



Mechanical Breakdown Coverage

PROCEDURE MANUAL



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GENERAL ELIGIBILITY

To qualify for an Xtended RV Plan, a vehicle must meet all the following eligibility requirements:

- Used for pleasure use
- Used for business purposes with Commercial Surcharge
- All covered components must be functioning and working properly at the time of sale of the Plan. PRE-EXISTING CONDITIONS ARE NOT COVERED. Dealer must repair any pre-existing condition prior to issuing the Plan
- Unit must be current model year +19 years or less

GENERAL INELIGIBILITY

- Motorhomes with more than 160,000 kms on the odometer at the time of purchase
- Or if an accurate odometer reading **cannot** be determined for your unit at the purchase date
- Any unit not using publicly maintained roads
- If the original warranty has ever been voided by the manufacturer
- If the unit has ever been deemed a total loss
- If the unit's odometer has stopped, been changed, or altered
- If the unit is a Revcon model and/or is equipped with a Renault Engine, or any other ineligible model

COVERAGE TYPES AND ELGIBILITY

New Coverage Eligibility:

- Any unit being registered with the manufacturer for the first time regardless of model year with less than 20,000 Kilometers (for motorhome coverage)
- NEW can be sold by any authorized Selling Dealer
- January 1st of each year constitutes a model year change

New Extended Eligibility:

Allows, with a SURCHARGE, the sale of 'NEW' rates and coverage terms for units that meet the eligibility criteria noted below:

MOTORHOMES

- Units that have been previously registered with the manufacturer
- No more than current model year +3 years
- Have less than 60,000 kms on the odometer

- Current +1 model year maximum term available is 84/120,000
- Current + 2 years maximum term available is 72/160,000
- Current +3 years maximum term available is 60/125,000

TOWABLES & PARK MODELS

- Units that have been previously registered with the manufacturer
- No more than current model year +2 years
- Are less than 24 months from the original in-service date
- Current +1 model year maximum term available is 7 years
- Current + 2 years maximum term available is 6 years

Used Eligibility

Available for purchase at TIME OF SALE ONLY (unless Post Sale option has been purchased).

Available Coverage Levels:

ULTIMATE COVERAGE

- is available for unit's current model year +19 years or less
- Surcharge required for unit's current model year +9 years and older
- 5- and 6-year plans are only available up to current model year +8 or current model +9 to +10 with additional surcharge
- If older than +6 previous model years, inspection form is to be submitted with contract

SELECT COVERAGE

- is available for unit's current model year +19 years or less. Surcharge required for unit's current model year +9 years and older
- 5- and 6-year plans are only available up to current model year +8 or current model +9 to +10 with additional surcharge
- If older than +6 previous model years, inspection form is to be submitted with contract

MOTORHOMES

- More than current model year +3 years OR
- More than 60,000 kms and under 160,000 kms on the odometer

TOWABLES & PARK MODELS

- More than current model year +2 years
- In- service more than 24 months

Post Sale Eligibility:

- Allows for the purchase of a USED Plan after the unit purchase date
- Same eligibility as USED
- Surcharge required
- Inspection required on units older than current model year +6 years
- 30 day waiting period for claims
- January 1st of each year constitutes a model year change

OPTIONAL PACKAGES AND SURCHARGES

MOTORHOME COVERAGE

MANDATORY SURCHARGES:

| | Select | Ultimate |
|---|--------|----------|
| Diesel Engine (Does NOT apply to contracts with Diesel Wrap Coverage) | ✓ | ✓ |
| Four Wheel Drive | ✓ | ✓ |
| Slide Out Room(s) | ✓ | Included |
| Leveling System | ✓ | Included |
| Commercial Usage | ✓ | ✓ |
| Older Units (USED units only) | ✓ | ✓ |
| Extended Eligibility | ✓ | ✓ |
| Post Sale Contract RV inspection form is required if unit is older than current +6 previous model year (USED UNITS ONLY) | ✓ | ✓ |

Diesel Engine

- All covered engine parts shown under ENGINE plus fuel injectors (except for contamination), fuel injection pump, fuel heater, all internally lubricated parts contained within the turbocharger housing, waste gate and intercooler. Turbocharger housing is only covered due to the mechanical failure of an internally lubricated part.

Four Wheel Drive:

- Transfer Unit: All internally lubricated parts contained within the transmission case, including but not limited to bearings, bushings sprockets, chains, sleeves and gears, viscous coupler, shift forks.
- Drive Axles: All internal parts, including but not limited to ring and pinion gears, spider gears, side gears, bushings, bearings, spacers, yokes, axle shafts, lock rings, retainers, axle bearings and hubs. The differential housing is also covered if damage is caused by a

mechanical failure of an internally lubricated part. Drive shaft, centre support, and universal joints, including constant velocity joints and tripod joints are also covered.

Commercial Usage:

- Commercial Usage only means daily, weekly, or monthly rentals, short-term (12-month or less) lease, or primarily used for business purposes by a single driver, e.g. a traveling salesperson. Coverage does not include taxi, shuttle, delivery services, principally used off-road or hauling.
- For vehicles registered in the name of a trust, LLC or other legal entity not used for commercial purposes, the Commercial Usage surcharge does not apply. A written statement from the Plan Holder stating the vehicle is used for personal use is required. Failure to provide this written statement will result in the Commercial Usage surcharge to be added and billed to the dealership.
- Emergency Roadside Assistance Benefits are not available on commercial use units

Slide-Out Room(s) (Included in Ultimate Coverage):

- Factory Installed or Factory Approved Dealer Installed Electric motors, hydraulic pump, hydraulic ram assembly, actuators, lines, fittings, cylinders, worm gear, gears, boots / seals / weather-stripping, electric switch, wiring harness.

Leveling System (included in Ultimate Coverage):

- Factory Installed or Factory Approved Dealer Installed motor, hydraulic/electric pump, actuators, jack assembly, lines, fittings, cylinders, electric motor, worm gear, gears, electric switch, wiring harness.

Post Sale Contract:

- If unit qualifies for Used Coverage and the contract purchase date is later than unit purchase date, the Post Sale Contract surcharge applies, and claims will not be considered within the first thirty (30) days of the Contract purchase date.

Older Units:

- If unit is older than the current model year (based on current calendar year) plus nine (9) previous model years, to a maximum of nineteen (19) previous model years, the Older Unit surcharge will apply. This surcharge may limit coverage availability.

Extended Eligibility:

- If the unit is a New (never previously registered) Motorhome and the odometer exceeds 20,000 kilometres, the Extended Eligibility surcharge applies if term of coverage exceeds forty-eight (48) months.

- If the unit is a pre-owned (previously registered) Motorhome and is older than current model year (based on current calendar year) plus one (1) previous model year or the odometer exceeds 20,000 kilometres, the Extended Eligibility surcharge applies if term of coverage exceeds forty-eight (48) months.
- If the unit is a pre-owned (previously registered) Towable or a Motorhome with Motorhome Coach-Only Coverage, the Extended Eligibility surcharge applies if term of coverage exceeds forty-eight (48) months.

OPTIONAL COVERAGE:

| | Select | Ultimate |
|---|---------------|--|
| \$500 Towing | ✓ | Included |
| \$1000 Towing | ✓ | ✓ |
| Deluxe Component Package | ✓ | Included |
| Audio Visual Package | ✓ | Included |
| Seals and Gaskets | ✓ | Included on NEW and Ultimate coverage USED |
| Enhanced Service Call | ✓ | ✓ |
| Mobility Equipment Package | ✓ | ✓ |
| Deluxe Electronic Package (Ultimate ONLY) | | ✓ |
| Tire and Wheel Road Hazard Protection | ✓ | ✓ |

\$500 Towing Option (Included in Ultimate Coverage):

- Increases Towing and Emergency Roadside Assistance Benefit to Five Hundred Dollars (\$500). If the \$500 Towing Option is not selected, then the maximum towing benefit under the SELECT plan is \$300.

\$1000 Towing Option:

- If the \$1,000 Towing Option is selected, the towing benefit increases to one thousand dollars (\$1,000).

Deluxe Components (Included in Ultimate Coverage):

- Factory Installed or Factory Approved Dealer Installed; Rear monitor, backup camera & perimeter warning systems; trash compactor; central vacuum cleaner system; washing machine; clothes dryer; water purifier; dishwasher; in-sink disposal; ice maker; freezer; external barbecue; kitchen centre (Factory Installed or Factory Approved Dealer Installed); remote electronic entrance system; factory installed thermometer; factory installed compass; central locking system; factory installed anti-theft system; security systems; power seat module; electric fireplace; Solar recharging system panels, regulators and wiring; and aqua heat system.

Audio Visual Package (Included in Ultimate Coverage)

- Factory Installed or Factory Approved Dealer Installed; Television set(s) (65" or less), TV antenna motors, stereo system including CD/DVD/MP3, VCR tape deck, GPS navigation system, satellite TV and satellite radio systems.

Seals and Gaskets (Used units Only; with Select coverage):

- For Used Motorhomes, coverage is available for units with 96,000 kms or less on the Purchase Date. Seals and gaskets for all covered components are covered independently or in conjunction with a covered repair.

Enhanced Service Calls:

- Increases Service Call Benefit to four hundred dollars (\$400). If the Enhanced Service Call Option is not selected, then the maximum Service Call benefit is \$200 per claim.

Mobility Equipment Package:

- Factory Installed or Licensed Mobility Equipment Company Installed; Chair lift motors and assemblies, electric/hydraulic ramp controls and assemblies, adjustable seating mechanisms, adjustable pedal and steering control mechanisms, hoist and swing arm mechanisms, kneel systems, door opening and closing systems that are a part of the original mobility conversion.

Deluxe Electronics Package (Ultimate Coverage Only):

- Factory Installed or Factory Approved Dealer Installed Television set(s) larger than 65" (maximum of four (4) sets); lane departure / collision control systems, touch screen control panels, mobile app-control systems (non-factory tablet and mobile devices are not covered), factory installed (OEM) phone and internet access systems, wireless Wi-Fi Routers, Wi-Fi and cell phone boosters.

Tire and Wheel Road Hazard Protection:

- In the event a tire(s) on your vehicle, a vehicle owned by you which is towing your vehicle, or a vehicle owned by you being towed by your vehicle is damaged due to a road hazard, we will pay a repair facility, or reimburse you the following:
 - *Tire Repair:* pay the charges incurred for the repair of the flat tire(s).
 - *Tire Replacement:* pay for a replacement tire should the tire become non-repairable due to impact breaks, snags, punctures, or other road hazards. See contract for more details.
 - *Wheel Repair:* pay the charges incurred for the repair of the wheel(s).
 - *Wheel Replacement:* pay for a replacement wheel should the wheel become an unserviceable wheel due to road hazard damage. See contract for more details.

USED TOWABLE AND MOTORHOME COACH-ONLY COVERAGE

MANDATORY SURCHARGES:

| | Select | Ultimate |
|--|--------|----------|
| Slide Out Room(s) | ✓ | Included |
| Leveling System | ✓ | Included |
| Commercial Usage | ✓ | ✓ |
| Motorhome Coach-Only Coverage | ✓ | ✓ |
| Older Units (USED UNITS ONLY) | ✓ | ✓ |
| Extended Eligibility | ✓ | ✓ |
| Post Sale Contract- RV inspection form is required if unit is older than current +6 previous model year (USED UNITS ONLY) | ✓ | ✓ |

Motorhome Coach-Only Coverage (Included in Ultimate Coverage):

- If unit is a motorhome and Motorhome Coach-Only Coverage is purchased on unit, the Motorhome Coach-Only Coverage surcharge will apply. Motorhome Coach-Only Coverage provides coverage only for those components and component groups included in the coach portion of the Motorhome. No coverage is provided for any components or component groups associated with the powertrain and chassis of the Motorhome. Please see contract for more details.

Extended Eligibility:

- If the unit is a pre-owned (previously registered) Towable or a Motorhome with Motorhome Coach-Only Coverage, the Extended Eligibility surcharge applies if term of coverage exceeds forty-eight (48) months.

OPTIONAL COVERAGE:

| | Select | Ultimate |
|--|--------|--|
| \$500 Towing | ✓ | Included |
| \$1000 Towing | ✓ | ✓ |
| Deluxe Component Package | ✓ | Included |
| Audio Visual Package | ✓ | Included |
| Seals and Gaskets | ✓ | Included on NEW and Ultimate coverage USED |
| Enhanced Service Call (up to \$400 benefit per occurrence) | ✓ | ✓ |
| Mobility Equipment Package | ✓ | ✓ |
| Deluxe Electronics Package | ✓ | ✓ |
| Tire and Wheel Road Hazard Protection | ✓ | ✓ |

PLAN START DATE

New:

Term starts on the Plan purchase or delivery date, whichever is later, and 0 kms.

New Extended Eligibility:

Term starts on the Plan purchase or delivery date, whichever is later, and 0 kms.

Used:

Term starts on the Plan purchase or delivery date, whichever is later, and current kms.

Post Sale:

Term starts on the Plan purchase date and current kms.

LIMIT OF LIABILITY AND LIABILITY START DATE

Limit of Liability

Each claim/repair visit will in no event exceed the actual cash value of the unit before the mechanical breakdown. The aggregate of all coverage and benefits will not exceed the price paid for the unit or \$75,000, whichever is less. If parts are not available and the unit cannot be repaired, the customer will receive a pro-rated refund of the purchase price of the Plan.

Liability Start Date

New Plans:

- Begins on expiration of the manufacturer's warranty, product purchase date or delivery date whichever is later.
- Manufacturer/Dealer/OEM warranty supersede Xtended RV coverage.

New Extended Eligibility Plans:

- Begins on expiration of the manufacturer's warranty, product purchase date or delivery date whichever is later.
- Manufacturer/Dealer/OEM warranty supersede Xtended RV coverage.

Used Plans:

- Coverage begins on the Plan purchase date or delivery date, whichever is later. Used plans must be purchased on the same day as the unit is purchased.

Post Sale Plans

- Coverage begins on the Plan purchase date.
- Claims waiting period of 30 days applicable on all Post Sale Plans.

LEVELS OF COVERAGE

Ultimate Coverage

- Exclusionary coverage- all components are covered except components listed under Exclusions in the customer Plan.
- Towables, Park Models and Motorhomes are eligible
- Current Model year +19 years

Select Coverage

- Component coverage- only components that are listed in the Plan under Select Coverage are covered.
- Towables, Park Models and Motorhomes are eligible
- Current model year +19 years
- Current +9 to 19 model years require surcharge

DEDUCTIBLES

Each Plan, regardless of term, contains a deductible. There are several deductible options available (\$0 (NEW ONLY), \$50, \$100, \$200, \$250 and \$500). The Deductible noted on the registration page will be applied on a per visit basis.

If the customer returns to the Selling Dealer for repairs, the deductible stated on the registration page will be reduced by \$50 per visit for a covered Mechanical Breakdown, unless the \$0 deductible is selected.

Deductible is subject to applicable taxes.

ADDITIONAL PLAN BENEFITS

Rental Expense (Motorhome Only):

- In the case of a covered repair, the administrator will reimburse you for substitute transportation. Such reimbursement will be limited to seventy-five dollars (\$75) for every eight (8) hours, or portion thereof, for applicable labour time required to complete the covered repair (based on applicable national repair manual); up to a maximum of five hundred dollars (\$500) per occurrence.

Additional Rental Expense (Motorhome Only):

- Rental benefits will be increased up to five (5) additional days (\$50 per day maximum) in cases of covered major component (Engine, Transmission, Drive Axle) failure and/or parts delay for

any covered repair or administrator requested unit inspection; provided, additional authorization is obtained from the administrator.

Service Calls:

- In the event of a covered repair, the administrator will cover up to two hundred dollars (\$200) per claim if onsite service is necessary. This benefit also applies to repairs made under the manufacturer's warranty that would otherwise qualify for coverage under the contract. In the event that there is a claim under the manufacturer's warranty that would not be covered under the contract, the administrator will cover up to two hundred dollars (\$200) for onsite service calls for a maximum of two (2) covered manufacturer claims during the first one hundred twenty (120) days of this contract. Proof of manufacturer authorization / payment is required before benefit can be applied.

Manufacturer's Warranty Deductible Reimbursement:

- In the event a deductible is charged for a repair under the manufacturer's warranty that is considered to be a covered repair, the deductible charge will be reimbursed up to one hundred dollars (\$100) per occurrence.

Towing Service:

- In the event towing of your unit is necessary as the result of a covered repair or damage due to road hazard, the administrator will reimburse you for towing services as follows:
 - up to three hundred dollars (\$300) for SELECT Coverage
 - up to five hundred dollars (\$500) for ULTIMATE Coverage
 - five hundred dollars (\$500) for SELECT Coverage with \$500 Towing Option
 - one thousand dollars (\$1,000) for SELECT or ULTIMATE Coverage with \$1,000 Towing Option

For Towing service call 1-888-702-9747.

Emergency Roadside Assistance:

In the event your registered unit requires roadside assistance, call **1-888-702-9747** and a service vehicle will be dispatched to your assistance. The Xtended RV Emergency Roadside Assistance service is available 24 hours a day, 365 days a year and is available throughout Canada and the U.S.

- 24-hour Emergency Roadside Assistance service begins upon the expiry of the manufacturer's roadside assistance coverage and continues for the term of your contract, unless cancelled.
- Roadside Assistance coverage under this benefit is limited to five (5) payable occurrences per contract. Only one disablement for the same service type during any seven (7) day period will be accepted.
- In the event that service is not obtainable through Xtended RV Emergency Roadside Assistance, you will be reimbursed for expenses paid according to the coverage limits outlined in these terms and conditions. You must first contact Xtended RV for authorization to obtain services independent of the Emergency Roadside Assistance Program.

- Coverage is extended to the unit registered in the contract only. The registered unit must be owned by the customer identified in the contract.
- This contract **does not** cover units requiring towing or other roadside assistance due to accidents. In the event your registered unit is involved in an accident, you must contact your insurance company.

The following are Covered Services provided for up to one-hundred dollars (\$100) per occurrence:

- Flat tire assistance
- Lock-out assistance
- Fuel / fluid delivery services
- Battery service

Trip Interruption Expenses:

- the administrator will reimburse up to two hundred dollars (\$200), per day, for a maximum of three (3) days, for incurred meal (restaurants only) and lodging (hotel / motel only) expenses if:
 - You cannot utilize the unit due to a covered repair and are more than one hundred (100) kilometres from your home address shown on registration.
 - You incur meal and lodging expenses as a direct result of a covered repair causing a delay en route. The date of the mechanical breakdown shall be considered the first day of the three (3) consecutive calendar day maximum period. The meal and lodging expenses must be incurred between date of mechanical breakdown and the completion date of the covered repair, or by the end of the third (3rd) calendar day from the date of mechanical breakdown, whichever occurs first.

Food Spoilage:

- The administrator will reimburse you up to one hundred and fifty dollars (\$150), per occurrence, for food spoilage due to your refrigerator not working properly as a direct result of a covered repair, and service is not available for at least twenty-four (24) hours.



Mechanical Breakdown Coverage

ADMINISTRATION



ISSUING VEHICLE PROTECTION PLANS

Upon completion of the sale of a Plan, your customer and Dealer Representative must sign the registration page and a copy retained by the Dealer. The customer should then be provided with a copy of the registration page and all corresponding pages of the Plan. The final page of the Plan is the Customer Welcome Letter and Customer Card. No other confirmation of coverage will be issued. Customers may request replacement copies for lost customer cards by contacting their selling Dealer or the Administrator.

REPORTING VEHICLE PROTECTION PLANS

Since the program uses 'live' Plans it is important that all Plan sales be reported at least once a month. The instructions that follow should be made available to all personnel involved with processing Plan sales.

REPORTING PLANS

The Plans generated with the online system will be submitted to the Administrator automatically once SUBMIT is selected online by the Dealer.

Please note that "Saved" contracts are classified as "Unsubmitted" and do not become valid until they are put into "Submitted" status.

VOIDING PLANS

If a Plan is "Submitted" online and not purchased by the customer, the Dealer must notify the Administrator to have the Plan voided.

REMITTANCES AND STATEMENTS

Remittances are to be forwarded to;

Cornerstone United, Ltd.
931 Commissioners Road E., Suite 201
London, ON N5Z 3H9

Monday through Friday 8:00am-:8:00pm ET
Saturday 9:00am-1:00pm ET

Administrator: 1-866-451-1327

Protection Plan Sales

Remitting online: Plan must be entered and submitted online at www.xtracarecdn.com. Paper copies of the Plans do not need to be sent with monthly remittance if they have been submitted online.

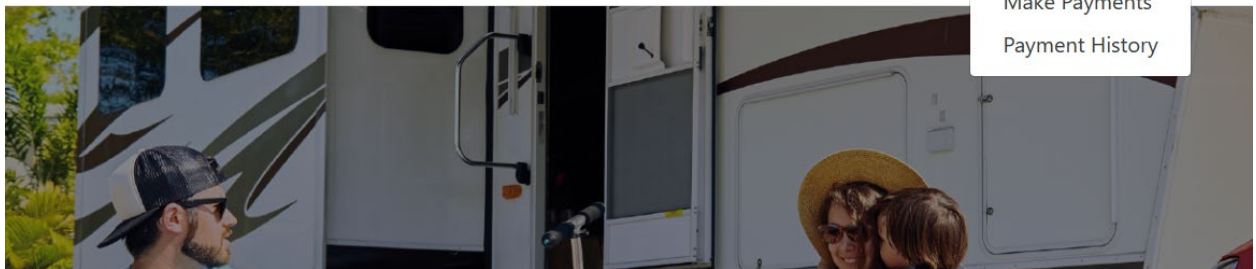
The Plan is not in force until paid in full. No claim payments will be issued on behalf of any Plan unless the Plan has been paid in full.

Remittance Form

Remittance forms should be generated from the online system and included with payment. Please see below for step-by-step instructions on how to submit an online remittance.

1. Go to “PAYMENTS” and select “MAKE PAYMENTS” from the drop-down menu.

Home ▾ Sites ▾ Contracts ▾ Quotes ▾ Claims ▾ Supplies ▾ Dealer Materials Reports ▾ Payments ▾



FOR PAYMENT BY CHEQUE:

1. Select the Payment Type as “CHEQUE” and select the contracts to be included in the remittance by ticking the boxes on the left-hand side.

Make a Payment

[Call 519-963-4772 for any questions or problems while making a payment.](tel:519-963-4772)

Dealer Information

Dealer

CHEYSON BUSINESS SERVICES (ON) - XRON35377
▾

CHEYSON BUSINESS SERVICES (ON)

PO BOX 31163 WILLOW WEST
GUELPH, ON N1H 8K1

Payment Type

CHEQUE
▾

Submit

Subtotal \$0.00

| ■ | Application Date | Last Name | Type | Description | Dealer Cost | PST | GST | Amount Due | VIN | Model Number |
|--------------------------|------------------|-----------|----------|---------------|-------------|--------|---------|------------|-------------------|--------------|
| <input type="checkbox"/> | 2022-12-15 | TEST | Contract | XTRVXNE1999-1 | \$100.00 | \$0.00 | \$13.00 | \$113.00 | 1C4PJMCS7GW129988 | F4 |
| <input type="checkbox"/> | 2022-12-15 | TEST | Contract | XTRVXNE1998-1 | \$50.00 | \$0.00 | \$6.50 | \$56.50 | 1C4PJMCS7GW129988 | S4 |

- Click "SUBMIT". You will be asked to confirm payment. If the remittance is correct select "SUBMIT".

Payment Review

Total Payment \$710.77

| Dealer Name | Dealer Address | Contract Number | VIN | Dealer Cost | PST | GST | Amount Due |
|--------------------------------|------------------------------------|-----------------|-------------------|-------------|--------|---------|------------|
| CHEYSON BUSINESS SERVICES (ON) | PO BOX 31163 WILLOW WEST GUELPH ON | XTAN3361 | 2C4RC1CG5GR118946 | \$629.00 | \$0.00 | \$81.77 | \$710.77 |

Submit Close

- Print the Payment Confirmation Page to send along with a cheque for the payment amount to the address on the Payment Confirmation Page.

NOTE-The payment amount indicated on the payment confirmation page INCLUDES taxes.

Payment Confirmation Print Make another payment

Dealer Information:
 Dealer Number: XRON35377
 Dealer Name: CHEYSON BUSINESS SERVICES (ON)
 Dealer Address: PO BOX 31163 WILLOW WEST GUELPH, ON N1H 8K1
 Payment Method: CHEQUE
 Payment Amount: \$2,388.82
 Payment Status: PENDING
 Payment ID: 71521
 Payment Date: 2022-08-11

Cheque Information:
 Make cheques payable to CornerStone United. Payment should be mailed along with a copy of this Payment Receipt to:
 CornerStone United, Ltd.
 931 Commissioners Road East, Suite 201
 London, ON N5Z 3H9
 Business Numbers:
 GST/HST 13576 6863
 RT0001 QST 1212927607
 Manitoba RST 074360-9

| ID | Contract Date | Last Name | Description | Dealer Cost | PST | GST | Amount | VIN | Model |
|---------|---------------|-----------|---------------------|-------------|--------|----------|------------|-------------------|------------------|
| 5013511 | 2022-02-15 | Murphy | Contract XPPN1463-1 | \$2,114.00 | \$0.00 | \$274.82 | \$2,388.82 | 2C4RC1CG5GR118946 | Town and Country |

FOR PAYMENT BY CREDIT CARD

1. Select Payment Type as “CREDIT CARD” and select the contracts to be included in the remittance by ticking the boxes on the left-hand side.

Make a Payment

Call 519-963-4772 for any questions or problems while making a payment.

Dealer Information

Dealer

CHEYSON BUSINESS SERVICES (ON)
 PO BOX 31163 WILLOW WEST
 GUELPH, ON N1H 8K1

Payment Type

A non-refundable convenience fee of 3 percent will be applied to all credit card transactions. Fees are subject to applicable taxes.

Subtotal \$113.00

| Application | Last | Type | Description | Dealer | PST | GST | Amount | VIN | Model |
|-------------------------------------|------------|------|------------------------|----------|--------|---------|----------|-------------------|--------|
| Date | Name | | | Cost | | | Due | | Number |
| <input checked="" type="checkbox"/> | 2022-12-15 | TEST | Contract XTRVXNE1999-1 | \$100.00 | \$0.00 | \$13.00 | \$113.00 | 1C4PJMCS7GW129988 | F4 |
| <input type="checkbox"/> | 2022-12-15 | TEST | Contract XTRVXNE1998-1 | \$50.00 | \$0.00 | \$6.50 | \$56.50 | 1C4PJMCS7GW129988 | S4 |

2. Click “SUBMIT”. You will be asked to confirm payment and review the added convenience fee. Be sure to also review the check box to confirm if you would like this payment information to be stored safely on the external site. If you allow for this information to be stored, then you will not need to enter it again for any future remittances. If you decline this option, you will need to manually enter this information each time you would like to complete a payment by Credit Card.

NOTE- The convenience fee does not apply to any payment submitted by cheque.

Home Sites Contracts Quotes Claims Supplies Dealer Materials Reports Payments English Hello DE

Payment Review

Total Payment \$2,469.80

| Dealer Name | Dealer Address | Contract Number | VIN | Dealer Cost | PST | GST | Amount Due |
|--------------------------------|------------------------------------|-----------------------------|-------------------|-------------|--------|----------|------------|
| CHEYSON BUSINESS SERVICES (ON) | PO BOX 31163 WILLOW WEST GUELPH ON | XPPN1463 | 2C4RC1CG5GR118946 | \$2,114.00 | \$0.00 | \$274.82 | \$2,388.82 |
| CHEYSON BUSINESS SERVICES (ON) | PO BOX 31163 WILLOW WEST GUELPH ON | Credit Card Convenience Fee | | \$71.66 | \$0.00 | \$9.32 | \$80.98 |

You will be directed to an external payment site to complete your transaction.

Your payment information will be stored on a secure external site for future payment processing. By unchecking the box, you are declining to store your payment information on the secure external payment site.

3. Select “PAY NOW” and follow the on-screen instructions. **Please Note** -you will be directed to an external payment site to complete your transaction.

FOR PAYMENT BY ELECTRONIC PAYMENT

1. Select Payment Type as “ELECTRONIC PAYMENT” and select the contracts to be included in the remittance by ticking the boxes on the left-hand side.

Make a Payment

Call 519-963-4772 for any questions or problems while making a payment.

Dealer Information

Dealer:

CHEYSON BUSINESS SERVICES (ON)
 PO BOX 31163 WILLOW WEST
 GUELPH, ON N1H 8K1

Payment Type: Check Number (optional):

No convenience fee will be applied to electronic payment transactions.

Subtotal \$113.00

| Application | Last | Type | Description | Dealer | PST | GST | Amount | VIN | Model |
|-------------------------------------|------------|------|-------------|---------------|----------|--------|---------|----------|----------------------|
| ■ | Date | Name | | Cost | | | Due | | Number |
| <input checked="" type="checkbox"/> | 2022-12-15 | TEST | Contract | XTRVXNE1999-1 | \$100.00 | \$0.00 | \$13.00 | \$113.00 | 1C4PJMCS7GW129988 F4 |
| <input type="checkbox"/> | 2022-12-15 | TEST | Contract | XTRVXNE1998-1 | \$50.00 | \$0.00 | \$6.50 | \$56.50 | 1C4PJMCS7GW129988 S4 |

2. Click “SUBMIT”. You will then receive the payment review pop up. Be sure to review the check box to confirm if you would like this payment information to be stored safely on the external site. If you allow for this information to be stored, then you will not need to enter it again for any future remittances. If you decline this option, you will need to manually enter this information each time you would like to complete a payment by Electronic Payment.

Payment Review ✕

Total Payment \$113.00

| Dealer Name | Contract Number | VIN | Dealer Cost | PST | GST | Amount Due |
|--------------------------------|-----------------|-------------------|-------------|--------|---------|------------|
| CHEYSON BUSINESS SERVICES (ON) | AXTN2011 | KNDPNCAC7L7776793 | \$100.00 | \$0.00 | \$13.00 | \$113.00 |

You will be directed to an external payment site to complete your transaction.

Your payment information will be stored on a secure external site for future payment processing. By unchecking the box, you are declining to store your payment information on the secure external payment site.

- Select "PAY NOW" and follow the on-screen instructions.
Please Note -you will be directed to an external payment site to complete your transaction. Enter your 8-digit MICR code, the transit number and institution number. For example, a transit number of AAAAA and institution number of BBB, enter AAAAABBB in the routing number field.

CornerStone United
✕

PAYMENT METHOD

eCheck

| | | | |
|---------------------|-------------------------|------|----------|
| Routing number | 9-digit Routing | Type | Checking |
| Account number | Account number | | |
| Re-enter acc number | Re-enter account number | | |

BILLING INFORMATION Canada ▾

| | | | |
|----------------|---|-------------|--|
| Company name | Company name * | | |
| Full name | First and last name * | | |
| Address line 1 | Address line 1 🔑 * | | |
| Address line 2 | Address line 2 | | |
| City State | City * | --State-- ▾ | |
| Postal code | Postal code * | | |
| Phone number | Phone number | | |
| Email address | Email address * | | |

* required (only one name field is required)

Next

© 2023 CSG Forte Payments, Inc. 🔒 Security 👁 Privacy 📄 TOS

Statements

Statements will only be sent once your account reaches 60 days post contract sale. It is the responsibility of the Dealer to review the portal monthly and;

- Advise the Administrator if any Plans should be voided from the system
- Remit for all outstanding SUBMITTED Plans

Any Plans that have been paid and appears on the statement should be brought to our attention. Statement balance is due upon receipt. If Plan is not paid in full within 60 days of sale, the Plan will be voided, and cancellation notice will be sent to the customer.

Please Note- statements will not be issued for Dealers that do not have an outstanding balance.

IMPORTANT NOTE: Any Plan that is returned for correction must be corrected and submitted within 15 days. We reserve the right to refuse any Plan resubmitted after this time. It is your responsibility to notify the Purchaser of any changes/corrections to their Plan, or if the Plan is rewritten, to give the Purchaser a copy of the new Plan. We also reserve the right to confirm changes to the Plan holder in writing.

CANCELLATIONS/ ADJUSTMENTS

Cancellations and adjustments should be submitted separate from new business. DO NOT DEDUCT CANCELLATIONS OR ADJUSTMENTS from your remittance for new business.

DEALER MARK-UP

The Dealer is responsible for reporting their Dealer mark-up and any applicable taxes.

TRANSFERS

The Plan may be transferred as long as the unit's title transfer passes from Plan Holder to a subsequent owner or private party and only if all of the following conditions are met:

- Coverage, time and kilometers remain on the Plan
- Transfer is made within 30 days of the change in the unit's ownership
- A completed transfer form is submitted

The balance of any remaining manufacturer warranty must be transferred at the time of sale. All transfers require a **\$50 Transfer Fee**, plus applicable taxes, payable to Administrator. The fee can be paid by the original owner or the new owner of the unit. Please refer to the Plan for specific details (Proof of maintenance may be required).

Repairs completed before the transfer fee is received by Administrator will not be covered. Plan cannot be transferred from the owner to Dealers or Rental Agencies (or like kind).

Transfer requests may be submitted by email, fax or mail. To pay the transfer fee by credit card, please provide the Plan holders daytime contact information with the Transfer request so the Administrator may complete a secure credit card transaction. Transfer fees may be paid by cheque with mail-in requests only.

NOTE: Limited Warranty and any GPR are NOT transferrable

PLAN CANCELLATIONS FOR CANCELLABLE CONTRACTS

PLAN HOLDER CANCELLATION

The Plan may be cancelled at any time by the customer by returning to the selling Dealer and completing a Cancellation Request Form. If the Plan is cancelled within the first 30 days, the Dealer will be sent a refund of the cost paid for the Plan, less a cancellation fee of fifty dollars (\$50), plus applicable taxes.

If the Plan is cancelled more than 30 days from the purchase date, the Administrator will issue the dealership a prorated refund for the cost of the contract. This will reflect the greater of the days in force or the mileage elapsed based on the term of the contract, less a cancellation fee of fifty dollars (\$50), plus applicable taxes. Elapsed time and mileage shall be measured from the contract purchase date and the odometer reading on the vehicle on the contract purchase date.

LEINHOLDER CANCELLATION

If the vehicle and the Plan have been financed, the Lienholder shown on the Vehicle Service Contract/ Vehicle Mechanical Breakdown Insurance Policy may cancel the Plan if the vehicle is declared a total loss or is repossessed, the Administrator will issue the dealership a prorated refund for the cost of the contract. This will reflect the greater of the days in force or the mileage elapsed based on the term of the contract, less a cancellation fee of fifty dollars (\$50), plus applicable taxes. Elapsed time and mileage shall be measured from the contract purchase date and the odometer reading on the vehicle on the contract purchase date. The Dealer is responsible for the prorated portion of the refund containing the Dealer profit. The Dealer is required to pay the Lienholder the entire prorated portion of the Plan price. The Administrator will reimburse the Dealer for the prorated Net Dealer Cost due.

ADMINISTRATIVE CANCELLATION

The Administrator may cancel the Plan at any time for:

- non-payment of the purchase price
- a material misrepresentation or fraud made by the Plan Holder
- a substantial breach of duties by the Plan Holder under the Plan relating to the unit or its use
- misrepresentation in the submission of a claim
- A unit not eligible for the Coverage selected
- if for any reason the original manufacturer's warranty is modified, voided, or does not transfer to a new owner, beginning thirty-one (31) days following the purchase date of the vehicle

If the Plan is cancelled by the Administrator, then they will issue the dealership a prorated refund for the cost of the contract. This will reflect the greater of the days in force or the mileage elapsed based on the term of the contract, less a cancellation fee of fifty dollars (\$50), plus applicable taxes. Elapsed time and mileage shall be measured from the contract purchase date and the odometer reading on the vehicle on the contract purchase date. The Administrator will reimburse the Dealer for the prorated Net Dealer Cost due.

PLAN CANCELLATIONS FOR NON-CANCELLABLE CONTRACTS

The only way in which these contracts will be cancelled is if the following occurs:

- cancelled within the first 30 days
- If the unit is stolen*
- If the unit is deemed a total loss*
- If the unit is repossessed
- If the contract is cancelled by either the Administrator or Lienholder

*Valid documentation is required

In the event of cancellation, the Administrator will provide a cancellation letter detailing the cancellation refund amount payable to the Customer/ Lienholder. The Dealer is responsible for the prorated portion of the refund containing the Dealer profit. The Dealer is required to pay the customer or Lienholder the entire prorated portion of the Plan price. The Administrator will reimburse the Dealer for the prorated Net Dealer Cost due.

PLAN HOLDER CANCELLATION

The Plan may be cancelled at any time by the Contract Holder within 30 days of the contract purchase date by returning to the selling Dealer and completing a Cancellation Request. If the Plan is cancelled within the first 30 days, the Dealer will be sent a refund of the cost paid for the Plan, less a cancellation fee of fifty dollars (\$50), plus applicable taxes.

If the plan is cancelled (for one of the approved reasons above) more than 30 days from the purchase date, the Administrator will refund and send to the selling dealer the cost paid for this policy, less a cancellation fee of fifty dollars (\$50), plus applicable taxes. The Administrator will reimburse the Dealer for the prorated Net Dealer Cost due.

LEINHOLDER CANCELLATION

If the vehicle and the Plan have been financed, the Lienholder shown on the Vehicle Service Contract/ Vehicle Mechanical Breakdown Insurance Policy may cancel the Plan if the vehicle is declared a total loss or is repossessed, the Administrator will issue the dealership a prorated refund for the cost of the contract. This will reflect the greater of the days in force or the mileage elapsed based on the term of the contract, less a cancellation fee of fifty dollars (\$50), plus applicable taxes. Elapsed time and mileage shall be measured from the contract purchase date and the odometer reading on the vehicle on the contract purchase date. The Dealer is responsible for the prorated portion of the refund containing the

Dealer profit. The Dealer is required to pay the Lienholder the entire prorated portion of the Plan price. The Administrator will reimburse the Dealer for the prorated Net Dealer Cost due.

ADMINISTRATIVE CANCELLATION

The Administrator may cancel the Plan at any time for:

- non-payment of the purchase price
- a material misrepresentation or fraud made by the Plan Holder
- a substantial breach of duties by the Plan Holder under the Plan relating to the unit or its use
- misrepresentation in the submission of a claim
- A unit not eligible for the Coverage selected
- if for any reason the original manufacturer's warranty is modified, voided, or does not transfer to a new owner, beginning thirty-one (31) days following the purchase date of the vehicle

If the Plan is cancelled by the Administrator, then they will issue the dealership a prorated refund for the cost of the contract. This will reflect the greater of the days in force or the mileage elapsed based on the term of the contract, less a cancellation fee of fifty dollars (\$50), plus applicable taxes. Elapsed time and mileage shall be measured from the contract purchase date and the odometer reading on the vehicle on the contract purchase date. The Administrator will reimburse the Dealer for the prorated Net Dealer Cost due.

PAYMENT

All refunds will be made directly to the selling Dealer.

CALCULATION OF CANCELLATION REFUNDS

The following information is required to obtain a cancellation quote.

- Plan number
- Plan holder's name
- Date of cancellation
- Kilometers at the time of cancellation
- Reason for cancellation
- Customer signature

DO NOT DEDUCT CANCELLATIONS FROM REMITTANCES.

LOYALTY TRANSFER CREDIT

The Loyalty Transfer Credit applies only to NON-CANCELLABLE Plans.

The Loyalty Transfer Credit is a credit applied to the purchase of a new Plan when the customer returns to the selling Dealer to trade in a vehicle with a NON-CANCELLABLE Plan. The customer must purchase the new Plan at the time of trade from the original selling dealer.

The Dealer must contact the Administrator (1-866-481-1327) for the Loyalty Transfer Credit amount. To have the credit applied to a new Plan, the Dealer must submit:

- A copy of the original Plan

- A copy of the new Plan
- A copy of the Loyalty Transfer Credit quote issued by the Administrator
- A cancellation form signed by the plan holder for the original Plan

The credit will be applied to the cost of the new Plan. If there is a difference in the cost, the difference must be remitted to the Administrator. If the new Plan cost is less than the credit, no refund will be issued.

MECHANICAL BREAKDOWN CLAIMS

ALL CLAIMS MUST BE SUBMITTED FOR PREAUTHORIZATION PRIOR TO THE COMMENCEMENT OF ANY REPAIR OF THE VEHICLE.

The maximum that will be paid for any claim will be the amount approved by us. In the event, payment has not been received for the Plan, the Plan will be adjudicated to the terms of the contract as entered in the system. **PLEASE NOTE-** Payment to the repair facility will not be made until the contract is paid in full. In the event of a breakdown, Plan Holders should return to their selling Dealer. If this is not possible, take the vehicle to any licensed repair facility.

If a breakdown occurs outside of the Claims Department hours, the repair facility may proceed with the repairs without prior authorization. However, the Plan Holder or repair facility **MUST** call Claims during the next business day. Failure to call in and report the claim on the next business day may result in non-payment. Unapproved mail-in claims may be denied.

COVERAGE VERIFICATION

At the time a Plan Holder comes to your Dealership to report a mechanical problem that may be covered under the terms of the Plan, follow these procedures;

- Secure a copy of the Plan and note the Plan number, or the Plan Holder's complete name and address, VIN number and the name of the selling Dealer
- Verify time and kilometer limits to ensure that the Plan is still in force, and that the vehicle in for repairs is the one covered by the Plan. If the customer does not have access to this information from their contract, please call customer service at **1-866-481-1327**
- If requested by the Administrator, confirm that the required maintenance has been performed by reviewing the maintenance records or receipts provided by the Plan Holder
- Advise the Plan Holder that your collection of the above data and evaluation of the cause of the mechanical failure does not necessarily mean the claim will be paid/covered by the Plan. Such determinations are made by our qualified, trained claims adjusters

CLAIMS & REPORTING

Upon verifying that the Plan is in effect and the failed component is covered:

- Assess the complaint, cause, cure including the cost to repair, and all applicable part numbers
- Call us to initiate a new claim at **1-866-481-1327 Monday-Friday 8am-8pm ET and Saturday 9am-1pm ET**. Claims may also be initiated and completed online (See Online Claims section below)

- Report the Plan Number, complete Name and Address of the Plan Holder, and name of the selling Dealer, PLUS the complaint, cause, cure and cost of the repair

The authorization amount is the maximum we will pay on the claim when submitted; any changes in repair amounts must receive additional authorization. If the authorized amount should exceed the actual repair cost, the lesser of the two will be paid.

Our claims adjuster will verify coverage and either;

- Authorize the claim, issuing an Authorization Number (which must be entered on all copies of the Repair Order)
- Request further evaluation, tear-down or outside inspection
- Decline coverage and provide reason for denial

VEHICLE INSPECTION

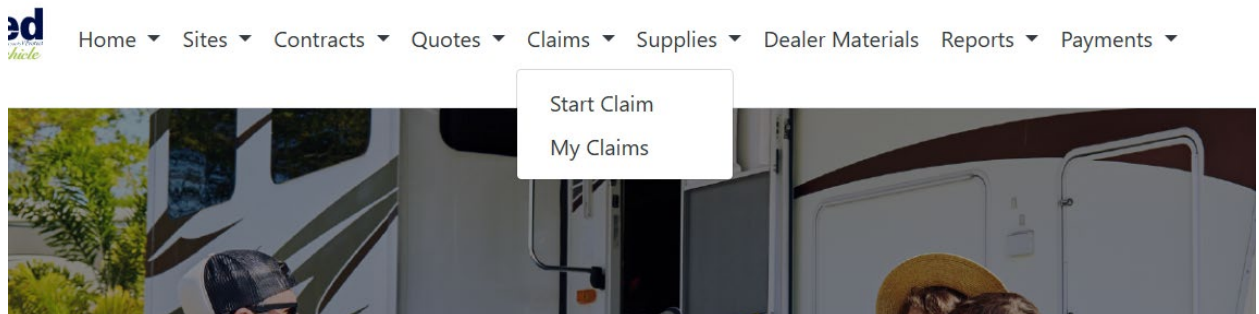
We reserve the right to inspect any vehicle at the time of repair. Should we request an outside inspection;

- Immediately stop repairs being performed. Should further teardown be necessary, discuss with our adjuster, and obtain authorization from the Plan Holder to perform enough teardown to verify failed parts.
- Save all components/parts that need to be reviewed, including fluids and filters. If items are to be machined, they must be available for inspection prior to sending to machine shop.

We will make arrangements for the inspection. If the Inspector does not visit with 48 hours, **call 866-481-1327**. Upon completion of the inspection, our claims adjuster will issue a final disposition.

SUBMITTING AN ONLINE CLAIM

1. Go to “CLAIMS” and select “START CLAIM” from the drop-down menu.



2. Enter the XTENDED RV Plan number or VIN to retrieve the vehicle and Plan information.

Start New Claim

Contract Number VIN

| Contract Number | VIN | Year-Make-Model | Contract Status | Coverage Start Date | Coverage Expiration Date | Name | |
|-----------------|-------------------|-----------------|-----------------|---------------------|--------------------------|--------------------|--|
| XRSXAUME10268 | YV4A22PN3G1002578 | 2016 VOLVO XC90 | Active | 2018-09-10 | 2023-09-09 | ESEGBONA, UNUAKPOR | <input type="button" value="Start Claim"/> |

3. Enter the required information.

Claim Information

| | | |
|----------------------|---------------------------------------|--------------------------|
| Date of Failure | Date Call Received | Date Work Complete |
| <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Mileage/Hours | Labour Rate | Repair Order Number |
| <input type="text"/> | <input type="text" value="\$100.00"/> | <input type="text"/> |
| Contact Name | (optional) Contact Phone | (optional) Contact Fax |
| <input type="text"/> | <input type="text"/> | <input type="text"/> |
| | | (optional) Contact Email |
| | | <input type="text"/> |

3. Next under payment, click the “ + ADD PROFILE” and select your preferred method of payment, Credit Card, Cheque or Electronic Payment.

Payment

| Payment Method | Last Name | First name | Fax | Email | Selected |
|----------------|-----------|------------|-----|-------|----------------------------------|
| ACH/Check | | | | | <input checked="" type="radio"/> |

[+ Add Profile](#)

4. Next complete the “JOBS” information. Each “JOB” is a separate unrelated repair that was completed at the same time as the repair work.
NOTE- Each submitted Job will have a separate authorization status. Once the Jobs have been reviewed, you will receive an email which will outline the status of all the Jobs submitted.

Jobs [Add Jobs](#) 1

expand all | collapse all

Job 1 \$0.00 X Remove Job

| | | |
|---|---|---|
| Customer Complaint | Cause of Breakdown | Cure for Breakdown |
| <input style="width: 100%;" type="text"/> | <input style="width: 100%;" type="text"/> | <input style="width: 100%;" type="text"/> |

Parts

| | Part Number | Description | Quantity | Price | Amount | Submitted |
|---|---|---|---|---|--------|-------------------------------------|
| 1 | <input style="width: 100%;" type="text"/> | <input style="width: 100%;" type="text"/> | <input style="width: 100%;" type="text"/> | <input style="width: 100%;" type="text"/> | \$0.00 | <input checked="" type="checkbox"/> |

[Add Rows](#) 1 Total Submitted Parts \$0.00

Labour

| | Code | Description | Time | Rate | Amount | Submitted |
|---|---|---|---|----------|--------|-------------------------------------|
| 1 | <input style="width: 100%;" type="text"/> | <input style="width: 100%;" type="text"/> | <input style="width: 100%;" type="text"/> | \$100.00 | \$0.00 | <input checked="" type="checkbox"/> |

[Add Rows](#) 1 Total Submitted Labour \$0.00

Misc

| | Code | Description | Quantity | Price | Amount | Submitted |
|---|---|---|---|---|--------|-------------------------------------|
| 1 | <input style="width: 100%;" type="text"/> | <input style="width: 100%;" type="text"/> | <input style="width: 100%;" type="text"/> | <input style="width: 100%;" type="text"/> | \$0.00 | <input checked="" type="checkbox"/> |

[Add Rows](#) 1 Total Submitted Misc \$0.00

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- Review the submitted payment information, and ensure all taxability and taxes are correct.
NOTE- The deductible will be pre-selected based on what the plan holder has purchased:

Taxability

PST

- Parts
- Labour
- Miscellaneous

GST

- Parts
- Labour
- Miscellaneous

Taxes

PST Submitted

7.000 % \$21.00

GST Submitted

5.000 % \$15.00

Submitted Summary

| | |
|------------------------|-----------------|
| Subtotal for all jobs | \$300.00 |
| Taxes | \$36.00 |
| Deductible | -\$100.00 |
| Total Submitted | \$236.00 |

- You then can attach any required documents such as: Repair Orders, Maintenance Records, Photos, Rental Invoices or Towing Bills.

Attachments

Select an attachment description and then click the upload button to select the file you want to upload. The file you select will automatically upload to this claim.

Attachment Description

(Select)

Upload

| File Name | File Description | Uploaded |
|-----------|------------------|----------|
| | | |

- Review the summary information and click “SUBMIT CLAIM”. When your claim has been submitted, the following message will appear:

Your claim has been submitted and will be reviewed by a CornerStone United claims adjuster and an email update will be sent to the email address you’ve provided.

If you have not received a response after 4 hours between the hours of 8:00AM to 5:00PM EST Monday through Friday, please call the CornerStone United claims team at 1-866-481-1327.

✕ Close

8. Once the claim has been reviewed you will receive an e-mail informing you of the outcome. You may also go to “CLAIMS” and select “MY CLAIMS” to review the status.
 - **Authorized** – Initial claim has been reviewed preauthorization given. Repair work can begin
 - **Closed** – Claim closed, no longer under review
 - **Deleted** – Claim has been voided
 - **Denied** – Claim has been denied
 - **Open** – Claim currently under review
 - **Paid** – Claim has payment issued
 - **Pending Contract Funding** – Claim processing on hold waiting for contract payment to be received
 - **Processing Payment Request** – Final claim payment in process
 - **Unsubmitted** – Claim saved by dealer for completion at a later date.

Search My Claims

Servicer: Status:
 VIN: From Date: To Date:

Show 10 entries

| Claim Number | Contract Number | VIN | Last Name | Status | Submitted Total | Claim Total | Open |
|--------------|-----------------|-------------------|-----------|--------|-----------------|-------------|------|
| CA62205 | XPPN1463 | 2C4RC1CG5GR118946 | Murphy | Open | \$336.00 | \$336.00 | |

Showing 1 to 1 of 1 entries

9. You must wait until the claim is Authorized BEFORE starting any repair. When Authorization is complete you will have the ability to “Request payment”.

NOTE- Clicking on the icon to the right-hand side of the claim will only open a locked view of the claim document, no changes can be made except for attaching any required Work Order documents.

| | | | | | | | |
|-------------|---------------|-------------------|------------|------------|------------|------------|--|
| CA62204 | XR5XAUNE10956 | KNDJP3A50J7549606 | TOVEY | Authorized | \$247.47 | \$247.47 | |
| CA62089 | XR5XAUNE10552 | KNDMG4C72B6425362 | ABDULKARIM | Authorized | \$1,703.79 | \$1,389.91 | |

10. Once your claim is Authorized and all required documents have been attached you can then click “REQUEST PAYMENT” and once processed, payment will be issued.

SUBMITTING FOLLOW-UP CLAIM INFORMATION

For claims given an Authorization Number, with repair cost agreed upon;

- Write the Authorization Number, Plan Number and authorized amount on the Repair Order signed by the Plan Holder.
- Attach copies of all applicable invoices to the Repair Order, include receipts for Sublet, Car Rentals and/or Towing.
- Send copy of any maintenance receipts, if requested.

- Collect the applicable deductible plus any applicable taxes, per repair visit, shown on the registration page from the Plan Holder, as well as any outstanding repair amounts not approved by the Administrator.

If not previously submitted online, then submit all the above documents within 45 days of completion of service.

By email: leisure@cornerstoneunited.com

By fax: 866-481-1327

CLAIM PAYMENT

Upon receipt of the repair order, sublet invoices (if any) and any other required documentation, claim payment will be made as follows;

- Will be issued as a cheque mailed directly to the servicer. If credit card payment is required, please contact the Administrator directly.
- Your approved full labour rate as per your Dealer Agreement, based on industry and manufacturer standard labour codes and times, and MSRP for parts will be paid. Please provide a comprehensive description of all work performed.
- Sublet work may be reimbursed at actual cost plus 10%. A copy of the sublet invoice is required to be submitted with claim.