

Contact Center

- How else can I contact you?

Our teams are available via phone and via chat during normal business hours, 8 a.m. to 6 p.m. EST, Monday through Friday.

- Our Support Team:

Add the info on the page in the link below. This is all our support info – you can just copy it.

<https://www.fidelitywarrantyservices.com/customer-support>

Contract Information – Note, these will need to be better defined once the screens are available. I have not seen the Product screen or where the customer can download their contract.

- How do I cancel my contract?

(We have got the respective Ans from Jeremy)

Ans: The process is simple. There are two ways you can cancel your product(s):

1. Return to the dealership where you purchased your current product(s) to request a cancellation; or,
2. Download and complete the following the cancellation form that applies to you:

- If you live in Wyoming – [Download Form](#)
- If you live in Puerto Rico - [Download Form](#)
- All other states - [Download Form](#)

Required documents and return instructions are included on the form. Please reference the following [Odometer Statement](#) if you choose this method to present proof of the vehicle's mileage.

- How can I find out which coverage I have selected?

** You can validate which coverage you have by clicking “My Products”, then clicking on the contract number to expand the specific contract details. ** (will need to be edited when we see how the functionality works)

- How can I get a copy of my contract?

** We can fill this in when we see how the functionality will work **

Mechanical Claims

- How do I begin a claim?

The process is simple. If your vehicle needs repair, if possible, bring the vehicle to your selling dealer. If you cannot do this, please follow the instructions on your Service Contract and call the toll-free number indicated on the bottom of your contract and a claims analyst will assist you.

Claim payments, less a deductible, may be made directly to the repair facility. There is no paperwork for you to fill out, and since payments are made to the repair facility, there's no wait for reimbursement.

- What are the hours of operation for the claims group?

8 a.m. to 9 p.m. ET – Monday to Friday

9 a.m. to 4 p.m. ET – Saturday

- Where can I take my vehicle to use my maintenance coupons?

You should return to the dealership where you purchased your Maintenance Contract or contact Fidelity Warranty Services at (800) 327-5172 for additional instructions.

- Can I be sure that any valid Service Contract claim I have will be paid?

Rest assured, we will be here when you need us. Fidelity Warranty Services, through its affiliated companies, has more than three decades of experience with millions of service contracts in force. All service contracts are fully insured and backed by Courtesy Insurance Company, which is rated A (Excellent) by A.M. Best Company.

And, because claims are paid directly to your repair facility, you do not have to wait to get reimbursed or worry about completing any complicated paperwork.

- If the dealership where I purchased my Service Contract goes out of business will my vehicle still be covered?

Absolutely! As stated above, Fidelity Warranty Services will be there when you need us.

Coverage Information (instead of marketing)

- When does coverage begin?

Coverage begins as specified in the “Service Contract Period” section of your Service Contract.

- If I sell my vehicle, is my Service Contract transferable?

Yes, your Service Contract is transferable to the new owner. A Service Contract may enhance the value of your vehicle and is a great benefit for the buyer, which may help you sell your vehicle faster and at a higher price.

Refer to your service contract for details about the transfer process and any applicable fees.

- Does my Service Contract cover parts and labor?

Yes, parts, labor, and fluids for covered components (as specified in your Service Contract) and applicable taxes, less a deductible, are covered by your Service Contract.

- Is there a deductible?

Yes, your Service Contract will have the deductible that you selected, such as \$0, \$50, \$100 or \$250 per repair visit.

Marketing Questions

Need to work with PD on these to get product questions. Can I use the Coverage questions above instead for now?