

Frequently Asked Questions for Dealerships

Claims/Operations

Q: How can my dealership help improve the speed and accuracy of claims filing and submission?

Warranty Solutions offers a cutting-edge Online Claims Submission process for our dealers at www.warrantysolutions.com. Our experienced Claims team has an average of 15 years in the automotive industry. Our Claims Department can be reached at 800-322-3933.

Marketing, Communications, and Advertising

Q: Do I need prior approval from Warranty Solutions to use their logos and/or name, product information, etc. in any advertising I produce?

Yes. Prior written approval from Warranty Solutions is required before you may use any of its logos and/or name in any form of advertising — electronic or hardcopy.

Q: Where can I find the products and marketing material offered by Warranty Solutions?

Visit www.warrantysolution.com for more information, or access the online catalog by logging in using your user name and password. Click on Other > Supplies.

Dealer Administration

Q: What is the effective date of a dealer?

It is the date on the Warranty Solutions approved and signed Dealer Agreement. Products and rates are loaded for the dealer based on this date after all applicable paperwork is received and an authorized Warranty Solutions representative submits the Online Checklist.

Q: Who is eligible to be paid a pass-through?

Payees are limited to an officer, principal, or general manager of the dealership. No F & I department employees are eligible, unless they fall into the previous criteria. Please refer to the pass-through addendum of the Dealer Agreement.

IT/Website

Q: What eServices does Warranty Solutions provide?

When using our website, www.warrantysolutions.com, our dealers have access to a suite of online capabilities, taking them from start to finish. This includes eContract fulfillment, back office contract fulfillment, electronic rating via online or eRate, online claims entry, contract cancellation, contract reprinting, downloadable forms/agreements, contract and claim inquiry functions, as well as electronic statement and payment options.

Q: How do I update my current eRate version to reflect newer vehicles that have come into the market, after the first of the year?

The most current version of eRate will update this information automatically when the program is opened. If you do not have the most current version of eRate, please contact your Warranty Solutions representative or a Customer Relationship Manager at 800-828-1392.

Payables

Q: How do I submit a claim for payment?

Contact our Claims Department at 800-322-3933 to complete our claims process. If this has been completed, please fax your completed repair order to 800-324-2807. Ensure that the customer has signed for the repairs and that you have included all approved repairs with their appropriate parts and labor and any rental information.

Q: I submitted an invoice for payment, but I have not received my payment. Why?

When you submit your invoice for payment, the invoice must include the contract holder's name/signature, VIN, odometer reading, and parts/labor breakdown. If one of these items is missing, payment cannot be processed. Invoices need to be legible (do not fax color copies).

Q: The authorized amount and the paid amount are not the same. Why?

Once we receive your invoice/repair order, the Payables Analyst will audit the invoice. If you billed less for a part/labor the Payables Analyst will pay less than the authorized amount. We need an actual rental agreement in order to pay for the rental amount. Review your invoice after the payment and call 800-322-3933 to discuss a short payment if necessary.

Q: Why is the W9 form needed for payment?

By Federal law, we are required to report commissions or payments for parts and labor to the IRS. Your 9 digit Federal I.D. number is required. We will not process any payment until we receive your completed W9 form, and the name and TIN are validated with the IRS.

Processing

Q: Where do we send our Warranty Solutions contracts?

You are required to submit all contracts to Warranty Solutions (does not apply to eGen users). You may print the contract submission form and submit contracts to the address on the form, or you may submit your contracts with your invoice and payment. On the website, go to *Contracts > Contract submission form*.

Q: Where do we send payment for our contracts?

At least once per month, print your invoice from the Dealer Statement link. Follow the instructions on the invoice form for the mailing address.

Q: What is needed for a cancellation of a Vehicle Service Contract?

On the website, go to *Other > Download forms > Cancellation request*. Fax to 800-349-1668. Cancellation requests must contain the following:

- “Please cancel my contract”
- Contract number
- Cancellation odometer
- Cancellation date
- Customer signature
- Repossession letter (if applicable)
- Total loss report (if applicable)

Cancellations can be processed online from the Online Cancel link. After you have processed all of the cancellations online, print the cancellation submission form from the Contract link. Attach the cancellation requests to the submission form and mail to the address on the form.

Product

Q: I am currently selling Vehicle Service Contracts with Warranty Solutions. How do I sell your other products (GAP or Ancillary)?

To begin selling other Warranty Solutions offerings, please contact your Warranty Solutions sales representative to obtain the proper paperwork required to install additional products.

Q: What is EcoMind®?

EcoMind is a product option developed by Warranty Solutions that offers customers a way to extend their vehicle protection while positively contributing to the environment. Launched in 2009, this unique offering provides additional mechanical breakdown coverage for the parts that help vehicles run more efficiently, burn fuel more cleanly, and reduce overall emission output. As an added incentive, the Arbor Day Foundation plants 25 trees in honor of each customer who purchases this option.

Sales

Q: How can a consumer purchase a Warranty Solutions contract?

Our contracts are sold in approved auto dealerships across the country.

Q: How can my dealership order supplies?

Supplies can be fulfilled by our authorized Warranty Solutions representatives only. Items typically ship from our California warehouse via 3-day Federal Express. Orders that require special handling or priority shipping must be received and approved by 2:00 p.m. MT that same business day.

Q: What is the Service Payment Plan (SPP) program?

The SPP program is a way for your customer to purchase a Warranty Solutions Vehicle Service Contract and pay for it through interest-free installments. Two payment options are available. The 12-month option is available on minimum service contract terms of 24 months. The 18-month option is available on minimum service contract terms of 36 months. The Retail Installment Contract form is required for all SPP contracts. All fields on the form must be filled out including payment information and the customer signature.

SIU

Q: What does SIU stand for?

Special Investigation Unit.

Q: Are we able to purchase VSC plans for off lease vehicles?

Yes. Vehicles are eligible under used car terms at the time of purchase, as the ownership of the vehicle is changing.

Q: Does Warranty Solutions allow upgrades to coverage or term on contracts after the purchase date of the VSC?

No.

Q: Does Warranty Solutions allow upgrades to options, such as power tech and electronics and deductibles, after the purchase date of the VSC?

Yes, we allow upgrades of options throughout the life of the contract on a go-forward basis. Upgrades will not cover any current or previous claims.

Roadside Assistance

Q: What is the phone number for roadside assistance?

866-434-4357.