VEHICLE SERVICE CONTRACT FACTS Enjoy worry-free driving with First Mile Vehicle Service Contracts®. With this coverage, you pay only a deductible for covered repairs. So, even if your vehicle does break down, it won’t break your budget. POWERTRAIN PLAN GOLD PLAN GOLD PLUS PLAN PLATINUM PLAN Regardless of the coverage plan, each coverage provides the following benefit: NATIONWIDE COVERAGE Coverage is effective anywhere within the continental United States of America, Alaska, Hawaii, and Canada. You are covered even if you’re traveling or move to a different state. YOU’RE COVERED ANYWHERE When a repair cannot be made by your selling dealer, the program administrator can make immediate payment to any other licensed repair facility with no out-of-pocket cost outside of your deductible. TOLL-FREE ASSISTANCE Dial 1-800-870-6856. Help is just a free phone call away. CONVENIENT PAYMENT OPTIONS This coverage can be paid by check, credit card, or included in your monthly loan or lease payment. RENTAL REIMBURSEMENT If your vehicle is in a repair facility for covered repairs, rental coverage is provided up to $35 per day for a maximum of 10 days. TOWING REIMBURSEMENT If a covered breakdown disables your vehicle, towing reimbursement is provided up to $75 per Disablement. TRAVEL EXPENSE REIMBURSEMENT(2) If your vehicle has a covered breakdown more than 100 miles from your home, reimbursement up to $75 per day for a maximum of 5 days is available for lodging, meals, and transportation expenses. (2) Exclusions apply, see Vehicle Service Contract for details. Travel Expense Reimbursement not available to purchasers in NY.

LIMITATIONS OF COVERAGE: This information is intended to provide only an outline of the types of coverage, exclusions, and limitations of the service contact described in this brochure and should not be relied upon when purchasing a specific service contract. For exact coverages, exclusions and limitations, please review the service contract itself. In case of a breakdown, you must contact the selling dealer. If you have moved or are traveling out of town, call the Administrator toll-free: 1-800-870-6856. To start a claim via the mobile app,

WHEN THINKING ABOUT BUYING, CONSIDER THESE FACTS. FACT #1 Your manufacturer’s warranty is very comprehensive. It covers virtually every part in your vehicle and can help prevent you from paying expensive repair bills. The problem is that when it does, you are exposed to the costs of unexpected and expensive auto repair bills.

FACT #2 As your vehicle gets older, the risk and cost of repairs may increase.

FACT #3 Each year, more and more sophisticated technology is built into vehicles to improve their safety, performance, comfort, and value. These same innovations increase the vehicle’s reliability. However, if something does go wrong, the necessary repairs are often complex and costly.

POWERTRAIN PLAN

ENGINE

Engine block and cylinder heads and all internally lubricated parts including pistons, piston rings, pins and cylinder sleeves • Crankshaft, pulley, main bearings, caps and bolts • Connecting rods, rod bearings, caps and bolts • Camshaft(s), camshaft bearings, button and plugs • Timing gears and timing chain or belt • Rocker arms, rocker arm pivots, shafts and bushings • Intake and exhaust valves, springs, guides, adjusters, retainers and seats • Pushrods and lifters • Intake manifold • Exhaust manifolds • Balance shaft • Water pump • Fuel pump • Thermostat • Oil pump, cover, gears, pressure relieve valve and screen • Rotor housing, rotors, shims and silent shaft • All internal fasteners, nuts and bolts • Turbocharger/ supercharger assembly including boost valve and wastegate • Seals and gaskets

TRANSMISSION

Transmission/transaxle case and all internally lubricated parts including ring and pinion gears • Oil pump, cover, gears, housing and vanes • Torque converter • Valve body(s) • Throttle valve • Valve pack • Governor, gear and cover • Parking gear and pawl • Roll pins • Sprags • Sprockets • Chain • Springs • Stator and shaft • Pressure regulator valve • Pressure switches • Solenoids • Bands • Automatic transmission/ transaxle clutch, drums, pistons and steel plates • Planetary and sun gears • Servos and rings • Blockers • Synchronizer hubs and keys • Bearings • Bushings • Supports and shafts • Control rings • Yoke • Extension housing • Speedometer drive gears • Accumulators and rings • Adjusters • All internal fasteners, nuts and bolts • Shift cover and forks • Separate bell housing • Transfer case and all internal parts contained within the transfer case • Seals and gaskets. • (Standard transmission clutch assemblies and all component parts are not covered.)

DRIVE AXLE

Differential/axle housing(s) and all internal lubricated parts including the axle flange • Ring and pinion gear/carrier assembly • Spider gears and bearings • Pins • Retainers • Positraction clutches, plates and springs • Cover • Seals and gaskets

GOLD PLAN

Includes everything covered under the Powertrain Plan plus the following:

ENGINE

Oil pan, valve, timing and side covers • Thermostat housing • Water pump pulley • Engine mounts • Harmonic balancer • Flex plate/flywheel and ring gear

TRANSMISSION

• Oil pan • Detent cable • Kickdown link • Tvi/throttle cable • Vacuum modulator • Transmission mounts.

DRIVE AXLE

• Constant velocity joints • Slip joint • Front wheel drive axles/ halfshafts and wheel bearings • U-joints • Couplings • Flex disc • Prop shafts • Center support bearings.

STEERING

• Steering gear housing and internal parts including control rings, valves, pinion shaft, pitman shaft, worm shaft and gear, sector shaft, bearings, adjusters • Rack and pinion housing and internal parts including control valve, rack bellows, mounts, rack shaft and yoke, spool valve, bearings • Power steering pump and internal parts including housing, reservoir, shaft and vanes • Power steering pump mounting brackets • Tie rods, idler and pitman arms, center/drag link, coupling and shafts • Cooler lines • Seals and gaskets.

BRAKES

• Master cylinder • Vacuum or hydraulic brake booster assembly • Hydraulic lines, hoses and fittings • Brake pedal apply pin • Compensator/ proportioning valve • Metering valve • Calipers, piston, seal and dust boot • Wheel cylinders, cups, seals, spring and dust boots • Backing plate • Brake adjusters • Brake pedal, pedal lever and pedal pivot • Parking brake cable • ABS component parts including control processor/ module, pump, dump valve, wheel speed sensors, solenoids, accumulator, and pressure differential switch • Seals and gaskets

AIR CONDITIONING • Condenser • Compressor • Evaporator • Orifice/expansion valve • Accumulator • Receiver drier • Automatic temperature control programmer • Clutch assembly including coil, disc and pulley • Control cables • Cutoff switch • Serpentine belt tensioner, bearing and pulley • Seals and gaskets

FRONT SUSPENSION • Upper and lower control arms, shafts and bushings • Struts, housing and cartridge • Spindle/steering knuckle and spindle support • Wheel bearings • Ball joints and bushings • Kingpin and bushings • Stabilizer bar, links and bushings • Torsion bar, mounts and bushings • Track bar, links and bushings

ELECTRICAL • Alternator housing and all internal parts including bearings, bushings, brushes, rectifier bridge, diodes, field coil and rotor • Alternator mounting bracket • Voltage regulator • Starter motor housing and all internal parts including bushings, brushes, field windings, starter drive and solenoid • Front and rear wiper motor, transmission and linkage • Power window motor • Window regulators • Power seat motor Steering column multi function switch and individual switches for turn signal, headlamp, dimmer, wiper, washer and speed control • Mirror motor switch • Brake light switch • Neutral safety switch • Glove box light switch • Courtesy light switch • Cooling fan relay • Air control solenoid • Air regulator valve • I.A.C. motor • Electronic ignition module • Electronic instrument panel module • Ignition coil • Engine distributor including shaft, gear, bushings and modules • Throttle position sensor • Vehicle speed sensor • M.A.P. sensor Knock sensor and barometric pressure sensor

GOLD PLUS PLAN :

Includes everything covered under the Gold Plan plus the following:

COOLING

Radiator, mounting brackets and coolant recovery tank • Fan clutch, fan blades and motor • Fan shroud • Heater core • Transmission cooler

FUEL

Fuel lines • Fuel pressure regulator • Level sending unit • Fuel injectors and seals • Injection pump • ESC systems • Fuel injection control components including mixture control processor, throttle body assembly, cutoff valve, fuel rail, fuel distributor, trigger contacts, cold start valve, fuel injection valve, fuel accumulator • Tank • Tank door latch • Tank filler neck and a-ring

AIR CONDITIONING

Compressor mounting brackets • Idler pulley and bearings • Air conditioning/heater blower motor

STEERING

• Steering wheel tilt and telescoping mechanism

FRONT SUSPENSION

Coil and leaf springs, seats and bushings, leaf spring shackles • Electronic level control components including pump, accumulator, lines and bags FRONT SUSPENSION • Upper and lower control arms, shafts and bushings • Upper and lower ball joints • Struts, housing and cartridge • Wheel bearings • Spindle/steering knuckle and spindle support • Coil and leaf springs, seats and bushings, leaf spring shackles • Track bars, links and bushings • Electronic level control components including pump, accumulator, lines bags • Stabilizer bar, links and bushings REAR SUSPENSION

ELECTRICAL

Cruise control module, servo, cables and switches • Instrument cluster including speedometer, odometer, tachometer and all gauges, warning indicators • Burglar alarm or electronic entry systems including remote entry receiver, sender and module • Door lock actuators • Mirror motor • Power window switch, power lock switch • Rear window defogger • Horn and relay • Convertible top motor • Sunroof motor • Power antenna motor • Electrical headlamp motor • Power trunk/hatch release motor, switch and solenoid • Power sliding door motor and switch • Electronic control modules including body control module, electronic control unit, powertrain control module, transmission control module • Electronic throttle control module • Crank angle sensor • Camshaft position sensor • Throttle position motor • Fuel pulse dampener • Wide open throttle switch • Thermo time switch • Fuel pump relay • Automatic temperature control sensorRide height sensor and relay • Oxygen (o2) sensor • Mass air flow sensor • Manifold differential pressure sensor • Coolant temperature sensor • OEM radio/graphic equalizer/cassette tape player/compact disc player

PLATINUM PLAN

The most comprehensive mechanical coverage available for your new or pre-owned vehicle. Includes everything covered under the Gold Plus Plan plus the following:

• Compact disc player (3) • Radio assembly, speaker system and antenna (3) • Anti-theft system (3) • Navigation system (3) • Rain sensing wiper system • Steering wheel and integrated controls • Heated windshield • MacPherson struts • Cruise control system • Remote keyless entry system (3) • Electronic level control system • Torsion bars, coil springs, and leaf springs • TV, VCR and DVD systems (3) • Night vision system • Heated and cooled seat elements • Most on-board computers, sensors and relays • Back up camera • Back up sensors • Evaporative emissions system • Lift gate motor ...AND MUCH MORE! The most comprehensive mechanical coverage available for your new or pre-owned vehicle. Includes everything covered under the Gold Plus Plan plus the following: (3) Factory Installed

WHAT IS NOT COVERED(EXCLUSIONS)(4) 1. The maintenance services and parts described under Maintenance Requirements as shown in the Vehicle Service Contract or the Manufacturer’s Maintenance Schedule for your vehicle. 2. Other normal maintenance services and parts including engine tune-up (includes spark plugs, glow plugs, ignition wires, distributor cap and rotor), carburetor, batteries (including but not limited to: hybrid batteries), filters, lubricants or fluids, all hoses and belts (not specifically listed), brake pads and shoes, brake rotors and drums, suspension alignment, constant velocity boots, tires, wheels, suspension air bags, exhaust system and catalytic converter. 3. Glass, glass framework and fastening adhesives, sealed beam head lamps, light bulbs, lenses, trim, moldings, bright metal, upholstery, paint, sheet metal, bumpers, alignment of body parts, door panels, body panels, structural framework and removable hardtop assemblies. 4. Aftermarket accessories or equipment, components and systems not installed by the manufacturer. • Radiator, mounting brackets and coolant recovery tank • Fan clutch, fan blades and motor • Fan shroud • Heater core • Transmission cooler GOLD PLUS PLAN COOLING (4) Additional exclusions apply; see the Vehicle Service Contract for details. NOTE: Coverage under Powertrain, Gold and Gold Plus Coverage Plans is limited to only those parts and components described in this brochure. Parts not listed are not covered.

VEHICLE SERVICE CONTRACT FACTS Enjoy worry-free driving with First Mile Vehicle Service Contracts®. With this coverage, you pay only a deductible for covered repairs. So, even if your vehicle does break down, it won’t break your budget. Regardless of the coverage plan, each coverage provides the following benefits: NATIONWIDE COVERAGE Coverage is effective anywhere within the continental United States of America, Alaska, Hawaii, and Canada. You are covered even if you’re traveling or move to a different state. YOU’RE COVERED ANYWHERE When a repair cannot be made by your selling dealer, the program administrator can make immediate payment to any other licensed repair facility with no out-of-pocket cost outside of your deductible. TOLL-FREE ASSISTANCE Dial 1-800-870-6856. Help is just a free phone call away. CONVENIENT PAYMENT OPTIONS This coverage can be paid by check, by credit card, or can be included in your monthly loan or lease payment. RENTAL REIMBURSEMENT(2) If your vehicle is in a repair facility for covered repairs, rental coverage is provided up to $35 per day for a maximum of 10 days. TOWING REIMBURSEMENT(2) If a covered breakdown disables your vehicle, towing reimbursement is provided up to $75 per disablement. TRAVEL EXPENSE REIMBURSEMENT(2) If your vehicle has a covered breakdown more than 100 miles from your home, reimbursement up to $75 per day for a maximum of 5 days is available for lodging, meals, and transportation expenses. (2) Exclusions apply, see Vehicle Service Contract for details. Travel Expense Reimbursement not available to purchasers in NY.

HIGH MILEAGE VEHICLE PROTECTION PLAN It’s no surprise that most major repairs are needed after the original factory warranty has expired, which means you will have to deal with all the inconvenience, time, energy, and expense of those repairs. Depending on the age and mileage of your vehicle, you can purchase up to 36,000 miles of coverage.

Each year, more and more sophisticated, technology is built into vehicles to improve their safety, performance, comfort, and value. These same innovations increase the vehicle’s reliability. However, if something does go wrong, the necessary repairs are often complex and costly

STANDARD COVERAGE ENGINE: FIRST MILE LEGACY VEHICLE SERVICE CONTRACTS When the STANDARD Coverage Plan box has been checked on the Information Schedule, only the following parts are covered. Parts not listed are not covered. Gasoline Engine—Cylinder block and all internal lubricated parts including; crankshaft, rod and main bearings, cam bearings, connecting rods, wrist pins, pistons, piston rings, camshaft, lifters, cylinder head, valves and guides, valve springs, rocker arms (cam followers), pushrods, timing chain and sprockets, balance shafts, oil pump and pressure relief valve, water pump, fuel supply pump. The cylinder block and cylinder head are covered if damaged by the failure of an internally lubricated part. Diesel Engines—All of the above listed parts or equivalent plus: injection pump, lines and nozzles. TRANSMISSION: Automatic—Case and all internal lubricated parts including; oil pump, valve body, torque converter, governor, main shaft, clutches, bands, drums, gear sets, bearings, bushings, sealing rings. The automatic transmission case is covered if damaged by the failure of an internally lubricated part. Standard—Case and all internal lubricated parts including; main shaft, gear sets, synchronizers, bearings, bushings. The standard transmission case is covered if damaged by the failure of an internally lubricated part. Transfer Case—(4X4 vehicles)—Case and all internal lubricated parts including; main shaft, gear sets, chain and sprockets, bearings. The transfer case is covered if damaged by the failure of an internally lubricated part. FRONT WHEEL DRIVE: Final drive housing and all internal parts including; carrier case, gear sets, chain and sprockets, bearings, bushings, axle shafts, front hub bearings. The drive axle housing is covered, if damaged by the failure of an internally lubricated part. The transaxle housing and internal seals are covered, if damaged by the failure of an internally lubricated part. REAR WHEEL DRIVE: Drive axle housing and all internal lubricated parts including; carrier case, gear sets, bearings, bushings, axle shafts, rear hub bearings, propeller shafts. The drive axle housing is covered, if damaged by the failure of an internally lubricated part. SEALS AND GASKETS: Seals and gaskets are covered when replaced in conjunction with a covered repair.

PREFERRED COVERAGE STEERING: When the PREFERRED Coverage Plan box has been checked on the Information Schedule, only the following parts, in addition to the parts listed under the Standard Coverage, are covered. Parts not listed are not covered. Housing/case and all internal lubricated parts including; rack and pinion equipped valve assembly, sector shaft, sealing rings, bearings, bushings, power steering pump, steering main and intermediate shafts. (Does not include “rear wheel steering” components.) FRONT SUSPENSION: Upper and lower control arms, control arm shafts, torsion bar mounts and bushings, upper and lower ball joints including; steering knuckle (spindle), wheel bearings and seals, stabilizer shaft, stabilizer linkage including; mounts and bushings. BRAKES: Master cylinder, assist booster, wheel cylinders, combination valve, disc brake calipers (and rear caliper actuators), hard lines and fittings, and anti-lock brake system. SEALS AND GASKETS: All seals and gaskets on covered assemblies. ELECTRICAL: Alternator, voltage regulator, front and rear windshield wiper motors, starter motor and drive, starter solenoid, manually operated switches (specifically turn signal, headlight, dimmer, and wiper switches), electronic fuel injection system (including all input/sensors & output/control units, except EGR valve, related to the fuel injection system), electronic ignition module, distributor, power window motor(s), heated back glass, electronic rear view mirror motor(s), power seat motor(s), power door lock actuator(s). AIR CONDITIONING: Compressor, condenser, evaporator, thermostat and drier. ADDITIONAL COMPONENT COVERAGE: Fan belt tensioner, radiator, radiator fan motor including fan blade, radiator fan and clutch, heater core assembly, heater A/C blower motor

First Mile Road Hazard Tire Coverage gives you peace of mind from common road hazards such as metal parts, nails, potholes, glass, and debris.

Driving conditions are not always favorable ... and not always within your control. Poorly maintained streets, road debris, and potholes are just a few examples of common road hazards you encounter daily. BENEFITS OF ROAD HAZARD TIRE COVERAGE Coverage Highlights Include: TIRE(S) REPAIR OR REPLACEMENT WHEEL(S) REPAIR OR REPLACEMENT VALVE STEMS MOUNTING BALANCING SALES TAX (Where applicable) PLUS! Optional Rental Coverage Tires and wheels can generally withstand normal driving conditions; however, one unanticipated road hazard can leave you stranded and requiring repair or replacement of your tire and/or wheel. For this reason, you may want to seek the additional security and peace of mind of our First Mile Road Hazard Tire Coverage. When the tire and/or wheel on your vehicle is being repaired due to a road hazard on a public roadway, rental coverage is provided up to $30 per day for a maximum of five days per occurrence.

FINALLY, YOU CAN DRIVE YOUR CAR WORRY-FREE! PLATINUM PROTECTION PLAN The most comprehensive mechanical coverage available for your vehicle. Includes coverage for components such as: • Engine • Transmission • Drive axle • Steering • Cooling • Fuel • Air Conditioning • Front and Rear Suspension • Electrical • And all components in between! WHAT IS NOT COVERED (EXCLUSIONS)(3) 1. The maintenance services and parts described under Maintenance Requirements as shown in the Vehicle Service Contract or in the Manufacturer’s Maintenance Schedule for your vehicle. 2. Other normal maintenance services and parts including engine tune-up (includes spark plugs, glow plugs, ignition wires, distributor cap, and rotor), carburetor, batteries (including but not limited to: hybrid batteries), filters, lubricants or fluids, all hoses and belts (not specifically listed), brake pads and shoes, brake rotors and drums, suspension alignment, constant velocity boots, tires, wheels, suspension air bags, exhaust system, and catalytic converter. 3. Glass, glass framework and fastening adhesives, sealed beam head lamps, light bulbs, lenses, trim, moldings, bright metal, upholstery, paint, sheet metal, bumpers, alignment of body parts, door panels, body panels, structural framework, and removable hardtop assemblies. 4. Aftermarket accessories or equipment, components, and systems not installed by the manufacturer. (3) Additional exclusions apply, see the Vehicle Service Contract for details. TWS-TC (02/23) LIMITATIONS OF COVERAGE: This information is intended to provide only an outline of the types of coverage, exclusions, and limitations of the service contact described in this brochure and should not be relied upon when purchasing a specific service contract. For exact coverages, exclusions, and limitations, please review the service contract itself. In case of a breakdown, you must contact the selling dealer. If you have moved or are traveling out of town, call the Administrator toll-free: 1-800-870-6856. To start a claim via the mobile app, please scan the applicable QR code. IN FLORIDA - OBLIGOR & ADMINISTRATOR: AUTOMOTIVE WARRANTY SERVICES OF FLORIDA, INC. Florida Company Code #60023 175 W. Jackson Blvd. Chicago, IL 60604 OTHER STATES ADMINISTRATOR: TOTAL WARRANTY SERVICES PO Box 810187, Boca Raton, FL 33481, 800.870.6856, Fax: 561.537.7215, www.firstmilewarranty.com The product being offered is a service contract and is separate and distinct from any product or service warranty which may be provided by the manufacturer, importer, or seller. FOR FLORIDA RESIDENTS - NOTICE TO CONSUMER Administrator may use replacement parts in covered repairs that may include new, remanufactured, used or non-original equipment manufactured parts. FOR IDAHO RESIDENTS This is an advertisement or offer to sell a motor Vehicle Service Contract. The sender of this communication is not the motor vehicle manufacturer of your vehicle or a licensed Idaho Automobile dealer nor affiliated with a motor vehicle manufacturer or Idaho Automobile dealer. Total Warranty Services With the “ultimate peace of mind” protection, Platinum covers almost all assemblies on your vehicle for Mechanical Breakdowns, except for the following: FIRST MILE TERM CARE PROTECTION WORRY-FREE Getting a new car should be a carefree and enjoyable experience, but routine maintenance services are needed and major Mechanical Breakdowns could occur even when your car is new, whether you own or lease it. We have created a comprehensive protection plan designed specifically to protect your new car against the unexpected, with coverage for items that the manufacturer’s warranty may not cover. $0 DEDUCTIBLE Term Care Protection will add assurance that you can be covered for virtually any mechanical failure.\* Plus, additional benefits keep you going wherever you are. Term Care Protection is one of the most comprehensive service plans in the United States, protecting almost all the components of your vehicle with a remarkable $0 deductible. BRAKE PAD COVERAGE Covers the replacement of one (l) set of front and rear brake pads/ shoes during the term of the Service Contract. \*Limitations, restrictions and/or exclusions may apply. See Term Care Protection Plan for complete details. BENEFITS Term Care Protection offers comprehensive protection for almost every component of your vehicle.\* In addition, Term Care Protection provides the benefits below—all with the same $0 deductible. PLATINUM BRAKE DRUMS AND ROTORS, SOLAR POWERED DEVICES, GLASS, LENSES, BODY PARTS AND/OR PANELS, TRIM, MOLDINGS, TIRES, WHEELS, UPHOLSTERY, PAINT, BRIGHT METAL, AUDIO/SECURITY OR OTHER SYSTEMS NOT FACTORY INSTALLED, WHEEL BALANCING, CELLULAR PHONES, RADAR DETECTORS, APPLIANCES, VINYL AND CONVERTIBLE TOPS\* BATTERY COVERAGE Covers one (1) battery replacement during the term of the Service Contract, or the difference between the manufacturer’s pro rated reimbursement and the total cost of the battery. HEADLAMP COVERAGE Covers the unlimited replacement of the headlamps during the term of the Service Contract (IMPACT DAMAGE NOT COVERED). BELTS AND HOSES COVERAGE Covers the replacement of the engine belts and hoses, including: vacuum pump belt, serpentine belt, power steering belt, alternator belt, supercharger belt, AIR pump belt, air conditioner belt, water pump belt, heater hose, bypass hose, throttle body hose, upper and lower radiator hoses, air conditioning hose, power steering pressure and return hose, air hose, washer hoses, vacuum hoses, and fuel hoses. WINDSHIELD WIPER BLADE COVERAGE Covers the replacement of one (1) set of windshield wiper blades and/or inserts during the term of the Service Contract. ELECTRICAL COVERAGE Unlimited coverage of fuses, interior and exterior light bulbs including: turn signal bulbs, engine compartment lights, running lights, fog lights, stop lights, backup lights, license plate lights, parking lights, trunk light, dome light, courtesy light, visor light, map light, and glove box light during the term of Service Contract. (Impact damage not covered). WHEEL ALIGNMENT COVERAGE Covers one (1) wheel alignment during the term of the Service Contract. • Rental Reimbursement Coverage: Rental coverage is provided up to $35 per day for a maximum of 10 days when your vehicle is in a repair facility for covered repairs. • Towing Reimbursement Coverage: If a covered breakdown disables your vehicle, towing reimbursement is provided up to $75 per disablement. • Emergency Travel Expense Reimbursement\*: If your vehicle has a covered breakdown more than 100 miles from your home, reimbursement up to $75 per day for a maximum of 5 days is available for lodging, meals and transportation expenses. Ask your salesperson or finance manager for Term Care Protection and you’ll be on your way to a carefree driving experience. \*Exclusions apply, see Vehicle Service Contract for details. Travel Expense Reimbursement not available to purchasers in TX.

LIMITATIONS OF COVERAGE: This information is intended to provide only an outline of the types of coverage, exclusions, and limitations of the service contact described in this brochure and should not be relied upon when purchasing a specific service contract. For exact coverages, exclusions, and limitations, please review the service contract itself. In case of a breakdown, you must contact the selling dealer. If you have moved or are traveling out of town, call the Administrator toll-free: 1-800-870-6856. To start a claim via the mobile app, please scan the applicable QR code. FIRST MILE EV BATTERY SERVICE CONTRACTS® IN FLORIDA OBLIGOR & ADMINISTRATOR: AUTOMOTIVE WARRANTY SERVICES OF FLORIDA, INC. Florida Company Code #60023 175 W. Jackson Blvd., Chicago, IL 60604 OTHER STATES ADMINISTRATOR: TOTAL WARRANTY SERVICES PO Box 810187, Boca Raton, FL 33481, 800.870.6856, Fax: 561.537.7215, www.firstmilewarranty.com The product being offered is a service contract and is separate and distinct from any product or service warranty which may be provided by the manufacturer, importer, or seller. FOR FLORIDA RESIDENTS - NOTICE TO CONSUMER Administrator may use replacement parts in covered repairs that may include new, remanufactured, used or non-original equipment manufactured parts. FOR IDAHO RESIDENTS This is an advertisement or offer to sell a motor Vehicle Service Contract. The sender of this communication is not the motor vehicle manufacturer of your vehicle or a licensed Idaho Automobile dealer nor affiliated with a motor vehicle manufacturer or Idaho Automobile dealer. Total Warranty Services TWS.P.0108\_TWS\_First Mile VSC\_EV\_Brochure\_2023.indd 1 TWS.P.0108\_TWS\_First Mile VSC\_EV\_Brochure\_2023.indd 1 11/17/23 10:43 AM 11/17/23 10:43 AM EV BATTERY COVERAGE Enjoy worry-free driving with First Mile Vehicle Service Contracts®. With this coverage, you pay only a deductible for covered repairs. So, even if your vehicle does break down, it won’t break your budget. NATIONWIDE PROTECTION BREAKDOWN COVERAGE DIAGNOSTICS COVERAGE FLUID COVERAGE Coverage is effective anywhere within the continental United States of America, Alaska, Hawaii, and Canada. You are covered even if you’re traveling or move to a different state. OUT-OF-NETWORK COVERAGE When a repair cannot be made by your selling dealer, the program administrator can make immediate payment to any other licensed repair facility with no out-of-pocket cost outside of your deductible. TOLL-FREE ASSISTANCE Dial 1-800-870-6856. Help is just a free phone call away. CONVENIENT PAYMENT OPTIONS This coverage can be paid by check, credit card, or included in your monthly loan or lease payment. Exclusions apply, see Vehicle Service Contract for details. EV Battery replacement or repair if your battery fails or does not charge to expected range performance based on your vehicle’s age and mileage. If an EV is no longer under factory warranty, the out-of-pocket estimation for battery replacement ranges from $5,000 to $20,000. The total cost largely depends on the size and manufacturer of the battery. We will pay for reasonable, necessary and customary diagnostic charges incurred in conjunction with a Covered Breakdown, not to exceed the labor time listed in a nationally recognized time publication. We will pay for replacement of necessary fluids, oils, greases and lubricants. VEHICLE SERVICE CONTRACT FACTS DID YOU KNOW? WHAT WE COVER FROM THE FIRST MILE YOU OWN YOUR VEHICLE! TWS.P.0108\_TWS\_First Mile VSC\_EV\_Brochure\_2023.indd 2 TWS.P.0108\_TWS\_First Mile VSC\_EV\_Brochure\_2023.indd 2 11/17/23 10:43 AM 11/17/23 10:43 AM

LIMITATIONS OF COVERAGE: This information is intended to provide only an outline of the types of coverage, exclusions, and limitations of the service contact described in this brochure and should not be relied upon when purchasing a specific service contract. For exact coverages, exclusions, and limitations, please review the service contract itself. In case of a breakdown, you must contact the selling dealer. If you have moved or are traveling out of town, call the Administrator toll-free: 1-800-870-6856. To start a claim via the mobile app, please scan the applicable QR code. IN FLORIDA OBLIGOR & ADMINISTRATOR: AUTOMOTIVE WARRANTY SERVICES OF FLORIDA, INC. Florida Company Code #60023 175 W. Jackson Blvd., Chicago, IL 60604 OTHER STATES ADMINISTRATOR: TOTAL WARRANTY SERVICES PO Box 810187, Boca Raton, FL 33481, 800.870.6856, Fax: 561.537.7215, www.firstmilewarranty.com The product being offered is a service contract and is separate and distinct from any product or service warranty which may be provided by the manufacturer, importer, or seller. FOR FLORIDA RESIDENTS - NOTICE TO CONSUMER Administrator may use replacement parts in covered repairs that may include new, remanufactured, used or non-original equipment manufactured parts. FOR IDAHO RESIDENTS This is an advertisement or offer to sell a motor Vehicle Service Contract. The sender of this communication is not the motor vehicle manufacturer of your vehicle or a licensed Idaho Automobile dealer nor affiliated with a motor vehicle FIRST MILE TOTAL TECH VEHICLE SERVICE CONTRACTS Total Warranty Services manufacturer or Idaho Automobile dealer. TOTAL TECH TOTALLY COVERED DON’T LET THE BREAKDOWN OF EXPENSIVE TECH IN YOUR VEHICLE BRING YOU TO A GRINDING HALT. Total coverage on electronics, safety systems, and tech in your vehicle. All your convenience and safety features, such as Lane Assist, Navigation, and Bluetooth are totally covered with a First Mile Total Tech Vehicle Service Contract. BREAKDOWN COVERAGE - TOTAL TECH Average Out of Pocket Expense to Repair\* Only the following parts and/or systems are covered. Parts or Systems not listed are not covered. • Touch/Display Screens: $500 - $1,500 • Home Link Systems: • Blind Spot Detection Systems: $300 - $1,500 $1,000 - $2,500 • Navigation Systems: • Factory Installed OEM Audio Systems: $400 - $2,500 $1,500 - $4,000 • Bluetooth Systems: • Lane Departure Warning Systems: $750 - $2,000 $500 - $2,500 • Keyless Access and Remote Start Systems: • Parking Assist Systems: $750 - $2,000 $500 - $3,500 • DVD Player System: • Intelligent Cruise Control Systems: $500 - $2,500 $500 - $5,000 • Forward, Backup and 360 Degree Camera Systems: • Tire Pressure Monitoring Systems (TPMS): $750 - $2,500 $50 - $1,500 • Video and Gaming Systems: • Adaptive Lighting Control Systems: $500 - $3,000 $500 - $2,500 • Wi Fi Data Connection Systems: • Accessory Power Point Connection Systems: $500 - $2,000 $300 - $1,000 \* Cost is based on national average. A FIRST MILE TOTAL TECH VEHICLE SERVICE CONTRACT ALSO COVERS THE FOLLOWING: BUSINESS USE AVAILABLE Coverage is limited to cars, light duty trucks, and vans that are not part of a pool or fleet.\* RENTAL REIMBURSEMENT If your vehicle is in a repair facility for covered repairs, rental coverage is provided up to $35 per day for a maximum of 10 days. TOWING REIMBURSEMENT\* If a Covered Breakdown disables your vehicle, towing reimbursement is provided up to $75 per disablement. TRAVEL EXPENSE REIMBURSEMENT\* DIAGNOSTICS COVERAGE We will pay for reasonable, necessary and customary diagnostic charges incurred in conjunction with a Covered Breakdown, not to exceed the labor time listed in a nationally recognized time publication. NATIONWIDE COVERAGE Coverage is effective anywhere within the continental United States of America, Alaska, Hawaii and Canada. You are covered even if you’re traveling or move to a different state. FLUID COVERAGE If your vehicle has a Covered Breakdown more than 100 miles from your home, reimbursement up to $75 per day for a maximum of 5 days is available for lodging, meals, and transportation expenses. We will pay for replacement of necessary fluids, oils, greases, lubricants and approved air conditioning gases that must be replaced in conjunction with a Covered Breakdown. THIS COVERAGE DOES NOT APPLY TO SHOP SUPPLIES. \*Exclusions apply, see Vehicle Service Contract for full details. FIRST MILE TOTAL TECH VEHICLE SERVICE CONTRACTS TWS-TTVSC (08/24)

ADMINISTERED BY: ROADSIDE ASSISTANCE BENEFITS Reimburses you up to $50 per occurrence for covered roadside assistance. TOWING SERVICE When a covered breakdown disables your vehicle, it will be towed to the closest First Mile authorized repair facility. FLAT TIRE ASSISTANCE Service consists of the removal of the flat tire and its replacement with the customer’s spare tire. BATTERY SERVICE If a battery failure occurs, a jump-start will be applied to start the vehicle. LOCK-OUT ASSISTANCE If keys are locked inside of the vehicle, assistance will be provided in gaining entry into the vehicle. GAS, OIL, FLUID & WATER DELIVERY SERVICE An emergency supply of gasoline, oil, fluid, and water will be delivered to any customer in immediate need. EMERGENCY TRAVEL EXPENSE REIMBURSEMENT BENEFIT If your vehicle is over 100 miles from home and a covered breakdown that renders the vehicle inoperable or unsafe to drive requires it to be held overnight, you will be reimbursed up to $500 ($100 per day) for local commercial lodging, meals and transportation expenses. IN FLORIDA - OBLIGOR & ADMINISTRATOR: AUTOMOTIVE WARRANTY SERVICES OF FLORIDA, INC. Florida Company Code #60023 175 W. Jackson Blvd. Chicago, IL 60604 OTHER STATES - ADMINISTRATOR: TOTAL WARRANTY SERVICES PO Box 810187, Boca Raton, FL 33481, 800.870.6856, Fax: 561.537.7215, www.firstmilewarranty.com FOR FLORIDA RESIDENTS - NOTICE TO CONSUMER Administrator may use replacement parts in covered repairs that may include new, remanufactured, used or non-original equipment manufactured parts. LIMITATIONS OF COVERAGE: This brochure is a summary of some of the benefits available with the First Mile Road Hazard Tire Coverage Service Contract. See Service Contract for limitations and restrictions, specifically “What This Service Contract Does Not Cover”, “Who to Call For Repair Authorization” and “Your Responsibilities”. In case of a breakdown, you must contact the selling dealer. If you have moved or are traveling out of town, call the Administrator toll-free: 1-800-870-6856. To start a claim via the mobile app, please scan the applicable QR code. ANDROID IOS FIRST MILE CERTIFIED PRE-OWNED POWERTRAIN LIMITED WARRANTY Total Warranty (Not available in New York) TWS-CPO-PLW (09/23) - 92778 Services WHAT MAKES A FIRST MILE VEHICLE UNIQUE? RECONDITIONING PROCESS • First Mile vehicles must meet or exceed exacting inspection/reconditioning standards to be called a First Mile vehicle. • First Mile vehicles receive a comprehensive vehicle inspection that scrutinizes all major vehicle systems including engine, transmission, drivetrain, brakes, steering, suspension, heating and cooling systems, tires, and exhaust system. First Mile vehicle owners will receive a completed Pre -Owned Vehicle Inspection Report. • Technicians trained on the exacting First Mile standards perform a comprehensive inspection/reconditioning process. PEACE OF MIND • First Mile Vehicles go through a comprehensive vehicle history evaluation to assure that your First Mile vehicle does not contain a Department of Motor Vehicle (DMV) reported incident such as salvage, fire, flood damage, odometer problems, or lemon history. LIMITED WARRANTY • First Mile vehicle owners will receive a First Mile Limited Warranty which provides complete coverage details including: what’s covered, what’s not covered, coverage period, maintenance requirements, and instructions should a breakdown occur. ROADSIDE ASSISTANT BENEFITS • Reimbursement up to $50 per occurrence for towing services, flat tire assistance, battery services, lock out assistance, emergency fluid delivery service, and emergency travel expense reimbursement. EXTENDABLE PROTECTION • First Mile vehicles qualify for an optional vehicle service contract. For even greater peace of mind, you might want to consider purchasing this optional coverage. It picks up where the limited warranty leaves off, with such valuable benefits as: • Higher level of coverage and/or extended coverage • Towing Reimbursement for the term of the vehicle service contract. • Rental Reimbursement for the term of the vehicle service contract NATIONWIDE PROTECTION • Coverage is effective anywhere in the continental United States of America, Alaska, Hawaii, and Canada. DEDUCTIBLE • A deductible per visit may apply. RENTAL REIMBURSEMENT • If your vehicle is kept in a repair facility overnight for covered repairs, rental coverage is provided. CUSTOMER RESPONSIBILITIES MAINTENANCE REQUIREMENTS • Your vehicle must be serviced and receive all scheduled maintenance as recommended by the manufacturer’s Owner’s Manual. MAINTENANCE RECORD RETENTION • You must retain copies of all repair orders for required services. REPAIR REQUIREMENTS • You must return to your First Mile Authorized Dealership or an affiliate for covered repairs. If traveling away from home, contact the First Mile Administrator for directions to the nearest First Mile authorized repair facility. NOTE: Failure to follow maintenance requirements and maintenance record retention section of the First Mile Limited Warranty may void coverage. FOR MORE INFORMATION • Ask your dealership’s sales associate to review the First Mile Limited Warranty. FIRST MILE CERTIFIED PRE-OWNED POWERTRAIN LIMITED WARRANTY

ARE YOU PREPARED TO PAY THE DIFFERENCE? Is the amount you receive from your insurance company enough to pay-off your loan or lease balance if your vehicle is declared a total loss? EXAMPLE Insurance Settlement (Market Value of Vehicle\*) $13,000 Amount you owe on a loan or lease $18,500 Difference ($5,000) In this example, the answer is No! The difference illustrates what you would still owe your lender without GAP. The above is an example for illustrative purposes. Your situation will vary based on your specific loan/lease and insurance coverage. DEDUCTIBLE You may be responsible for the entire amount of your physical damage insurance deductible. See the GAP addendum for specific details. REFINANCE GAP coverage is terminated if the Retail Installment Sales Contract is refinanced. SETTLEMENT DEDUCTIONS GAP addendum amount does not include insurance settlement deductions for customer retained salvage, unrepaired physical damage, towing, rental or storage. NON-COVERED FINANCE ITEMS GAP addendum amount does not include late payments, deferred payments, late charges/ interest or interest after the date of loss. FIRST MILE GUARANTEED LOST EQUITY GAP does not refund advance payments or vehicle equity. UNCANCELLED ADD-ONS GAP addendum amount does not include the refundable portion of any finance additions such as credit insurance or service agreements. CUSTOMER SECURED FINANCING GAP does not apply to any loan obtained from any finance source other than the dealer. INSURANCE GAP does not provide any insurance coverage for you or the vehicle, such as collision, comprehensive, bodily injury, property damage or liability. GAP is not a replacement for primary auto insurance. In case of a breakdown, you must contact the selling dealer. If you have moved or are traveling out of town, call the Administrator toll-free: 1-800-870-6856. To start a claim via the mobile app, please scan the applicable QR code. ANDROID IOS ASSET PROTECTION IN THE EVENT OF A TOTAL LOSS OF YOUR VEHICLE, YOU MAY OWE MORE THAN WHAT YOUR INSURANCE COMPANY WILL PAY Total Warranty Services TWS-GAP (08/21) - 92778 GAP WAIVES THE DIFFERENCE In the unfortunate event your vehicle is declared a total loss due to an unrecoverable theft or accidental damage, your auto insurance company will typically pay the current market value of your vehicle less your deductible. But what if your loan or lease balance is higher than the market value of your vehicle? Answer: You would be responsible for paying off the difference, including your deductible. This can be expensive. The reason for the potential difference is that normally the loan/lease balance decreases at a predictable amount as monthly payments are made. However, the market value of your vehicle is influenced by several variable factors (e.g. supply, demand, mileage). This means that market value often may be lower than your outstanding balance - particularly early in your contract when you have the most to lose. Guaranteed Asset Protection (GAP) can help waive the difference from the current market value of your vehicle. BETWEEN WHAT YOU OWE ON YOUR VEHICLE AND WHAT YOUR INSURANCE COMPANY WILL PAY\* $40,000 $20,000 $10,000 VEHICLE VALUE $4,000 GAP LOAN/LEASE PAYOFF CASH/MARKET VALUE 0 6 12 24 36 48 60 72 LOAN/LEASE TERM (IN MONTHS) THE CHOICE IS YOURS... GAP is an optional form of protection available only at the time you sign your Retail Finance or Lease Contract with the dealership. If you would like to know more about GAP, ask to see the GAP addendum. Besides the limitations listed on the back panel, terms and conditions may vary by state. \* Based on your insurance company paying NADA Retail Value for the vehicle at the time of loss. The amount waived will not include any amount financed in excess of 120%(1) of the MSRP for new vehicles or 120%(1) of the NADA average retail value for used vehicles on the date of contract. (1) The percentage may vary. See the GAP addendum for specific details. FIRST MILE GUARANTEED ASSET PROTECTION

DON’T FORGET TO MAKE YOUR SERVICE APPOINTMENT TODAY In case of a breakdown, you must contact the selling dealer. If you have moved or are traveling out of town, call the Administrator toll-free: 1-800-870-6856. VOID INFLATION AND RISING OIL COSTS. LOCK IN TODAY’S PARTS & SERVICE RATES. REFER TO CONTRACT FOR FULL DETAILS FIRST MILE MAINTENANCE PLANS NEW & USED VEHICLES PROTECT YOUR INVESTMENT WITH THE PLAN THAT BEST FITS YOUR NEEDS! PEACE OF MIND So you can enjoy the drive We offer TWO maintenance plans: STANDARD AND PLUS The following are just a few examples of the services you will receive: • Lube, Oil & Filter Changes • Clean/Adjust Brakes (if applicable) • Multi-Point Inspection (if applicable) • Tire Rotation (Plus Plan only) Select from a variety of service schedules Value-Added Coupons Lock in TODAY’s oil and labor prices Zero Deductible Choose the licensed repair facility that is most convenient for you Protects the vehicle’s value for sale or trade

DON’T FORGET TO MAKE YOUR SERVICE APPOINTMENT TODAY In case of a breakdown, you must contact the selling dealer. If you have moved or are traveling out of town, call the Administrator toll-free: 1-800-870-6856. To start a claim via the mobile app, please scan the applicable QR code. ANDROID IOS FIRST MILE MAINTENANCE PLANS PO BOX 810187 | Boca Raton, FL 33481 800.870.6856 | FAX: 561.537.7215 FIRST MILE MAINTENANCE PLANS NEW & USED VEHICLES Total Warranty Services TWS-FMMP-NO KEY (08/21) - 92778 AVOID INFLATION AND RISING OIL COSTS. LOCK IN TODAY’S PARTS & SERVICE RATES. ROADSIDE ASSISTANCE • Towing Assistance • Battery Service • Flat Tire Assistance • Fuel, Oil, Fluid & Water Delivery Service • Collision Assistance • $500 Emergency Travel Expense Reimbursement • Lock out Assistance REFER TO CONTRACT FOR FULL DETAILS FIRST MILE MAINTENANCE PLANS NEW & USED VEHICLES PROTECT YOUR INVESTMENT WITH THE PLAN THAT BEST FITS YOUR NEEDS! PEACE OF MIND So you can enjoy the drive We offer TWO maintenance plans: STANDARD AND PLUS The following are just a few examples of the services you will receive: • Lube, Oil & Filter Changes • Clean/Adjust Brakes (if applicable) • Multi-Point Inspection (if applicable) • Tire Rotation (Plus Plan only) Select from a variety of service schedules Value-Added Coupons Lock in TODAY’s oil and labor prices Zero Deductible Choose the licensed repair facility that is most convenient for you Protects the vehicle’s value for sale or trade

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Z2 Service Contract The advanced technology that is built into today’s vehicles has increased the complexity and expertise needed for even the simplest of repairs. As a result, repair costs and labor rates have risen and will likely continue to do so. The cost of even one future repair may easily exceed the cost of purchasing a service contract. While it's important to take care of your vehicle in accordance with the manufacturer guidelines, even with the best attention and care to your vehicle, mechanical breakdowns can occur unexpectedly and require costly repairs. The simple truth is that even the most reliable vehicles on the road are at risk for a breakdown, especially as your vehicle ages and accrues mileage. If you have a vehicle service contract, you can drive knowing that you have coverage that will be there even after your manufacturer’s basic warranty has expired, which is when you are likely to need it the most. Weoffer four levels of coverage ranging from basic powertrain to exclusionary, which is our top-of the-line contract that provides coverage for all the parts of your vehicle, unless they are specifically excluded in the contract. BENEFITS Wide range of service contract options Noexclusions for normal wear and tear Multiple deductible options to choose from Repair facilities throughout the U.S. and Canada Option to extend coverage before contract term expires Noexclusions for covered pre-existing conditions COVERAGE With any of our service contracts, you have the confidence of knowing that your vehicle has coverage throughout the United States and Canada. You can even choose the length and type of coverage that best fits your driving habits and matches your specific needs. Hopefully you will never have a problem, but driving with a service contract will reassure you while on the road. In addition to paying for covered repairs, CNA National service contracts include these benefits: Towing and emergency roadside assistance Travel and lodging reimbursement Rental car reimbursement Vehicle service contract diagram Valuable features of your coverage Roadside assistance Simply call our toll-free number 24 hours a day, seven days a week for our sign-and-drive service or towing. Or, you can call your own provider and we will reimburse you up to a certain dollar limits. Rental car reimbursement Wewill pay for a rental vehicle when a covered breakdown occurs. Travel and lodging reimbursement Wewill reimburse your meals and lodging up to an certain amount if you are stranded more than 100 miles from home due to acoveredbreakdown. Whatdoesa vehicle service contract offer that a factory warranty doesn’t? In the event of a mechanical breakdown, a vehicle service contract (VSC) can help reduce costs to repair or replace components that are not covered by the manufacturer’s warranty. The program also provides additional benefits such as towing, rental car, limp-along assistance, and emergency roadside assistance for covered breakdowns. The coverage continues until the expiration date of the contract or when the expiration odometer mileage is reached, whichever occurs first. Can avehicle service contract save me money? Yes. The new and advanced technology in today’s vehicles combined with inflation, supply chain issues and uncertainty about the future have all increased the complexity of basic repairs. As a result, repair and labor costs are likely to continue increasing. The cost of just one significant repair could exceed the cost of purchasing a contract today. Can the purchase price be included in my monthly vehicle payment? Yes, the cost of coverage can be added to your monthly payment, but it can only be done when you purchase your vehicle. If you are financing your vehicle, ask your dealer how you can add the cost of this coverage to your finance contract. Whatshould I do if myvehicle breaks down? If possible, return to the dealership and, if needed, make sure to take advantage of your plan’s towing benefit to prevent further damage. Have the repair facility call before beginning any repairs or parts are replaced. Wherecan I takemyvehicle for repairs if I’m far from home? If you’re unable to return to the dealership, your vehicle service contract will be accepted at thousands of licensed repair facilities throughout the U.S. and Canada. If you have a breakdown far from home, your towing benefit can help get you to a nearby repair facility. EV Service Contract Weassembleda teamofexperts who conducted detailed research across the industry and analyzed internal claims data to develop a service contract focused exclusively on battery-powered electric vehicles. Electric vehicles are distinctly different from gas-powered and hybrid vehicles. However, most other EV service contracts offer coverage for parts that are not even in the vehicle! Experienced We've been covering electric vehicles with our Z2 service contract for more than five years. Based on the claims data we collected from those contracts combined with exhaustive research and intensive study of these automobiles, we've become the industry expert and built a service contract with the premier coverage that is synonymous with CNA National. Integrity Wedidn't take the easy way by wedging a battery paragraph into our standard service contract. We built a one-of-a-kind service contract with four levels of coverage—from stated component to exclusionary with battery—designed to be attractive to consumers while also helping protect dealers' losses and reinsurance positions. Education Wetooktheinitiative and time to learn about these unique vehicles to ensure we could not only offer a top-tier product, but also be able to effectively train and educate all of our clients on the marketing, sale and administration of our EV service contract. As the industry expert, we are your resource. Levels of Coverage Standard Protect Stated-component coverage for crucial components with value in mind Premier Protect The most comprehensive stated-component coverage Elite Protect Comprehensive exclusionary coverage Elite Protect with Battery Elite protect coverage that includes the propulsion battery Whydid CNANcreatethis product? With the year-over-year increase in adoption rates and consumer interest for electric vehicles, our electric vehicle service contract offers a new service contract that is custom built to address EV specific components. This product provides a service contract option unlike any other in the marketplace and will offer consumers peace of mind with their electric vehicle purchase. Whatis different about this new product? Wedeveloped our electric vehicle service contract exclusively for battery-powered electric vehicles and created tiers of coverage specific to components found in these vehicles. We assembled a team of experts to conduct detailed research across the industry and analyzed internal claims data to better understand EV component failures, manufacturing procedures and consumer concerns. Our expertise was then used to develop a service contract with protection specific to battery electric vehicles and their components. Is a new dealer agreement or sign-up needed? No, all dealers currently signed up for Z2 will automatically have access to the EV service contract at the time of launch. Any adjustments to the EV service contract dealer set up will require a rate request submission. Whatwill the coverage be for the propulsion battery? The Elite Protect with Battery tier offers our highest level of protection; the electric vehicle's propulsion battery will be repaired or replaced when it retains less than the original equipment manufacturer's capacity allowance. Will the EV service contract be eligible for reinsurance options? The EVservice contract will be eligible for all reinsurance options. All dealers signed up for Z2 reinsurance will automatically be signed up for reinsurance with EV service contract. Term Protect Service Contract Drive with confidence on the road ahead. There is nothing like the feeling of a brand-new ride and staying up to date with the latest safety, convenience, fuel economy and driver-assist technology.No one wants to replace that with headaches over maintenance and mechanical breakdowns. We provide automotive solutions for your peace of mind when the expected and the unexpected occur. With our contract, you can be confident knowing that your vehicle is covered. You can even choose from different lengths and types of coverage that best fit your driving habits and match your specific needs. This dual-purpose service and maintenance plan covers the items that your manufacturer's warranty may not. The smart choice to help limit future repair costs With the advanced technology in today's vehicles, the costs of repairs tend to increase every year. Our coverage can help protect you from these potentially high out-of-pocket expenses. Valuable features of your coverage Roadside assistance Simply call our toll-free number 24 hours a day, seven days a week for our sign-and-drive service or towing. Or, you can call your own provider and we will reimburse you up to a certain dollar limits. Rental car reimbursement Wewill pay for a rental vehicle when a covered breakdown occurs. Limp-along assistance Wewill pay up to a certain amount to deliver a mobile charge for electric vehicles in the event the propulsion battery is depleted while on the road. Travel and lodging reimbursement Wewill reimburse your meals and lodging up to an certain amount if you are stranded more than 100 mile Whatdoesa vehicle service contract offer that a factory warranty doesn’t? In the event of a mechanical breakdown, a vehicle service contract (VSC) can help reduce costs to repair or replace components that are not covered by the manufacturer’s warranty. The program also provides additional benefits such as towing, rental car, limp-along assistance and emergency roadside assistance for covered breakdowns. The coverage continues until the expiration date of the contract or when the expiration odometer mileage is reached, whichever occurs first. Can avehicle service contract save me money? Yes. The new and advanced technology in today’s vehicles combined with inflation, supply chain issues and uncertainty about the future have all increased the complexity of basic repairs. As a result, repair and labor costs are likely to continue increasing. The cost of just one significant repair could exceed the cost of purchasing a contract today. Guaranteed Asset Protection (GAP) Whenyour vehicle is declared a total loss after an accident or theft, the actual cash value as determined by your auto insurance company may be significantly less than the outstanding balance on your loan. Weadminister multiple GAP waiver programs that can help cover the difference between the actual cash value of your vehicle and what you still owe. Whatis a GAPwaiver? AGAPwaiver is designed to reduce or even eliminate amounts remaining on your loan after your vehicle is stolen or is declared a total loss. Whenavehicle is declared a total loss, due to theft or accident, the primary automobile insurance will typically pay the actual cash value of the vehicle at the time of loss. This amount can be less than the outstanding balance on the loan. The difference between the amount paid by the insurer and the remaining balance on the loan is often referred to as the "gap." The owner of the vehicle remains responsible for paying these amounts to the lender. GAPwaivers can help limit this financial obligation by waiving some or all of what is owed, excluding certain items such as past-due payment amounts and late fees. GAP waivers even include coverage for some insurance deductibles up to $1,000. GAPwaivers are offered as an addendum to your auto loan so must be purchased during the financing transaction Coverage Overview Available for new and used vehicles Can befinanced on loans up to 84months Can befinanced on loans up to 150 percent of the MSRP (newvehicles) or NADA retail value (used vehicles)\* Available for vehicles with a retail sales value up to $100,000\* \*Does not apply to all GAP products. Please see the actual waiver for terms, conditions, limits of liability, exclusions and state-specific provisions that may change your coverage and/or benefits. Submit a GAPwaiver claim In order to submit a GAP waiver claim, your vehicle must first be declared a total loss by your insurance company. If you have not done so already, please contact your automobile insurance provider. Visit GAP Waiver Claim Documents to get a list of documents required to submit a claim. Illustrative example for a $30,000 loan REDUCEORELIMINATEYOUROUT-OF-POCKETEXPENSE WITHGAP Your out-of-pocket savings could be substantial: Let's say your loan balance is: $30,000 Your insurance company says the actual cash value of your lost vehicle is: Leaving you with a "gap" of: $8,000 Primary insurance deductible is:+ $1,000 Total out-of-pocket expense: $9,000 AGAPwaiver can reducethis amount to as little as:-$22,000 $0 For illustrative purposes only. Your individual situation will vary depending on the details of your financing, vehicle specifics and driving history. Some of your loan may remain even after the waiver is applied, due to missed payments, amounts previously due, late fees and other adjustments, including any loan amount that exceeds 150% of the (“NADA”) Official Used Car Guide retail value of your vehicle. Certified Warranty Certified vehicles are increasingly important to today's consumers. There is value in knowing a vehicle has been thoroughly inspected and vetted before resale, and CNA National works with select auto dealers to create dealer-certified warranty programs that offer a top level of coverage to help provide that reassurance. BENEFITS Purchasing a vehicle that comes with a limited warranty helps provide peace of mind against the unknowns that accompany buying a used car. CNA National works with select auto dealers to create certified warranty programs that can help eliminate some of these risks. Customers also have the opportunity to purchase a vehicle service contract that "wraps" around the coverage afforded in the limited warranty, adding additional years and often additional types of coverage that can help guard against unexpected repair costs. COVERAGE Ask your dealer what type and term of limited warranty they offer. And be sure to ask about CNA National service contracts to wrap the limited warranty! Limited Powertrain Warranties & Wraps Dealers can offer customers a choice of limited powertrain warranties at no additional cost, designed to cover repairs of powertrain components. You can even add an optional "wrap" service contract to enhance the warranty with additional comprehensive coverage. Lifetime Limited Warranty The CNANational Lifetime Limited Powertrain Warranty and Lifetime Wrap program can provide consumers with mechanical breakdown coverage for as long as they own the vehicle. Unlimited Miles & Stated Time The CNANational Unlimited Miles & Stated Time Powertrain Warranty and Wrap program can provide mechanical breakdown coverage for consumers who need higher mileage limits. Unlimited Time & Stated Miles The CNANational Unlimited Time & Stated Miles Powertrain Warranty and Wrap program can provide consumers with mechanical breakdown coverage for the long term owner. Ancillary Suite of Products Wecanhelp keepyour vehicle looking good, too! Our ancillary product mix is diverse and provides products to protect and maintain your vehicle's appearance, both inside and out. All of our ancillary products are transferrable to the new owner if you sell your vehicle; and, should you have a claim, there are no deductibles. Regardless of which CNA National product you select, our claims process is fast and easy. Tire & Wheel Wehavecoverages that will either repair or replace tires or wheels damaged by a road hazard, such as a pothole, nail or any object not normally found in the roadway. There is also optional coverage for wheels that sustain significant cosmetic damage, such as a scrape or dent. This valuable protection is not just for maintaining your vehicle’s appearance and safety, it also includes reimbursement for towing, flat-tire change assistance and alternate transportation. Paintless Dent Repair (PDR)\* Dents and dings can certainly ruin the appearance of any vehicle. CNA National offers coverages to get your vehicle looking good again! The PDR process uses specialized hand tools to return painted, dented sheet metal back to its original form. This process does not harm the vehicle’s original factory finish and no repainting is required. Interior and Exterior Protection\* It’s happened to all of us. . .we parked under a tree with sap, or we spilled a beverage in our vehicle! Weoffer protection products for both the exterior and interior of your vehicle to keep it looking new. Treated exterior surfaces will be resistant to damage from environmental contaminants, including tree sap, insects and hard-water spots. Our interior protection guards fabrics against stains from food, drinks, pets, gum, make up, crayons, lotions, etc., and protects leather and vinyl from fading, discoloring and cracking. Rust Inhibitor and Undercoating Protection\* Whenthis protection product is applied to your vehicle’s sheet-metal surfaces and underbody, it acts as a barrier to prevent rust damage and cracking, chipping and peeling of metal surfaces. Theft Deterrent\* Imagine looking for your vehicle in a crowded parking lot and realizing it’s gone! While we can’t guarantee that your vehicle will never be stolen, we can decrease the chances with our theft deterrent program. A traceable, unique identifier is applied to your vehicle to make it less attractive to thieves Windshield Protection\* Adamagedwindshield can certainly affect the safe operation of your vehicle. Even if the damage doesn’t impede your ability to see the road, the windshield crack or chip can get worse over time and increase the cost of repair or replacement. Our windshield repair or replacement products are designed to reduce your out-of-pocket expense and get you back on the road quickly. \* Notavailable in all states; see the specific contract for coverage details, restrictions and exclusions.