirty (30) days before the cancellation date. However, if We cancel this Contract within the first sixty (60) days after the Contract purchase date or if We cancel this Contract because You have defaulted in Your obligation to repay the amount financed by the lienholder, We will mail to You written notice of cancellation at least ten (10) days before the cancellation date.
- For Vermont residents: We may only cancel this Contract for fraud or material misrepresentation affecting the policy or the presentation of a claim there under, or violation of any of the terms or conditions of the policy. If the Vehicle Service Contract is cancelled within thirty (30) days of Your purchase of this Contract (the initial period) and no claims have been made under the Contract, the amount of the refund shall be equal to the full amount paid for this Contract. After the initial period, or if a claim has been made under this Contract, the amount of the refund shall be a pro-rata share of the selling price of the Contract as determined above. If We cancel this Contract, We will give You a written forty-five (45) day notice by certified mail, of cancellation fifteen (15) day notice for non-payment of premium, along with the reason.
- For Wyoming residents: You may return the Service Contract within twenty (20) days of the date the Service Contract was mailed to You. Upon return of the Service Contract to the Us within the applicable time period, if no claim has been made under the Service Contract prior to its return to Us, the Service Contract is void and We shall refund You, or the lien holder, with the full purchase price of the Service Contract. The right to void the Service Contract is not transferable and shall apply only to the original Service Contract purchaser, and only if no claim has been made prior to its return to Us. A ten percent (10%) penalty per month shall be added to a refund that is not paid or credited within forty-five (45) days after return of the Service Contract to Us. We will mail a written notice to You at Your last known address at least ten (10) days prior to cancellation by Us. Prior notice is not required if the reason for cancellation is non-payment of the provider fee, a material misrepresentation by You to Us or a substantial breach of duties by You relating to the covered product or its use. The notice will state the effective date of the cancellation and the reason for the cancellation.

SPECIAL STATE REQUIREMENTS / DISCLOSURES

THE STATE REQUIREMENTS LISTED BELOW CORRESPOND AND APPLY TO THE STATE IN WHICH YOU PURCHASED YOUR VEHICLE SERVICE CONTRACT.

- For residents of California only: IF WE SHALL FAIL TO PAY ANY CLAIM UNDER THIS CONTRACT WITHIN 60 DAYS AFTER PROOF OF LOSS HAS BEEN FILED WITH US, YOU SHALL BE ENTITLED TO MAKE A DIRECT CLAIM AGAINST THE FOLLOWING CALIFORNIA APPROVED INSURER: AMERICAN SECURITY INSURANCE COMPANY, P.O. BOX 50355, ATLANTA, GA 30302. IF YOU ARE NOT SATISFIED WITH THE INSURANCE COMPANY'S RESPONSE, YOU MAY CONTACT THE CALIFORNIA DEPARTMENT OF INSURANCE AT 1-800-927-4357. For emergency repair and repairs needed when the Administrator is not available for prior authorization, please attempt to reasonably determine if the Breakdown is due to the failure of a Covered Part and there are no listed exclusions that apply, then authorize the repair facility to perform the repair, and call the Administrator for instructions on the next normal business day, during normal business hours.
- For Connecticut residents: In home service is not provided. If the Service Contract is less than one year, the coverage will be automatically extended while the product is being repaired when the Service Contract expires. Under Regulations of Connecticut State Agencies § 42-260-3, We are required to make reasonable efforts with You to resolve disputes regarding this Agreement. If EFG and You cannot reach an agreement, You may file a written complaint with the State of Connecticut Insurance Department, P.O. Box 816, Hartford, CT 06142-0816, Attn: Consumer Affairs.
- For Florida residents: The rate charged for the service agreement is not subject to regulation by the Florida Office of Insurance Regulation.
- For Georgia residents: Exclusions include (1) A Breakdown caused by or involving modifications to Your Vehicle made by You or with Your knowledge that are not performed or recommended by the manufacturer and (2) Any pre-existing condition known to You.
- For Idaho residents: Coverage afforded under this Vehicle Service Contract is not guaranteed by the Idaho Insurance Guarantee Association.
- For Illinois residents: In the event covered service is not provided by the Service Contract Provider within sixty (60) days of proof of loss by the Service Contract Holder, the Service Contract Holder may file directly with the Service Contract reimbursement insurance company.
- For Indiana residents: Your proof of payment to Us for this Contract shall be considered proof of payment to the Insurance Company which guarantees Our obligations to You.
- For Iowa residents: This Contract is subject to rules administered by the Iowa Insurance Division at 515-281-5705. Written inquiries or complaints should be mailed to the following address: 330 E. Maple Street, Des Moines, IA 50319. If you make a direct claim against the insurance company include a copy of Your Motorists Assistance Plan and Your paid repair order.
- For Maryland residents: In the event a covered service is not provided by Us within 60 days of proof of loss by the Service Contract Holder, the Service Contract Holder may file directly with the Service Contract reimbursement insurance company.

SPECIAL STATE REQUIREMENTS / DISCLOSURES (CONTINUED)

- For Minnesota residents: (1) If the used motor vehicle has less than 36,000 miles, the warranty must remain in effect for at least 60 days or 2,500 miles whichever comes first. (2) If the used motor vehicle has 36,000 miles or more but less than 75,000 miles, the warranty must remain in effect for at least 30 days or 1,000 miles, whichever comes first. All coverage provided for Your vehicle under this motor vehicle Service Contract shall exclude coverage currently in force under any express warranty providing the same coverage vehicle as outlined above.
- For Mississippi residents: For claims authorization and approvals call 1-800-527-1984, during normal business hours. If the Administrator's offices are closed, and a covered emergency repair must be performed, then have the repair facility contact 1-800-527-1984 and leave a voice mail message on the claims line. After repairs are complete, forward all appropriate paperwork to Enterprise Financial Group, Inc. for reimbursement. If any repairs are completed during normal business hours, authorization must be given prior to repairs being performed.
- For Missouri residents: In the event that this Contract is not financed, any refund issued as a result of cancellation of this Contract should be sent to You directly. The provider of the Service Contract shall mail a written notice to the Contract Holder within fifteen days of the date of termination.
- For Nebraska residents: The obligations of the Obligor to You are guaranteed under a reimbursement insurance policy issued by American Bankers Insurance Company. Upon failure of the Obligor to pay any claim after proof of loss has been filed with the Obligor, You shall be entitled to make a direct claim against the following insurer: American Bankers Insurance Company of Florida [11222 Quail Roost Drive, Miami, FL 33157, (866) 306-6694].
- For Nevada residents: This contract is non-renewable.
- For New Hampshire residents: Your benefits and the Seller's obligation to perform under this Contract are insured by an insurance policy with American Bankers Insurance Company of Florida [11222 Quail Roost Drive, Miami, FL 33157, (866) 306-6694]. If the benefits as described are not provided within 60 days after You provide proof of loss covered by this Contract, then You may make a direct claim against American Bankers Insurance Company of Florida. In the event that you do not receive satisfaction under this Contract, you may contact the New Hampshire Insurance Department, 21 South Fruit Street, Suit 14, Concord, NH 03301, 603-271-2261.
- For Oklahoma residents: This service warranty is not issued by the manufacturer or wholesale company marketing the product. This warranty will not be honored by such manufacturer or wholesale company. Oklahoma does not review commercial service warranty contract language (only personal). Coverage afforded under this Contract is not guaranteed by the Oklahoma Insurance Guaranty Association. Roadside services are administered by Safe Driver Motor Club, Inc., 14135 Midway Road, Addison, TX 75001, 866-914-7697.
- For Oregon residents: Subject to ORS 36.600-36.740, If claim settlement cannot be reached, the parties may elect arbitration by mutual agreement at the time of the dispute after the claimant has exhausted all internal appeals and can be binding by consent of the insured person. Arbitration takes place under the laws of the State of Oregon and is held in the insured's county or any other county in this state agreed to by both parties.
- For South Carolina residents: In the event covered service is not provided by the service contract provider within sixty days of proof of loss by the service contract holder, the contract holder is entitled to apply directly to the reimbursement insurance company. Should you have a disputed claim, you may contact the South Carolina Department of Insurance, Capitol Center, 1201 Main Street, Ste. 1000. Columbia, South Carolina 29201 or 800-768-3467.
- For Texas residents: Unresolved complaints may be directed to the Texas Department of Licensing and Regulation, P. O. Box 12157, Austin, TX 78711, 512-463-2906 or 800-803-9202.
- For Utah residents: Failure to give any notice or file any proof of loss required by the policy within the time specified in the policy does not invalidate a claim made by the insured, if the insured shows that it was not reasonably possible to give the notice or file the proof of loss within the prescribed time and that notice was given or proof of loss filed as soon as reasonably possible. Coverage afforded under this Vehicle Service Contract is not guaranteed by the Property and Casualty Guarantee Association. Obligations of the Provider under this Service Contract are guaranteed under a Service Contract reimbursement insurance policy. Should the Provider fail to pay or provide service on any claim within 60 days after proof of loss has been filed, the Contract Holder is entitled to make a claim directly against the Insurance Company. This service contract or warranty is subject to limited regulation by the Utah Insurance Department. To file a complaint, contact the Utah Insurance Department. Utah residents have the option purchasing this Vehicle Service Contract by paying in full at the time of purchase, financing the cost with the vehicle, or utilizing an outside financing source.

Emergency Repairs: For repairs needed when the Administrator is not available for prior approval, You must refer to Your Contract to determine if the Breakdown is due to the failure of a Covered Part and there are no listed exclusions that apply, authorize the repair facility to perform the repair, and call the Administrator for instructions as soon as reasonably possible at which point the claim will be reviewed for benefits per the terms of the Contract.

CANCELLATION APPLICATION

To cancel this Contract, complete the following and mail a photocopy of the front of this Contract to:
VSC CANCELLATION DEPARTMENT • P.O. BOX 167667 • IRVING, TEXAS 75016

Please cancel the remainder of the Vehicle Service Contract. I am canceling this Contract in accordance with the provisions stated in the Contract. Application must be received within thirty (30) days of the cancellation date.

Name of Contract Holder _____ Date of cancellation _____

Address _____

City, State, Zip _____ Odometer Mileage at
date of cancellation _____

Signature of Contract Holder or representative of lien holder _____ Date _____ Phone _____

Signature of authorized representative of Seller _____ Date _____ Title _____

EFG Companies PRIVACY POLICY

The trust of our customers is EFG Companies ("EFG") most valuable asset. EFG safeguards that trust by keeping non-public personal information about customers in a secure environment and using that information in accordance with this Privacy Policy.

Below is EFG's privacy pledge to our customers:

Information We May Collect

EFG may collect non-public personal information about you from the following sources:

- Information we receive from you (or is provided to us on your behalf) on applications and other forms, such as your name, address, telephone number, employer, and income;
- Information about your transactions with the companies of EFG or other non-affiliated parties, such as your name, address, telephone number, age, insurance coverage, transaction history, claims history and premiums;
- Information you provide to us on applications or from health care providers, such as doctors and hospitals, to determine your past or present health condition. Health information will be collected as we deem appropriate to determine eligibility for coverage, to process claims, to prevent fraud, and as authorized by you, or as otherwise permitted or required by law.

Information We May Disclose and To Whom We May Disclose Information

The non-public personal information EFG may collect as described above may be disclosed in order to deliver products and services to you, provide customer service or administer your account.

Disclosures Permitted by Law

EFG may disclose all of the non-public personal information described above, as permitted by law. For example, we may use affiliated and non-affiliated parties to perform services for us, such as providing customer assistance, handling claims, protection against fraud and maintaining software for us. We also may disclose information in response to requests from law enforcement agencies or State insurance authorities.

Information Regarding Former Customers

EFG does not disclose non-public personal information about former customers or customers with inactive accounts, except in accordance with this Privacy Policy.

Our Security Procedures

EFG restricts access to non-public personal information about you to those employees whom we determine have a legitimate business purpose to access such information in connection with the provision of products or services to you. We employ security techniques designed to protect our customer data. We provide training and communications programs designed to educate employees about the meaning and requirements of our strict standards for data security and confidentiality.