



2017

# PROCEDURE MANUAL



Administrative Office:  
CornerStone United, Ltd  
201-931 Commissioners Road E.  
London, Ontario N5Z 3H9

## **TABLE OF CONTENTS**

<b><u>I. AUTOXTRA ELIGIBILITY REQUIREMENTS</u></b>	<b><u>4</u></b>
<b><u>II. AUTOXTRA PLAN START DATE</u></b>	<b><u>9</u></b>
<b><u>III. AUTOXTRA LEVELS OF COVERAGE</u></b>	<b><u>9</u></b>
<b><u>IV. AUTOXTRA LIABILITY</u></b>	<b><u>9</u></b>
<b><u>V. AUTOXTRA DEDUCTIBLES</u></b>	<b><u>10</u></b>
<b><u>VI. AUTOXTRA ADDITIONAL PLAN BENEFITS</u></b>	<b><u>10</u></b>
<b><u>VII. EXTENDED CARE ELIGIBILITY REQUIREMENTS</u></b>	<b><u>13</u></b>
<b><u>VIII. EXTENDED CARE PROGRAM</u></b>	<b><u>14</u></b>
<b><u>IX. EXTENDED CARE PLAN START DATE</u></b>	<b><u>18</u></b>
<b><u>X. EXTENDED CARE LIABILITY</u></b>	<b><u>18</u></b>
<b><u>XI. EXTENDED CARE DEDUCTIBLES</u></b>	<b><u>18</u></b>
<b><u>XII. EXTENDED CARE ADDITIONAL PLAN BENEFITS</u></b>	<b><u>19</u></b>
<b><u>XIII. LIMITED WARRANTY ELIGIBILITY REQUIREMENTS</u></b>	<b><u>21</u></b>
<b><u>XIV. LIMITED WARRANTY PROGRAM</u></b>	<b><u>23</u></b>
<b><u>XV. LIMITED WARRANTY PLAN START DATE</u></b>	<b><u>24</u></b>
<b><u>XVI. LIMITED WARRANTY LIABILITY</u></b>	<b><u>24</u></b>
<b><u>XVII. LIMITED WARRANTY DEDUCTIBLES</u></b>	<b><u>25</u></b>
<b><u>XVIII. LIMITED WARRANTY ADDITIONAL PLAN BENEFITS</u></b>	<b><u>25</u></b>
<b><u>XIX. XIX. GUARANTEED PRICE REFUND</u></b>	<b><u>28</u></b>

<b><u>XX. PAYMENT PLAN</u></b>	<b><u>30</u></b>
<b><u>XXI. ISSUING VEHICLE PROTECTION PLANS</u></b>	<b><u>35</u></b>
<b><u>XXII. REPORTING VEHICLE PROTECTION PLANS</u></b>	<b><u>35</u></b>
<b><u>XXIII.REMITTANCES/STATEMENTS</u></b>	<b><u>35</u></b>
<b><u>XXIV.TRANSFERS</u></b>	<b><u>39</u></b>
<b><u>XXV. PLAN CANCELLATIONS FOR CANCELLABLE CONTRACTS</u></b>	<b><u>40</u></b>
<b><u>XXVI.LOYALTY TRANSFER CREDIT</u></b>	<b><u>42</u></b>
<b><u>XXVII. MECHANICAL BREAKDOWN CLAIMS</u></b>	<b><u>43</u></b>
<b><u>XXVIII. FORMS</u></b>	<b><u>49</u></b>

## I. AUTOXTRA ELIGIBILITY REQUIREMENTS

To qualify for an AutoXtra Plan, a vehicle must meet all of the following eligibility requirements;

### A. ALL VEHICLES

NOTE: PLEASE SEE ADDITIONAL ELIGIBILITY REQUIREMENTS UNDER INDIVIDUAL PROGRAM SECTIONS BELOW (NEW/NEW EXTENDED/USED/POST SALE).

1. Personal use only unless;
2. Commercial USAGE surcharge is purchased (section F: #2 below);
3. 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.
4. Unit must be current model year +19 years or less
5. Must be one of the following manufacturers;
  - a) **Class 1:** Honda, Hyundai, Kia, Nissan, Scion, Subaru, Suzuki, Toyota, Yaris  
(**MODEL EXCEPTIONS** The following models are **Class 5:** Nissan 300Z Turbo, Toyota Supra Turbo; The following models are **Class 6:** Nissan GT-R)
  - b) **Class 2:** Chevrolet, Fiat, Ford, Jeep, Lincoln, Mazda, Mercury, Mitsubishi, Smart, Volkswagen  
(**MODEL EXCEPTIONS** The following models are **Class 5:** Chevrolet Corvette Z06; Ford Lightning, Raptor, Mustang Boss, Mustang Cobra, Mustang Shelby; Mazda RX7 and RX8; Mitsubishi 300GT Turbo; Volkswagen Phaeton 12 Cly.; The following models are **Class 6:** Chevrolet Corvette ZR1;)
  - c) **Class 3:** Acura, Buick, Chrysler, Dodge, GMC, Infiniti, Isuzu, Lexus, Mobility Ventures, Mini, Oldsmobile, Plymouth, Pontiac, Ram, Saturn  
(**MODEL EXCEPTIONS** The following models are **Class 5** Lexus LS600h L; The following models are **Class 6:** Dodge Viper; Lexus ISF)

- d) **Class 4:** Cadillac, Hummer, Saab, Volvo
- e) **Class 5:** Audi, BMW, Jaguar, Land Rover, Mercedes-Benz, Porsche  
**(MODEL EXCEPTIONS** The following models are **Class 6:**  
 BMW 6 Series, 7 Series and 8 Series; Jaguar XKR; Land Rover  
 Ranger Rover and Ranger Rover Sport; Mercedes-Benz AMG  
 and 55; Porsche 911 Carrera S, 911 Carrera GTS, 911 Targa,  
 928, 968, Panamera)

6. Ineligibility:

- a) Vehicles with more than 320,000 kilometers on the odometer at the time of purchase
- b) All electric vehicles
- c) Vehicles over one (1) ton
- d) Step Vans, Cube Vans, Box Body, Cab and Chassis or other incomplete vehicles
- e) Any unit not using publicly maintained roads
- f) If the original warranty has ever been voided by the manufacturer
- g) If the unit has ever been deemed a total loss, salvaged, rebuilt or has a branded title
- h) If the unit's odometer has stopped, been changed or altered and the true mileage is unknown
- i) Exotic use, special purpose vehicles, grey market vehicles, limited production and/or high performance vehicles.
- j) Any manufacturer not listed above (Section I:A, #5)
- k) All the following models:
  - Acura: NSX
  - Audi: R8
  - BMW: 760, B7 Alpina, Hydrogen 7, Z8
  - Cadillac: Allante
  - Chevrolet: C4500, C5500, C6500, Camaro SLP, Corvette Calloway
  - Dodge: Hellcat, RAM 4500, RAM 5500, RAM 6500
  - Ford: GT, Taurus SHO, E-450, F-450, F-550, F-650, F-750, F-850, F-950
  - GMC: C4500, C5500, C6500
  - Hummer: H1
  - Jaguar: XJ Super V8, XJ Vanden Plas, XJ XJR-S, XK XKR-S

Lexus: LFA

Mercedes-Benz: 600 Series, CL Series, G-Class G550, SLR

Mitsubishi: i-MiEV, Lancer Evolution, Lancer Sportback

Ralliart, Lancer Ralliart, Raider

Porsche: 911 GT2, 911 GT3, 911 Speedster, 911 Turbo, Carrera GT

RAM: RAM 4500, RAM 5500, RAM 6500

**B. NEW COVERAGE**

1. Vehicles must be no older than current model year +1 year and/or;
2. Vehicle must have 20,000 kilometers or less on the odometer
3. Maximum term available 96 month/250,000 Kilometers

**C. NEW EXTENDED ELIGIBILITY**

1. Allows the sale of 'NEW' coverage terms for units that meet the eligibility criteria
2. Vehicles less than current model year +4 years and/or;
3. Vehicle must have 80,000 kilometers or less on the odometer
4. Maximum term available is 84 months/250,000 kilometers

**D. USED COVERAGE ELIGIBILITY**

1. Available for purchase at TIME OF SALE ONLY (unless Post Sale option has been purchased)
2. Vehicles less than current model year +19 years and/or;
3. Less than 320,000 kilometers
4. Maximum term is 60 months/120,000 KM

## **E. POST SALE COVERAGE**

1. Allows for the purchase of a USED Plan after the vehicle purchase date
2. Same eligibility as USED
3. Surcharge required
4. Post Sale Inspection required on units older than current model year +6 years (See Section XXVI. Forms)
5. January 1<sup>st</sup> of each year constitutes a model year change

## **F. OPTIONAL PACKAGES AND SURCHARGES**

1. Mandatory Surcharges
  - a) Diesel Engine/ Turbo/Super Charger (or combination)
  - b) Four Wheel Drive/All Wheel Drive
  - c) Hybrid
2. Commercial Usage Surcharge
  - a) Single driver vehicles only (excluding pools or fleets)
  - b) Light commercial use only including but not limited to; repair work, delivery, agriculture, or light duty contracting

Commercial Usage coverage may be purchased with an additional surcharge.

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 business use surcharge to be added and billed to the dealership.

3. Luxury Electronics Package (included in Ultimate Coverage)
  - a) GPS Navigation System
  - b) Phone System
  - c) TV/Video Entertainment System
  - d) Internet Access Systems
4. Snow Plow
  - a) Snow plow for personal use only
  - b) Blade length not to exceed 8 feet
  - c) The plow itself and assembly are excluded from coverage
5. Lifted or Lowered Body/Suspension/Oversized Tires
  - a) Allows coverage to be available for units with lifted body or suspension to a maximum of 6 inches;
  - b) units with lowered body or suspension to a maximum of 3 inches;
  - c) units with oversized tires, no more than 4 sizes larger than OEM recommendations.
6. Consequential Damage
  - a) Failure of a NON covered component caused by a covered component will be repaired.
  - b) Failure of a covered component caused by failure of a NON covered component will be covered.
7. Rental Expense Upgrade
  - a) Increase the Rental Expense reimbursement from \$40 TO \$60 per day, to a maximum of \$360 per occurrence.
8. Mobility Equipment Package
  - a) Component coverage for factory installed or factory authorized mobility equipment. See Plan for full list of covered components.



## **II. AUTOXTRA PLAN START DATE**

1. **NEW:** Terms start on the Plan purchase date or vehicle delivery date, whichever is later, and zero kilometers.
2. **NEW EXTENDED ELIGIBILITY:** Terms start on the Plan purchase date or vehicle delivery date, whichever is later, and zero kilometers.
3. **USED:** Terms start on the Plan purchase date or delivery date, whichever is later, and the kilometers on the odometer at the time of sale. Model years are based on calendar year and begin January 1 of the calendar year.
4. **POST SALE:** Terms start on the Plan purchase date and current kilometers on the odometer at the Plan time of sale. Model years are based on calendar year and begin January 1 of the calendar year.

## **III. AUTOXTRA LEVELS OF COVERAGE**

### **A. ULTIMATE COVERAGE**

Exclusionary coverage; all components are covered except components listed under Exclusions in the customer Plan.

### **B. SELECT/BASIC/POWERTRAIN**

Component coverage; only components that are listed in the Plan under Select, Basic **OR** Powertrain Coverage are covered.

## **IV. AUTOXTRA LIABILITY**

### **A. LIMIT OF LIABILITY**

Each claim/repair visit, will in no event exceed the actual cash value of the vehicle immediately before the mechanical breakdown. The aggregate of all coverages and benefits payable will not exceed the price the Plan Holder paid for the vehicle. If parts are not available and the unit cannot be repaired, the customer will receive a pro-rated refund.

## **B. LIABILITY START DATE**

1. New Plans:
  - a) Coverage begins from the Plan date of sale or vehicle delivery date, whichever is later, and zero kilometers.
  - b) Manufacturer warranty supersedes AutoXtra coverage.
2. Used Plans:
  - a) Coverage begins the Plan date of sale or vehicle delivery date, whichever is later, and the kilometers on the odometer at the time of sale.
3. Post Sale Plans
  - a) Coverage begins on the Plan date of sale and kilometers on the odometer at the Plan time of sale.
  - b) Claims waiting period of 30 days and/or 1000 KM, whichever occurs first, applicable on all Post Sale Plans.

## **V. AUTOXTRA DEDUCTIBLES**

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

If the Plan Holder purchases the \$100 disappearing deductible returns to the Selling Dealer for repairs, the deductible stated on the registration page will be reduced to \$0 per visit for a covered Mechanical Breakdown.

**Deductible is subject to applicable taxes.**

## **VI. AUTOXTRA ADDITIONAL PLAN BENEFITS**

The following benefits are included with all AutoXtra Plans and are not subject to deductibles;

### **A. RENTAL EXPENSE**

In the event of a covered repair, reimbursement will be provided to the Plan Holder at the maximum rate of \$40 for every eight hours, or portion thereof, for applicable labor time required to complete the covered repair. Up to a maximum \$200 per occurrence.

Rental benefits will be increased up to five additional days (\$40 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 inspection.

**B. EMERGENCY ROADSIDE ASSISTANCE**

AutoXtra Emergency Roadside Assistance is available 24 hours a day, 365 day a year. Coverage starts upon expiry of the manufacturer roadside assistance coverage. In the event Roadside Assistance is needed, please call 1-866-742-0942.

**1. ROAD SERVICE BENEFITS; \$100 maximum per occurrence**

- a) TOWING
- b) FLAT TIRE ASSISTANCE
- c) LOCK OUT ASSISTANCE
- d) FUEL/OIL/FLUID/WATER DELIVERY SERVICE
- e) BATTERY ASSISTANCE
- f) COLLISION ASSISTANCE

**C. TRIP INTERRUPTION EXPENSES**

The Plan Holder will be reimbursed up to \$200 per day for a maximum of three days for incurred meals and lodging (restaurants and hotel/motel only) expenses if the breakdown occurs more than 100 KM from home and is a covered repair.



# EXTENDED CARE

## VII. EXTENDED CARE ELIGIBILITY REQUIREMENTS

To qualify for an AutoXtra Extended Care Plan, a vehicle must meet all of the following eligibility requirements;

### A. ALL VEHICLES

1. Personal use only unless;
2. Commercial USAGE surcharge is purchased (section C: #2 below);
3. 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.
4. Unit must be current model year +19 years or less
5. Available for purchase at TIME OF SALE ONLY
6. Less than 320,000 kilometers on the odometer at time of sale
7. Must be one of the following manufacturers;
  - a) **STANDARD:** Acura, Buick, Chevrolet, Chrysler, Dodge, Fiat, Ford, GMC, Honda, Hyundai, Infiniti, Isuzu, Jeep, Kia, Lexus, Lincoln, Mazda, Mercury, Mini, Mitsubishi, Mobility Ventures, Nissan, Oldsmobile, Plymouth, Pontiac, Ram, Saturn, Scion, Smart, Subaru, Suzuki, Toyota, Volkswagen, Yaris  
(**MODEL EXCEPTIONS** The following models are **Ultra Luxury:** Chevrolet Corvette Z06; Ford Lightning, Raptor, Mustang Boss, Mustang Cobra, Mustang Shelby; Lexus LS600h L; Mazda RX7 and RX8; Mitsubishi 300GT Turbo; Nissan 300Z Turbo; Toyota Supra Turbo; Volkswagen Phaeton 12 Cly.; The following models are **Surcharged Vehicles:** Chevrolet Corvette ZR1; Dodge Viper; Lexus ISF; Nissan GT-R)
  - b) **LUXURY & ULTRA LUXURY:** Audi, BMW, Cadillac, Hummer, Jaguar, Land Rover, Mercedes-Benz, Porsche, Saab, Volvo  
(**MODEL EXCEPTIONS** The following models are **Surcharged Vehicles:** BMW 6 Series, 7 Series and 8 Series; Jaguar XKR; Land Rover Range Rover and Range Rover Sport; Mercedes-Benz AMG and 55; Porsche 911 Carrera S, 911 Carrera GTS, 911 Targa, 928, 968, Panamera)

8. Ineligibility:
- a) Vehicles with more than 320,000 kilometers on the odometer at the time of purchase
  - b) All electric vehicles
  - c) Vehicles over one (1) ton
  - d) Step Vans, Cube Vans, Box Body, Cab and Chassis or other incomplete vehicles
  - e) Any unit not using publicly maintained roads
  - f) If the original warranty has ever been voided by the manufacturer
  - g) If the unit has ever been deemed a total loss, salvaged, rebuilt or has a branded title
  - h) If the unit's odometer has stopped, been changed or altered and the true mileage is unknown
  - i) Exotic use, special purpose vehicles, grey market vehicles, limited production and/or high performance vehicles.
  - j) Any manufacturer not listed above (Section VII:A, #7)
  - k) All the following models:
    - Acura: NSX
    - Audi: R8
    - BMW: 760, B7 Alpina, Hydrogen 7, Z8
    - Cadillac: Allante
    - Chevrolet: C4500, C5500, C6500, Camaro SLP, Corvette Calloway
    - Dodge: Hellcat, RAM 4500, RAM 5500, RAM 6500
    - Ford: GT, Taurus SHO, E-450, F-450, F-550, F-650, F-750, F-850, F-950
    - GMC: C4500, C5500, C6500
    - Hummer: H1
    - Jaguar: XJ Super V8, XJ Vanden Plas, XJ XJR-S, XK XKR-S
    - Lexus: LFA
    - Mercedes-Benz: 600 Series, CL Series, G-Class G550, SLR
    - Mitsubishi: i-MiEV, Lancer Evolution, Lancer Sportback
    - Ralliart, Lancer Ralliart, Raider
    - Porsche: 911 GT2, 911 GT3, 911 Speedster, 911 Turbo, Carrera GT
    - RAM: RAM 4500, RAM 5500, RAM 6500

## **VIII. EXTENDED CARE PROGRAM**

### **A. AVAILABLE TERMS**

1. 12 month/Unlimited KM
2. 24 month/ Unlimited KM
3. 36 month/Unlimited KM
4. 60 month/160,000 KM

### **B. WAITING PERIOD**

Plans are effective from current odometer mileage plus 1,500 KM and the following days after the date of sale (unless the Shortened Waiting Period Option is purchased)

- a) 12 month/ Unlimited KM = 30 days and 1,500 KM
- b) 24 month/ Unlimited KM = 60 days and 1,500 KM
- c) 36 month/Unlimited KM = 90 days and 1,500 KM
- d) 60 month/160,000 KM = 90 days and 1,500 KM

### **C. OPTIONAL PACKAGES AND SURCHARGES**

1. Mandatory Surcharges
  - a) Diesel Engine/ Turbo/Super Charger (or combination)
  - b) Four Wheel Drive/All Wheel Drive
2. Commercial Usage Surcharge
  - a) Single driver vehicles only (excluding pools or fleets)
  - b) Light commercial use only including but not limited to; repair work, delivery, agriculture, or light duty contracting

Commercial Usage coverage may be purchased with an additional surcharge.

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 business use surcharge to be added and billed to the dealership.

3. Drive Axle Option
  - a) See Plan for list of covered components when the Drive Axle Option is purchased.
4. AC Compressor Option
  - a) See Plan for list of covered components when the AC Compressor Option is purchased.
5. Brake Coverage Option
  - a) See Plan for list of covered components when the Brake Coverage Option is purchased.
6. Electrical Coverage Option
  - a) See Plan for list of covered components when the Electrical Coverage Option is purchased.
7. Seals and Gaskets
  - a) With the purchase of Seals and Gaskets coverage, seals and gaskets for all covered components are covered independently or in conjunction with a covered repair.
8. Lifted or Lowered Body/Suspension/Oversized Tires
  - a) Allows coverage to be available for units with lifted body or suspension to a maximum of 6 inches;
  - b) units with lowered body or suspension to a maximum of 3 inches;
  - c) units with oversized tires, no more than 4 sizes larger than OEM recommendations.
9. Shortened Waiting Period
  - a) With the purchase of Shortened Waiting Period, the waiting period shortens to 30 days and 1,500 KM.
10. Day One (1) Coverage
  - a) With the purchase of Day 1 Coverage, coverage starts on the date of sale of the contract and current kilometers on the odometer.



11. Enhanced Limits of Liability
- a) With the purchase of Enhanced Limits of Liability, the limits of liability increase as follows;

LIMITS OF LIABILITY		
	STANDARD	ENHANCED (with surcharge)
ENGINE	\$3,500	\$5,000
TRANSMISSION	\$2,500	\$3,500
TRANSFER CASE	\$1,500	\$2,500
<b>BELOW ARE OPTIONAL COVERAGES THAT MUST BE PURCHASED AT TIME OF SALE</b>		
AXLE	\$1,500	\$2,500
BRAKES	\$1,000	\$1,500
A/C	\$1,000	\$1,500
ELECTRICAL	\$1,500	\$2,500

## **IX. EXTENDED CARE PLAN START DATE**

The term of coverage begins after the waiting period. The Plan expires when the term of coverage in months OR kilometers are reached, whichever occurs first.

## **X. EXTENDED CARE LIABILITY**

### **A. LIMIT OF LIABILITY**

Each claim/repair visit, will in no event exceed the actual cash value of the vehicle immediately before the mechanical breakdown. The aggregate of all coverages and benefits payable will not exceed the price the Plan Holder paid for the vehicle. If parts are not available and the unit cannot be repaired, the customer will receive a pro-rated refund.

The maximum amount that will be paid per component;

<b>LIMITS OF LIABILITY</b>		
	STANDARD	ENHANCED (with surcharge)
ENGINE	\$3,500	\$5,000
TRANSMISSION	\$2,500	\$3,500
TRANSFER CASE	\$1,500	\$2,500
<b>BELOW ARE OPTIONAL COVERAGES THAT MUST BE PURCHASED AT TIME OF SALE</b>		
AXLE	\$1,500	\$2,500
BRAKES	\$1,000	\$1,500
A/C	\$1,000	\$1,500
ELECTRICAL	\$1,500	\$2,500

## **XI. EXTENDED CARE DEDUCTIBLES**

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

**Deductible is subject to applicable taxes.**

## **XII. EXTENDED CARE ADDITIONAL PLAN BENEFITS**

The following benefits are included with all AutoXtra Extended Care Plans and are not subject to deductibles;

### **A. RENTAL EXPENSE**

In the event of a covered repair, reimbursement will be provided to the Plan Holder at the maximum rate of \$40 for every eight hours, or portion thereof, for applicable labor time required to complete the covered repair. Up to a maximum \$200 per occurrence.

### **B. TOWING EXPENSE**

In the event of a covered repair, reimbursement will be provided to the Plan Holder at the maximum rate of \$100 for towing service.



# LIMITED WARRANTY

### **XIII. LIMITED WARRANTY ELIGIBILITY REQUIREMENTS**

To qualify for an Extended Care Limited Warranty, a vehicle must meet all of the following eligibility requirements;

#### **A. ALL VEHICLES**

1. Personal use only unless;
2. Commercial USAGE surcharge is purchased (section B: #2 below);
3. All covered components must be functioning and working properly at the time of sale of the vehicle. **PRE-EXISTING CONDITIONS ARE NOT COVERED.** Dealer must repair any pre-existing condition prior to issuing the Plan.
4. Unit must be current model year +19 years or less
5. Must be included with the sale of the vehicle without additional charge to the customer
6. Less than 320,000 kilometers on the odometer at time of sale
7. Must be one of the following manufacturers;
  - a) **STANDARD:** Acura, Buick, Chevrolet, Chrysler, Dodge, Fiat, Ford, GMC, Honda, Hyundai, Infiniti, Isuzu, Jeep, Kia, Lexus, Lincoln, Mazda, Mercury, Mini, Mitsubishi, Mobility Ventures, Nissan, Oldsmobile, Plymouth, Pontiac, Ram, Saturn, Scion, Smart, Subaru, Suzuki, Toyota, Volkswagen, Yaris  
(**MODEL EXCEPTIONS** The following models are **Ultra Luxury:** Chevrolet Corvette Z06; Ford Lightning, Raptor, Mustang Boss, Mustang Cobra, Mustang Shelby; Lexus LS600h L; Mazda RX7 and RX8; Mitsubishi 300GT Turbo; Nissan 300Z Turbo; Toyota Supra Turbo; Volkswagen Phaeton 12 Cly.; The following models are **Surcharged Vehicles:** Chevrolet Corvette ZR1; Dodge Viper; Lexus ISF; Nissan GT-R)

- b) LUXURY & ULTRA LUXURY: Audi, BMW, Cadillac, Hummer, Jaguar, Land Rover, Mercedes-Benz, Porsche, Saab, Volvo  
**(MODEL EXCEPTIONS** The following models are **Surcharged Vehicles:** BMW 6 Series, 7 Series and 8 Series; Jaguar XKR; Land Rover Range Rover and Range Rover Sport; Mercedes-Benz AMG and 55; Porsche 911 Carrera S, 911 Carrera GTS, 911 Targa, 928, 968, Panamera)

8. Ineligibility:

- a) Vehicles with more than 320,000 kilometers on the odometer at the time of purchase
- b) All electric vehicles
- c) Vehicles over one (1) ton
- d) Step Vans, Cube Vans, Box Body, Cab and Chassis or other incomplete vehicles
- e) Any unit not using publicly maintained roads
- f) If the original warranty has ever been voided by the manufacturer
- g) If the unit has ever been deemed a total loss, salvaged, rebuilt or has a branded title
- h) If the unit's odometer has stopped, been changed or altered and the true known mileage is unknown
- i) Exotic use, special purpose vehicles, grey market vehicles, limited production and/or high performance vehicles.
- j) Any manufacturer not listed above (Section XIII:A, #7)
- k) All the following models:
  - Acura: NSX
  - Audi: R8
  - BMW: 760, B7 Alpina, Hydrogen 7, Z8
  - Cadillac: Allante
  - Chevrolet: C4500, C5500, C6500, Camaro SLP, Corvette Calloway
  - Dodge: Hellcat, RAM 4500, RAM 5500, RAM 6500
  - Ford: GT, Taurus SHO, E-450, F-450, F-550, F-650, F-750, F-850, F-950
  - GMC: C4500, C5500, C6500
  - Hummer: H1
  - Jaguar: XJ Super V8, XJ Vanden Plas, XJ XJR-S, XK XKR-S
  - Lexus: LFA
  - Mercedes-Benz: 600 Series, CL Series, G-Class G550, SLR

Mitsubishi: i-MiEV, Lancer Evolution, Lancer Sportback  
Ralliart, Lancer Ralliart, Raider  
Porsche: 911 GT2, 911 GT3, 911 Speedster, 911 Turbo,  
Carrera GT  
RAM: RAM 4500, RAM 5500, RAM 6500

## **XIV. LIMITED WARRANTY PROGRAM**

### **A. AVAILABLE TERMS**

1. 3 month/5,000 KM
2. 6 month/ 10,000 KM
3. 12 month/20,000 KM
4. 24 month/40,000 KM

### **B. OPTIONAL PACKAGES AND SURCHARGES**

1. Mandatory Surcharges
  - a) Diesel Engine/ Turbo/SuperCharger (or combination)
  - b) Four Wheel Drive/All Wheel Drive
2. Commercial Usage Surcharge
  - a) Single driver vehicles only (excluding pools or fleets)
  - b) Light commercial use only including but not limited to; repair work, delivery, agriculture, or light duty contracting

Commercial Usage coverage may be purchased with an additional surcharge.

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 business use surcharge to be added and billed to the dealership.

3. Drive Axle Option
  - a) See Plan for list of covered components when the Drive Axle Option is purchased.
4. AC Compressor Option
  - a) See Plan for list of covered components when the AC Compressor Option is purchased.
5. Electrical Coverage Option
  - a) See Plan for list of covered components when the Electrical Coverage Option is purchased.
6. Seals and Gaskets
  - a) With the purchase of Seals and Gaskets coverage, seals and gaskets for all covered components are covered independently or in conjunction with a covered repair.
7. Lifted or Lowered Body/Suspension/Oversized Tires
  - a) Allows coverage to be available for units with lifted body or suspension to a maximum of 6 inches;
  - b) units with lowered body or suspension to a maximum of 3 inches;
  - c) units with oversized tires, no more than 4 sizes larger than OEM recommendations.

## **XV. LIMITED WARRANTY PLAN START DATE**

The term of coverage begins on the day of Plan sale and the odometer reading at the time of sale. The Plan expires when the term of coverage in months OR kilometers are reached, whichever occurs first.

## **XVI. LIMITED WARRANTY LIABILITY**

### **A. LIMIT OF LIABILITY**

Each claim/repair visit, will in no event exceed the actual cash value of the vehicle immediately before the mechanical breakdown. The aggregate of all coverages and benefits payable will not exceed \$2,500.



The maximum amount that will be paid per component;

LIMITS OF LIABILITY	
ENGINE	\$1,750
TRANSMISSION	\$1,250
<b>BELOW ARE OPTIONAL COVERAGES THAT MUST BE PURCHASED AT TIME OF SALE</b>	
AXLE	\$750
A/C	\$500
ELECTRICAL	\$750

## **XVII. LIMITED WARRANTY DEDUCTIBLES**

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

**Deductible is subject to applicable taxes.**

## **XVIII. LIMITED WARRANTY ADDITIONAL PLAN BENEFITS**

The following benefits are included with all Extended Care Limited Warranty Plans and are not subject to deductibles;

### **A. RENTAL EXPENSE**

In the event of a covered repair, reimbursement will be provided to the Plan Holder at the maximum rate of \$40 for every eight hours, or portion thereof, for applicable labor time required to complete the covered repair. Up to a maximum \$200 per occurrence.

### **B. TOWING EXPENSE**

In the event of a covered repair, reimbursement will be provided to the Plan Holder at the maximum rate of \$100 for towing service.

**C. UPSELLING THE LIMITED WARRANTY**

The Limited Warranty must be included on every eligible vehicle at no cost to the customer. The Dealer has the opportunity to up-sell to an AutoXtra or Extended Care Service Agreement. In the event of an up-sell the Dealer must remit the following;

- a) **EXTENDED CARE WITH waiting period:** If the Dealer up-sells to an Extended Care Service Agreement WITH A WAITING PERIOD the Dealer must submit and pay for the Extended Care Service Agreement AND the Limited Warranty.
- b) **EXTENDED CARE with NO waiting period:** If the Dealer up-sells to an Extended Care Service Agreement WITH NO WAITING PERIOD they must submit and pay for ONLY the Extended Care Service Agreement.
- c) **AUTOXTRA:** If the Dealer up-sells to an AutoXtra Service Agreement the Dealer must submit and pay for ONLY the AutoXtra Service Agreement.



**GUARANTEED PRICE REFUND**

## XIX. GUARANTEED PRICE REFUND

# Guaranteed Price Refund - *Made Simple*

### What is Guaranteed Price Refund (GPR)?

GPR is an option that can be added to any eligible Service Agreement. If no claim or any other benefit (including Emergency Roadside Assistance) has been paid during the entire term of the Service Agreement, the customer may request a refund of the Total Retail Cost of the Service Agreement, including taxes, up to a maximum of the Level of Coverage selected.

#### STEP 1: Determine Eligibility

Minimum Term of Coverage*	
All <b>NEW</b> Plans	5 years
All <b>USED</b> Plans	3 years

\* Units with terms less than those listed above are not eligible for GPR.

#### STEP 2: Choose Your Level of Coverage

- 1) Calculate the Total Retail Cost of the Service Agreement including taxes.

Example:

Retail Cost of Service Agreement	\$1270.00
PST/HST/GST (where applicable)	\$165.10
<b>TOTAL RETAIL COST</b>	<b>\$1435.10</b>

\* For the purpose of choosing the Level of Coverage the GPR fee should NOT be included in the Total Retail Cost.

- 2) Choose the Level of Coverage that most closely matches the Total Retail Cost of the Service Agreement including taxes.

Level of Coverage Selected	Maximum Payout
\$500	\$500
\$1,000	\$1,000
<b>\$1,500</b>	<b>\$1,435.10</b>
\$2,000	\$1,435.10
\$2,500	\$1,435.10
\$3,000	\$1,435.10

#### STEP 3: Applying for the GPR Refund

1. If no claim or any other benefit (including Emergency Roadside Assistance) have been paid during the entire term, the customer may make a request for a refund of the Total Retail Cost of the Service Agreement. The refund amount will:
  - Be equal to the lesser of A) the Total Retail Cost paid for the Service Agreement or; B) the Level of Coverage selected
  - Include applicable taxes
  - Exclude the Guaranteed Price Refund option fee.
2. The customer must personally request a refund in writing from the Administrator within 45 days of the

expiry date of the contract. Proof of ownership must be provided.

3. If a GPR refund request is received after 45 days, but no longer than 90 days after the expiry of the contract, the Administrator may, at its sole discretion, provide a credit toward the purchase of a new Service Agreement on an eligible replacement vehicle. This credit will:

- Be equal to the lesser of A) the Total Retail Cost paid or; B) the Level of Coverage selected
- Include applicable taxes
- Exclude the Guaranteed Price Refund option fee
- Must be used by the end of the 90-day period following the expiration of the contract.

#### STEP 4: Receiving Payment

All GPR refund cheques will be mailed to the customer 30 days after the Administrator has approved the Guaranteed Price Refund request. No Guaranteed Price Refund rebate or cancellation refund will be issued for a Service Agreement purchased using a Guaranteed Price Refund credit.

### Frequently Asked Questions

#### Q. Who pays the GPR refund?

- A. The Administrator is responsible for paying the full GPR refund.

#### Q. What if a customer decides that they would like to purchase the GPR option after buying their warranty?

- A. The GPR option must be purchased at the same time the warranty is purchased and can not be added to a contract after it has been received and registered.

#### Q. What if a customer changes his mind after buying the GPR and decides that they want to cancel it?

- A. GPR may be cancelled within 30 days of the purchase date for a full refund. Requests for cancellation must be made in writing to the selling Dealer and must be received by the Administrator within 30 days of the contract purchase date to be accepted. Cancellation requests may be faxed.

#### Q. What if a customer trades in or sells his unit? Can GPR be transferred to the new owner?

- A. The GPR option is not transferrable. If the unit is sold or traded, the GPR option is expired.



# PAYMENT PLAN

## XIX. PAYMENT PLAN



**AUTOXTRA**   
"Your Canadian Vehicle Protection Solution"

Protect your customers from the high  
cost of mechanical failures

*Protect Your Investment  
Protect Your Family  
Travel With Confidence*

261-251 Commissioners Road E  
London, Ontario N5Y 3H9  
Phone: 866.481.1327  
Fax: 866.481.1327

### Payment Plan

1. Increase sales through IPS finance solution
2. Allows Dealers to offer Service Agreement financing on cash deals
3. Interest Free Customer Financing
4. Dealer collects and retains two (2) monthly payments (down payment) plus all applicable taxes upon signing
5. Remaining amount will be sent to the Dealer within ten (10) days of registration of the finance contract
6. Customer has two choices for scheduled automatic withdrawal
7. 12 and 24 month payment term options
8. Simple one page contract to complete
9. Tiered service charge based on amount financed
10. Administered by CornerStone United
11. Offered by Insurance Premium Solutions

This highlight sheet is not a service contract or insurance policy but an outline of the IPS Payment Plan.  
See your service contract or insurance policy for exact terms, coverage and exclusions.  
FOR DEALER USE ONLY, NOT FOR USE WITH CONSUMERS.

# IPS Payment Plan - *Made Simple*

## What is a Payment Plan?

The IPS Payment Plan is interest free consumer financing that the Dealer can offer their customer. There is a service charge for the program that is based on the amount financed.

### STEP 1: Determine Eligibility

- 1) Must be financed at time of Service Agreement sale
- 2) Term of the Service Agreement must be longer than the term of financing

### STEP 2: Completing the Contract

1. Complete the AutoXtra/XtraRide Service Agreement online.
2. Complete the one (1) page Payment Plan contract;
  - A) Enter the customers NAME and ADDRESS
  - B) Enter the Dealership NAME and ADDRESS
  - C) Enter the AutoXtra/XtraRide CONTRACT NUMBER
  - D) Complete the PAYMENT CALCULATION (SEE EXAMPLE BELOW)
  - E) Enter the customer's desired WITHDRAWAL DATE
  - F) Have the customer SIGN and DATE the contract
  - G) Dealer representative SIGN and DATE contract

### What to Collect

Dealer must collect the following;

- A) Two monthly payments (Down Payment)
- B) All applicable taxes

### EXAMPLE

Service Plan retail cost \$2000 + \$260 taxes = \$2260  
12 month financing

#### Calculating Down Payment

Retail cost minus taxes divided by months financed  
 $\$2000/12 = \$166.67$

Collect two (2) months plus taxes  
 $\$166.67 \times 2 \text{ payments} + \$260 \text{ taxes} = \$593.34$

### STEP 3: Submitting the Contract

The Dealer must submit a copy of the Payment Plan AND a copy of the AutoXtra/XtraRide Service Agreement to IPS for registration.

These can be submitted by e-mail or fax.  
gage@ipscanada.ca or 780-809-8172

## Frequently Asked Questions

**Q. What does the Dealer do with the down payment?**

**A.** The Dealer retains two monthly payments (down payment) and all applicable taxes.

**Q. When does the Dealer receive payment from IPS?**

**A.** Payment for the remainder of the retail cost will be sent to the Dealer within ten (10) days of the finance contract being registered.

**Q. Can a financed Service Agreement be cancelled?**

**A.** Yes, the Service Agreement can be cancelled within the terms of the Service Agreement.

**Q. Can the finance contract be cancelled?**

**A.** Yes, the finance contract can be cancelled within 30 days of registration.

**Q. Can a GPR contract be financed under the IPS program?**

**A.** No.

**Q. Is the IPS contract generated online?**

**A.** Not currently. We are moving towards online contract generation for the financing program.

**Q. Can the consumer pay by credit card?**

**A.** Payments are withdrawn by way of pre-authorized debit from the customer's bank account.

**Q. Can the customer pick what day their account is debited?**

**A.** Yes, the customer can choose to have their bank account debited on the 5th or 20th of each month.

**AUTOXTRA**   
"Your Canadian Vehicle Protection Solution"



<b>PURCHASER INFORMATION</b>		<b>DEALER INFORMATION</b>	
Purchaser(s) Name and Address  Joe Smith 123 Main Street Smithville, ON N3J 3K8		Dealership Name and Address  XYZ Automotive 256 Bell Ave Smithville, ON N9K K7G	
CONTRACT # XRSALUNE100326			
<b>PAYMENT CALCULATION</b>			
(A) Total Amount (Excluding Taxes): \$ 2000.00		(C) Downpayment (B x 2 + Tax): \$ 593.34	
(B) Monthly Payment ('A' divided by 12) \$ 166.34		(D) Number of Payments 10	
<b>PAYMENT INFORMATION AND WITHDRAWAL DATE</b>			
All payments come out of a chequing account on 5 of each month. Commencing 02/05/15 (mm/dd/yy) All payment withdrawals are either on the 5th or the 20th of each month. Please note: payments cannot exceed 35 days from the purchase date. <b>ENSURE THAT A VOID CHEQUE IS ATTACHED</b>			
<b>PLEASE READ PRIOR TO SIGNING</b>			
I hereby agree to pay the Vehicle Service Contract (VSC) distributed by CornerStone United (CSU) that was purchased from the Dealer and the following terms and conditions shall apply:			
(a) This pay plan is managed by Insurance Premium Solutions Corp. (IPS) (b) I hereby appoint IPS as my attorney in fact and give IPS irrevocable authority to cancel the subject VCS (c) I agree to make all payments required hereunder in a timely fashion to IPS at its principle office in Edmonton, AB, Canada (d) In the event of a defaulted payment, IPS will notify CSU that the payment is default. IPS will charge a fee of \$30 (e) In the event of a defaulted payment and there is a claim, no claim will be authorized unless the defaulted payment(s) is made (f) In the event of a dishonored payment, IPS will proceed with a second payment attempt. If the purchaser's payment is on the 5th, the next payment is on the 20th. If the purchaser's payment is on the 20th, the next payment attempts will be on the 5th (g) Any default on two consecutive payments will automatically terminate the VSC (h) I agree to and hereby unconditionally remise, release and forever release IPS from liability of any kind of any loss, damage, inconvenience or injury to me resulting from the cancellation of the subject VSC at the request of IPS (i) No refunds are available after the first 30 days following the purchase date (j) I acknowledge that if the Pay Plan has joint purchasers, then the word "I" will read as "we"			
<b>SIGNATURE OF PURCHASER(S)</b>			
The purchaser(s) acknowledges having read and received a fully completed and executed copy of this contract and acknowledges the terms and conditions herein. Purchaser(s) warrants that all information is full and complete.			
X <b>John Smith Signature</b>		19/01/15	
SIGNATURE OF PURCHASER		DATE (DD/MM/YYYY)	
X			
SIGNATURE OF PURCHASER		DATE (DD/MM/YYYY)	
X <b>Witness Signature</b>		19/01/15	
WITNESS TO PURCHASER(S)		DATE (DD/MM/YYYY)	
<b>DEALER ACKNOWLEDGEMENT</b>			
The dealer certifies that the said contract arises from the sale of VSC, certifies that the said policies are in force, that all purchasers are parties to this contract, and disclosed terms and conditions to the purchaser(s), and the purchaser(s) has/have received a copy of this contract.			
X <b>Business Manager Signature</b>		19/01/15	
AUTHORIZED SIGNATURE		DATE (DD/MM/YYYY)	

**EMAIL RELATED DOCUMENTS TO GAGE@IPSCANADA.CA OR FAX TO 780-809-8172**

1st Copy: IPS      2nd Copy: DEALER      3rd Copy: PURCHASER      4th Copy: CORNERSTONE UNITED





## PRE-AUTHORIZED DEBIT ("PAD") AGREEMENT

Name(s) of Applicant(s): JOHN SMITH IPS Contract No. XR5AUNE100326

### Authorization

You, the Account Owner(s), authorize Insurance Premium Solutions Corp (the "Company") and the financial institution named below, to withdraw the total monthly cost, including sales tax if applicable, in the sum of \$ 166.34 from the account identified below.

Payments will be debited from your account on the 5 (5th or 20th) day of each month. Please specify your preferred day. If no day is specified, payments will be debited on the above day closest to the policy date.

You waive the right to receive pre-notification of

- the amount and date of the first PAD; and
- an increase in the amount of the monthly debit due to an increase in any applicable sales tax.

If a PAD is dishonoured, you authorize the Company to add the amount of your dishonoured PAD, together with any applicable dishonoured administration fee, to your next PAD and you waive the right to receive pre-notification of such increase to the next debited payment.

The Company is not required to provide you with written notice of a change in amount that is made as a result of your request.

### Banking Information for Monthly Pre-Authorized Debits

Please attach a personalized "VOID" cheque or provide the information below:

Name of Financial Institution ("FI"): DTR Bank

Branch Address: 3456 Dean Ave, Smithville

FI No.: (3 digits) 786 Branch Transit No.: (5 digits) 78899 Account Number: 67856432678

Name(s) of Account Owner(s) as shown on FI records: JOHN SMITH

Name(s) of Account Owner(s) as shown on FI records:

Address of Account Owner(s): 123 Main Street, Smithville, ON

You agree to notify the Company, in writing, of any change to your banking information.

### PAD Category

☐ Personal Expense ☐ Business Expense (If this is not filled in, the PAD will be treated as personal.)

### Cancellation

You may cancel this authorization by providing the Company with thirty (30) days' notice. To obtain a sample cancellation form, or for more information on your right to cancel a PAD Agreement, contact your financial institution or visit [www.cdnpay.ca](http://www.cdnpay.ca).

Cancellation of this PAD Agreement could have an effect on the warranty, unless the payment is received when due and is made in accordance with the terms of the IPS Contract. This PAD Agreement only applies to the method of payment.

### Recourse

You have certain recourse rights if any debit does not comply with this Agreement. For example, you have the right to receive reimbursement for any debit that is not authorized or is not consistent with this PAD Agreement. To obtain more information on your recourse rights, contact your financial institution or visit [www.cdnpay.ca](http://www.cdnpay.ca).

### Contact Information

Insurance Premium Solutions- Edmonton AB. PH. 1-844-IPS-CORP FAX. 780-809-8172

You acknowledge that you have received a copy of this PAD Agreement.

Where your bank account requires the signature of two or more signing authorities, all such persons are required to sign below. Where the account is in the name of an organization (such as a company), this PAD Agreement must be signed by an authorized signatory.

X JOHN SMITH Signature 01/18/16

Signature of Account Holder Date mm/dd/yr

X

Signature (s) of all other Account Owners (if needed) Date: mm/dd/yr

(SEPT. 2014)



# ADMINISTRATION

## **XX. 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.

## **XXI. 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.

### **A. Reporting Plans**

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

### **B. Voided Plans**

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

## **XXII. REMITTANCES/STATEMENTS**

Remittances are to be forwarded to;

**CornerStone United, Ltd**  
201-931 Commissioners Road East  
London, Ontario N5Z 3H9

### **A. Protection Plan Sales**

1. **Remitting online:** Plan must be entered and submitted online at [www.xtracarecdn.com](http://www.xtracarecdn.com). A copy of the Plan does not need to be sent with monthly remittance if they are submitted online. Please note; Plan cannot be registered until payment is received in full.

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

## B. Remittance Form

Remittances should be generated from the online system and included with payment.

1. Go to PAYMENTS and select MAKE A PAYMENT from the drop down menu

The screenshot shows the AutoXtra website interface. The top navigation bar includes links for Home, Contracts, Quotes, Estimates and Claims, Payments, Dealer Materials, and Reports. The 'Payments' menu is open, showing options for 'Make Payment' and 'Payment History'. The 'Make Payment' option is highlighted. The website header includes the AutoXtra logo and the tagline 'Your Canadian Vehicle Protection Solution'. A welcome message for Marlow Murphy is displayed on the right.

2. Select a Payment Type; CHEQUE or CREDIT CARD are accepted

The screenshot shows the 'Make a Payment' form on the AutoXtra website. The form includes a 'Dealer Information' section with a dropdown menu for 'Select a Dealer' showing 'CHEYSON BUSINESS SERVICES (1) - XRON35377'. Below this is a 'Results' section with a 'Select a Payment Type' dropdown menu showing 'CHEQUE' and 'CREDIT CARD'. A 'Submit' button is next to the dropdown. Below the payment type selection is a table with columns: Purchase Date, Last Name, Type, Description, Transaction Amount, Dealer Cost, PST, GST/HST, Amount Due, VIN, and Model Number. The table contains two rows of data. The first row is for a purchase on 4/30/2013 for ALLEN, Contract XR3AUNE101984, with a Transaction Amount of \$4,112.07. The second row is for a purchase on 1/5/2015 for ALLEN, Contract XR4LWE101113, with a Transaction Amount of \$206.79. The total payment amount is \$4,112.07. The form also includes a 'Terms of Use' link and a 'Privacy Policy' link at the bottom.

3. Select the contracts to be included in the remittance by clicking the box on the left.

The screenshot shows the 'Make a Payment' form on the AutoXtra website, similar to the previous one, but with the 'Payment Type' changed to 'CREDIT CARD'. The 'Total Payment' is now \$4,112.07. The table of contracts remains the same, but the first row (4/30/2013) is now highlighted with a blue background, indicating it is selected for payment. The second row (1/5/2015) is not highlighted. The form also includes a 'Terms of Use' link and a 'Privacy Policy' link at the bottom.

4. Click SUBMIT. You will be asked to confirm payment. If the remittance is correct select SUBMIT. (If payment by credit card, this is where you will be prompted to enter credit card number)

Dealer Name	Dealer Address	Contract Number	VIN	Transaction Amount	Amount Due	PST	GST/HST
CHEYSON BUSINESS SERVICES (1)	29 ALLISON PLACE GUELPH ON	XR3AUNE101884	DFHN64GD687THV54678H	\$4,112.07	\$4,112.07	\$0.00	\$473.07

5. Print the Payment Confirmation Page. If payment is by cheque, send the Payment Confirmation Page and cheque for the PAYMENT AMOUNT to the address on the Payment Confirmation Page.

**Payment Confirmation Page**

Payment (CLICK "PRINT" below and submit with payment)

Dealer Number: XRON35377  
Dealer Name: CHEYSON BUSINESS SERVICES (1)  
Dealer Address: 29 ALLISON PLACE GUELPH ON N1H 6Y6  
Payment Amount: \$4,112.07  
Payment Status: PENDING  
Payment ID: 13167

**Cheque Information**

Make cheques payable to CornerStone United. Payment should be mailed along with a copy of this Payment Confirmation Page to:  
CornerStone United  
201-931 Commissioners Road East  
London, ON N5Z 3H9

Business Numbers:  
GST/HST 13576 6863 RT0001 QST 1212927007  
Manitoba RST 074390-9

ID	Contract Sale Date	Last Name	Type	Description	Transaction Amount	Amount Paid	PST	GST/HST	VIN	Model
2776300	4/30/2013	ALLEN	Contract	XR3AUNE101884-1	\$4,112.07	\$4,112.07	\$0.00	\$473.07	DFHN64GD687THV54678H	RAM

Program pricing has been established to provide an incentive to dealers for remittances paid by cheque. A non-refundable convenience fee of 3 percent will be applied to all credit card transactions. Fees are subject to applicable taxes.

[TO PRINT](#) [CLICK HERE](#)

[Terms of Use](#) | [Privacy Policy](#) | ©2015 CornerStone United, Inc. All rights reserved.

**C. Statements**

Statements will be sent monthly. Dealers should review statements and;

1. Advise if any Plans should be voided from the system.
2. Remit for all outstanding SUBMITTED Plans.
3. Any Plans paid but not shown as ACTIVE should be brought to our attention.

Statements are due upon receipt. If Plan is not paid in full within 90 days of sale, the Plan will be voided and notification will be sent to the customer.

**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.**

**D. Cancellations/Adjustments**

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

**E. Dealer Mark-up**

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

## **XXIII. TRANSFERS**

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

1. Coverage, time and kilometers remain on the Plan
2. Transfer is made within 30 days of the change in vehicle ownership
3. A completed transfer form is submitted
4. The balance of any remaining manufacturer warranty must be transferred at the time of sale
5. All transfers require a \$50.00 Transfer Fee, plus applicable taxes, payable to Administrator. Please refer to the Plan for specific details
6. Proof of maintenance may be required

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

Transfer requests may be submitted by email, fax, phone or mail. To pay the transfer fee by credit card, please complete the Credit Card Remittance Form and submit with your Transfer request. Transfer fees may be paid by cheque with mail-in requests only.

**NOTE:** The Limited Warranty is NOT transferrable.

## **XXIV. PLAN CANCELLATIONS FOR CANCELLABLE CONTRACTS**

The AutoXtra **Extended Care** and **Limited Warranty** programs are NON Cancellable programs.

The Dealer is always responsible for the prorated portion of the refund containing the Dealer profit. The Dealer is required to pay the customer the entire prorated portion of the Plan price. The Administrator will reimburse the Dealer for the prorated Net Dealer Cost due.

**NOTE:** Any refund due will be calculated less a \$50 cancellation fee, plus applicable taxes unless provincial laws provide otherwise.

### **A. Plan Holder Cancellation**

The Plan can be cancelled at any time by the customer by returning to the selling Dealer and completing a Cancellation Request Form or by contacting the Administrator directly. 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 (\$50), less any claims paid, plus applicable taxes. If the Plan is cancelled more than 30 days from the purchase date, the Dealer will be sent a prorated refund of the cost paid for the Plan based on elapsed days of coverage, less the cancellation fee (\$50), less any claims paid, plus applicable taxes.

### **B. Lender Cancellation**

If the unit and the Plan have been financed, the Lender shown on the Registration Page may cancel the Plan if the unit is declared a total loss or is repossessed. A prorated refund will be issued for the cost paid for the Plan based on elapsed days of coverage, less the cancellation fee (\$50), less any claims paid, plus applicable taxes.

### **C. Administrative Cancellation**

The Administrator may cancel the Plan at any time for (A) non-payment of the purchase price; (B) a material misrepresentation or fraud made by the Plan Holder; (C) a substantial breach of duties by the Plan Holder under the Plan relating to the unit or its use; (D) misrepresentation in the submission of a claim; or (E) the Unit was not eligible for the Coverage selected.

Beginning thirty-one (31) days following the purchase date of the Unit, if for any reason the original manufacturer's warranty is modified, voided or does not transfer to a new owner, the Plan becomes void. If the Plan is cancelled by the Administrator a prorated refund will be issued for the cost paid for the Plan based on elapsed days of coverage, less a cancellation fee (\$50), less any claims paid, plus applicable taxes.



**D. PAYMENT**

All refunds will be made directly to the Dealer except in the case of Lender cancellations or if the Dealer is out of business.

**E. CALCULATION OF CANCELLATION REFUNDS**

The following information is required to obtain a cancellation quote;

- a) Policy number
- b) Policy Holders Name
- c) Date of Cancellation
- d) Kilometers at the time of Cancellation
- e) Reason for Cancellation

DO NOT CALCULATE ANY CANCELLATION REFUND AMOUNT WITHOUT ASSISTANCE FROM CUSTOMER SERVICE. DO NOT DEDUCT CANCELLATIONS FROM REMITTANCES.

**CALL 1-866-481-1327 FOR ASSISTANCE.**

## XXV. LOYALTY TRANSFER CREDIT

The Loyalty Transfer Credit applies only to NON CANCELLABLE service agreements.

### Loyalty Transfer Credit - *Made Simple*

#### What is a Loyalty Transfer Credit?

A Loyalty Transfer Credit is a credit applied to the purchase of a new Service Agreement when a customer returns to the selling Dealer to trade in a unit with a NON CANCELLABLE Service Agreement. The customer must purchase the new Service Agreement at the time of trade.

#### STEP 1: Determine Eligibility

1. Customer must return to the original selling Dealer
2. The customer must be purchasing a new Service Agreement
3. New Service Agreement must be purchased at the time of trade in
4. Must be the original owner

#### STEP 2: Applying for the Credit

1. The Dealer must contact the Administrator for a Loyalty Transfer Credit estimate for the original Service Agreement.
2. This Loyalty Transfer Credit estimate is to be used by the Dealer as a consumer credit to be applied towards the purchase of a new Service Agreement.
3. The Dealer must submit the following:
  - A) A copy of the original Service Agreement
  - B) The Loyalty Transfer Credit estimate
  - C) Completed cancellation form for the original Service Agreement
  - D) A copy of the new Service Agreement
4. The Dealer must indicate clearly on the new Service Agreement that a Loyalty Transfer Credit is being applied.

#### STEP 3: Receiving the Credit

All Loyalty Transfer Credits will be applied by the Administrator. There will be no refund cheques issued. If there is a difference in cost the difference must be remitted to the Administrator. If the new Service Agreement is less than the Dealer cost of the new Service Agreement no refund will be issued.

#### How is the Credit Calculated?

If the customer applies for and is approved for a Loyalty Transfer Credit the original Service Agreement will be cancelled and a pro-rated cancellation refund for the Dealer cost, less a \$50 cancellation fee, less claims paid will be applied to the Dealers account as a credit.

**CREDIT AMOUNT =**  
**Pro-rated Dealer Cost - Cancellation Fee - Claims Paid**

#### Frequently Asked Questions

- Q. Who can apply for a Loyalty Transfer Credit?
- A. Only the selling Dealer can request a Loyalty Transfer Credit for a returning customer.
- Q. What if a customer decides that they would like to purchase a Service Agreement after buying their new unit?
- A. The Loyalty Transfer Credit can only be applied at the time the new unit is purchased with a new Service Agreement. The credit will not be held over for future purchases.
- Q. What if the Service Agreement carries a Guarantee Price Refund? Will the GPR be included in the Loyalty Transfer Credit?
- A. No. The GPR is not eligible for a Loyalty Transfer Credit. The GPR coverage on the Service Agreement that is transferred using a Loyalty Transfer Credit will expire at the same time the coverage is transferred to the new unit.
- Q. Can the customer purchase the Guarantee Price Refund on the new Service Agreement?
- A. Yes. New Guarantee Price Refund coverage may be purchased from the selling Dealer for the new unit. This must be done at the time of sale of the new Service Agreement.
- Q. What if a customer trades in or sells his unit? Can they apply for another Loyalty Transfer Credit?
- A. No. The Loyalty Transfer Credit is available only once per customer.

## **XXVI. MECHANICAL BREAKDOWN CLAIMS**

**All claims MUST be called in prior to the commencement of any repair of the unit.** The maximum that will be paid for any claim will be the amount approved by us. No action can be taken on any claim until the Plan has been paid in full.

In the event of a breakdown, Plan Holders should return to their selling Dealer or to an authorized AutoXtra Service Centre (contact AutoXtra at 1-866-481-1327 for assistance in locating an Authorized Service Centre). If this is not possible, take the unit to any licensed repair facility.

For AutoXtra Authorized Service Centres, pre-authorization is required only if the repair is expected to exceed \$500. **NOTE:** if the breakdown is not covered under the Plan the claim will not be paid.

If you are unsure whether the claim would be covered under the Plan and/or the Plan originated at another Dealership, it is recommended to request pre-authorization regardless of the claim amount.

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.

### **A. 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;

1. 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.
2. Verify time and kilometer limits to ensure that the Plan is still in force, and that the unit in for repairs is the one covered by the Plan.
3. 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; and

4. 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.

## **B. CLAIMS & REPORTING**

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

1. Assess the complaint, cause, cure including the cost to repair, and all applicable part numbers.
2. Call us to initiate a new claim at 1-866-481-1327. Claims can also be initiated and completed online (See Section C below)
3. 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:

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

## C. VEHICLE INSPECTION

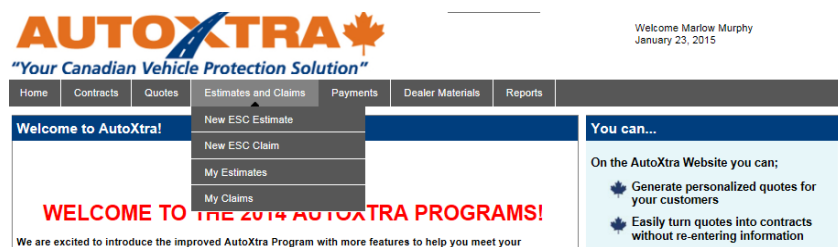
We reserve the right to inspect any vehicle at the time of repair. Should we request an outside inspection;

1. 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.
2. 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.
3. We will make arrangements for the inspection.
4. If the Inspector does not visit within 48 hours, call 866-481-1327.
5. Upon completion of the inspection, our claims adjuster will issue a final disposition.


## D. ONLINE ESTIMATES AND CLAIMS

Estimates and Claims can be submitted online. The first step is to submit an ESTIMATE for approval. This ESTIMATE can be converted to a CLAIM for payment once the repair is complete.

1. Go to ESTIMATES AND CLAIMS and select NEW ESC ESTIMATE from the drop down menu.



2. Enter the AUTOXTRA plan number or VIN to retrieve the vehicle and contract information.

**AUTOXTRA**   
"Your Canadian Vehicle Protection Solution"

Welcome Marlow Murphy  
January 25, 2015

Home Contracts Quotes Estimates and Claims Payments Dealer Materials Reports

### ESTIMATE

#### Search Contracts

Dealers:

VIN:  Contract Number:

#### Contract Information

Name:	ALLEN, ALLEN	Manufacturer:	DODGE	In-Service Date:	1/1/2010
Address:	29	Model Year:	2010	Coverage Begins:	4/30/2013
City/State/Zip:	GUELPH ON N1H 6X6	Model:	RAM	Coverage Ends:	4/29/2018
Telephone:	5297800989	VIN:	DFHN64GD687THV54678H		

3. Enter the required information (claim information, parts, labour, etc.).  
Be sure to enter the tax amount.

#### Tax Information

PST Amount:	<input type="text" value="0.00"/>	PST Rate:	<input type="text" value="0.00"/>	%
HST/GST Amount:	<input type="text" value="39"/>	HST/GST Rate:	<input type="text" value="0.00"/>	%

4. Review the summary information and read and enter 'X' in the boxes.  
SUBMIT the ESTIMATE.

#### Summary Information

Claim Subtotal:	300.00
Taxes:	39.00
Deductible:	- 100
Claim Total:	239.00

☒ I have read and understand the Claims section of the Procedure Manual.

☒ The work order has been signed by myself and the customer, and it has been filed for future reference.

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5. When the ESTIMATE is SUBMITTED additional options appear.

#### Summary Information

Claim Subtotal:	300.00
Taxes:	39.00
Deductible:	- 100.00
Claim Total:	239.00

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6. Once the ESTIMATE has been reviewed you will receive an e-mail informing you of the outcome. You can also go to ESTIMATES AND CLAIMS and select MY ESTIMATES to review status of the ESTIMATE.

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Welcome Marlow Murphy  
January 25, 2015

Home Contracts Quotes Estimates and Claims Payments Dealer Materials Reports

**Search Estimates**

Servicing Dealer: DEMO DEALER ALBERTA - XRAB35477

From Date: MM/DD/YYYY To Date: MM/DD/YYYY Status: **All**

Serial Number:

Search

Show 10 entries

Claim Number	Contract Number	VIN	Last Name	Status	Date Reported	Submitted Total	Claim Total	View	Edit	Convert
E012515-1001	XR3AUNE101884	DFHN64GD687THV54678H	ALLEN	Under Review	2015-01-22	\$239.00	\$239.00			

Showing 1 to 1 of 1 entries

First Previous 1 Next Last

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7. You must wait until the ESTIMATE is approved BEFORE starting the repair. When approval is complete you will have the ability to CONVERT the ESTIMATE to a CLAIM.

**AUTOXTRA**  
"Your Canadian Vehicle Protection Solution"

Welcome Marlow Murphy  
January 25, 2015

Home Contracts Quotes Estimates and Claims Payments Dealer Materials Reports

**Search Estimates**

Servicing Dealer: DEMO DEALER ALBERTA - XRAB35477

From Date: MM/DD/YYYY To Date: MM/DD/YYYY Status: All

Serial Number:

Search

Show 10 entries

Claim Number	Contract Number	VIN	Last Name	Status	Date Reported	Submitted Total	Claim Total	View	Edit	Convert
E012515-1001	XR3AUNE101884	DFHN64GD687THV54678H	ALLEN	Under Review	2015-01-22	\$239.00	\$239.00			

Showing 1 to 1 of 1 entries

First Previous 1 Next Last

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8. When the repair is completed, CONVERT TO CLAIM.
9. Make any necessary changes and SUBMIT the CLAIM for payment.

**E. SUBMITTING THE CLAIM BY FAX**

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

1. Write the Authorization Number, Plan Number and authorized amount on the Repair Order signed by the Plan Holder.
2. Attach copies of all applicable bills to the Repair Order, include receipts for Sublet, Car Rentals and/or Towing.
3. Send copy of any maintenance receipts, if requested.
4. Collect the applicable deductible plus any applicable taxes, per repair visit, shown on the registration page from the Plan Holder.  
Submit all of the above within 45 days of completion of service.

**F. CLAIM PAYMENT**

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

1. Your approved full labor rate as per your Dealer Agreement based on industry and manufacturer standard labor codes and times, and MSRP costs for parts will be paid. Please provide a comprehensive description of all work performed.
2. Sublet work may be reimbursed at actual cost plus 10%. A copy of the sublet invoice is required to be submitted with claim.



## XXVII. FORMS

All forms can be printed directly from the website.



### Contract Monthly Remittance Form

Dealer Name: \_\_\_\_\_ Dealer #: \_\_\_\_\_

Dealer Contact Person: \_\_\_\_\_  
Person to contact with any questions or issues

Dealer Address: \_\_\_\_\_  
\_\_\_\_\_

Dealer email Address: \_\_\_\_\_

	Plan Number	Customer's Name	Dealer Cost	PST (where applicable)	GST/HST	TOTAL
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						

- Cheques should be made payable to CornerStone United.
- Completed Contract Monthly Remittance Forms may be faxed or mailed to the contact information below.

**XTRARIDE/AUTOXTRA**  
**c/o CornerStone United, Ltd.**  
201-931 Commissioners Road East  
London, ON N5Z 3H9  
Phone/Fax: 1-866-481-1327

Business Numbers:  
GST/HST 13576 6863 RT0001 QST 1212927607

XTRARIDE/AUTOXTRA CONTRACT MONTHLY REMITTANCE FORM 2015



## Credit Card Remittance Form

(Visa and MasterCard cards only at this time)



Dealer Name: \_\_\_\_\_ Dealer #: \_\_\_\_\_

Dealer Contact Person: \_\_\_\_\_  
Person to contact with any questions or issues

Dealer Address: \_\_\_\_\_  
\_\_\_\_\_

Dealer email Address: \_\_\_\_\_

Card Holder Full Name (Please Print)															
Card Holder Billing Address (Must be filled out in full for payment to be processed)	Street Address														
	City					Province					Postal Code				
Credit Card Number (Ensure Numbers Are Clear)															
Expiration Date	Month					Year									
3-Digit CVV Code (on the back of the card)															
Payment Amount	\$ _____														
Authorized By	Name/Position										Date				
To Request a Receipt, please provide the fax number, email or mailing address where you would like the receipt to be sent.															

- Completed Credit Card Remittance Form to be faxed or mailed to the secure numbers below.
- Credit Card payments are subject to a 3% convenience fee.

**XTRARIDE/AUTOXTRA**  
**c/o CornerStone United, Ltd.**  
201-931 Commissioners Road East  
London, ON N5Z 3H9  
Phone/Fax: 1-866-481-1327

XTRARIDE/AUTOXTRA CREDIT CARD REMITTANCE FORM 2015

## POST SALE USED VEHICLE INSPECTION CHECKLIST

To qualify for Post Sale coverage, all required items must be inspected and either pass or be repaired and checked off accordingly, this form must be signed by the technician performing the inspection and the Service Manager certifying that this vehicle has met all of the coverage standards, and a copy of this form must be submitted to the Administrator with the AutoXtra service contract.

Dealership Name		Address	
City	Province	Postal Code	Phone
VIN	Year	Make	Model
Vehicle Purchase Date	Odometer Reading		Inspection Date

All Items Shown As "Needs Repairs" Below Must Show "Repaired" To Qualify For A Post Sale Service Contract

INITIAL INSPECTION/WALKAROUND	Pass	Needs Repairs	Repaired	ROAD TEST	Pass	Needs Repairs	Repaired
1. Odometer Reading supported by general vehicle condition				19. Cold Engine Start Up			
2. Headlights, Turn Signals, Flashers, Brake Lights, Tail Lights, Back-up Lights Operational				20. Engine operating properly/shows no sign of problems (Excessive smoking, oil leaks, etc.)			
3. Warning Lights, Gauges, Horn Operational				21. Speedometer/Odometer operating properly			
<b>UNDER THE HOOD</b>				22. Engine Oil pressure and operating temperature are in normal range			
4. Oil clean and at prescribed level				23. Transmission shifts properly and smoothly			
5. Oil Leaks, if any, have been corrected				24. Any drive line vibrations corrected			
6. Transmission Fluid free of contamination and at the prescribed level				25. Electrical and Electronic Components and Switches operating properly			
7. Coolant free of contamination and at prescribed level				26. Windshield Wiper/Washer operation at all speeds			
8. Cooling System shows no evidence of leaks				27. Air Conditioner operational and free of freon leaks			
9. Power Steering Pump Reservoir and Gear Box at prescribed level and no evidence of leaks				28. Heater/Defrosters functioning properly			
10. Brake Master Cylinder at prescribed level and no evidence of leaks				29. Steering Control has been checked and operates properly			
11. Battery at prescribed level and cables/posts are free of corrosion				30. Brakes have been checked and are operating properly			
12. Engine Air Cleaner is clean				31. Parking Brake operating properly			
<b>UNDER VEHICLE</b>				32. Emission Controls are operating and meet regulations			
13. Transmission Case free of cracks and shows no sign of leakage.				33. Unusual Noises - any conditions causing noises in the Engine, Transmission, Drive Shaft, Universal Joints and Drive Axle(s) have been corrected.			
14. Drive Axle Fluids at prescribed levels				Comments:			
15. Struts/Shocks show no sign of leaks and operate properly							
16. All Fluid or Oil leaks have been corrected							
17. Drive Shaft, Joints, CVs and Boots operating properly							
18. Odometer is in working order							

\*\*\*A copy of this form must be retained, along with repair orders for any repairs required, in the vehicle's file.

We certify that all above components are in proper working order and this inspection is accurate. All needed repairs have been performed.

Inspecting Technician

Date

Service Manager

Date



"Your Canadian Vehicle Protection Solution"

**Protect yourself from the high cost of mechanical failures,  
Protect yourself with AutoXtra!**

Name:

Vehicle:

Quote Date:

Mileage:

**Extended Care Coverage – provides limited Engine & Transmission coverage**

- |                          |                |                 |                   |
|--------------------------|----------------|-----------------|-------------------|
| ✓ Engine (Gas or Diesel) | ✓ Transmission | ✓ Transfer Unit | ✓ Seals & Gaskets |
| ✓ Turbo/Supercharger     |                |                 |                   |

**Powertrain Coverage – provides coverage for the major components of your vehicle**

- |                          |                |                   |                        |
|--------------------------|----------------|-------------------|------------------------|
| ✓ Engine (Gas or Diesel) | ✓ Transmission | ✓ Transfer Unit   | ✓ Drive Axles Assembly |
| ✓ Turbo/Supercharger     |                | ✓ Seals & Gaskets |                        |

**Basic Coverage – includes Powertrain Coverage plus the additional components below**

- |                   |               |                  |                    |
|-------------------|---------------|------------------|--------------------|
| ✓ Suspension      | ✓ Steering    | ✓ Brakes         | ✓ Air Conditioning |
| ✓ Electrical      | ✓ Electronics | ✓ Cooling System | ✓ Sport Utility    |
| ✓ Seals & Gaskets |               |                  |                    |

**Select Coverage – includes Powertrain and Basic Coverage plus the additional components below**

- |                       |                        |                       |                             |
|-----------------------|------------------------|-----------------------|-----------------------------|
| ✓ Enhanced Electrical | ✓ Enhanced Electronics | ✓ Enhanced Suspension | ✓ Enhanced Air Conditioning |
| ✓ Four Wheel Steering | ✓ Anti-Lock Brakes     | ✓ Fuel Delivery       | ✓ Interior/Exterior         |
| ✓ Emissions (limited) |                        | ✓ Seals & Gaskets     |                             |

**Ultimate Coverage – includes Powertrain, Basic and Select Coverage plus virtually every mechanical, electrical and electronic component on your vehicle.**

Ultimate coverage provides you with maximum protection. Ultimate coverage is so comprehensive that if it's not in a short list of exclusions, it's covered.

**Additional**

EXTENDED CARE – Rental Expense, Towing Assistance

**Benefits:**

POWERTRAIN/BASIC/SELECT/ULTIMATE - Rental Expense, Trip Interruption, Roadside/Towing Assistance

**Term:**

**Coverage:**

**Deductible:**

**Rate:**

☐

☐

☐ **Accept**

☐

(Select one  
term /  
coverage /  
deductible  
option)

☐

☐

☐ **Decline**

I do not choose to purchase the AutoXtra plans offered on my vehicle. I understand that by not accepting, I am not entitled to any of the benefits listed above. I further understand that the AutoXtra plans may not be available at a later date and that the repair/replacement of any of these items will be at my own expense.

Applicant's Signature

Date

Dealer Representative's Signature

Date

This quote page is intended to provide general information. Complete terms and conditions are contained in the AutoXtra Service Contract Terms and Conditions. Please read it for complete details.

AUTOXTRA QUOTE FORM 2015



## Estimate/Claim Form



Standard Work Orders with required detail may  
be used in lieu of this form

☐ Estimate

☐ Claim

Dealer Name	Phone Number	Dealer Invoice/Ref #	Plan Number		
Dealer Contact	Fax Number	Dealer Number			
Customer Name		Phone Number	Pre-Authorization Number		
Customer Address			Postal Code		
Product Name	Serial/VIN Number	Year and Model	Date Purchased (mm/dd/yy)		
Description of Complaint/Symptoms					
Cause of Failure					
Description of Work Needed					
Date Call Received	Date of Failure	Date Work Completed	Current Mileage/Hours	Hours/Minutes on Job	Labour Rate
Quantity	Part Number	Part Description	Labour Code	Amount	
Dealer Warranty Terms for this Job			Total Parts Cost		
Customer's Signature			Total Labour		
Verification of Customer Approval (in lieu of Customer Signature) I have printed this Claim Form, it has been signed by myself and the customer, and it has been filed for future reference.			SUB-TOTAL		
Technician's Signature or Name			PST (if applicable)		
			GST/HST		
			Less Deductible		
			TOTAL		
OR SEND TO XTRARIDE/AUTOXTRA BY: FAX: 1-866-481-1327 MAIL: 201-931 Commissioners Road East, London, ON N5Z 3H9					

XTRARIDE/AUTOXTRA ESTIMATE/CLAIM FORM 2015



To whom it may concern:

By this I confirm that my vehicle described below has not been modified as noted below.

Vehicle description: \_\_\_\_\_  
MAKE / MODEL / YEAR

Vehicle Identification Number: \_\_\_\_\_

**OVERSIZED TIRES:**

More than 4 sizes larger than OEM

☐ YES

☐ NO

**LIFTED OR LOWERED BODY SUSPENSION:**

More than 6 inches lifted

☐ YES

☐ NO

More than 3 inches lowered

☐ YES

☐ NO

Signed at \_\_\_\_\_

Customer Signature \_\_\_\_\_

Date \_\_\_\_\_  
YYYY / MM / DD



To whom it may concern:

By this I confirm that my vehicle plated under the name of my company is strictly for personal usage only.

Vehicle description: \_\_\_\_\_  
MAKE / MODEL / YEAR

Vehicle identification number : \_\_\_\_\_

Company name: \_\_\_\_\_

Owner's name: \_\_\_\_\_

Signed at \_\_\_\_\_

Customer Signature \_\_\_\_\_

Date \_\_\_\_\_  
YYYY / MM / DD



## Transfer Request Form



The remaining term of your XtraRide/AutoXtra Plan may be transferred to subsequent purchasers within 30 days of the change of ownership. Plan coverage is not transferrable from unit to unit, only from consumer to consumer. Coverage can not be transferred to a Dealer. Repairs completed before transfer payments are received will not be covered.

You may request verification of remaining Plan coverage by calling 1-866-481-1327, 8:00 am - 6:00 pm ET Monday to Friday.

Plan #: \_\_\_\_\_

Product: \_\_\_\_\_

Transfer Date: \_\_\_\_\_

### *Original Owner:*

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City/Province: \_\_\_\_\_

Postal Code: \_\_\_\_\_ Telephone: (\_\_\_\_) \_\_\_\_\_

### *Transfer to:*

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City/Province: \_\_\_\_\_

Postal Code: \_\_\_\_\_ Telephone: (\_\_\_\_) \_\_\_\_\_

Transfer Requests may be submitted by fax, phone or mail. To pay the transfer fee by credit card, please complete the Credit Card Remittance Form and submit with your Transfer Request. Transfer fees may be paid by cheque with mail-in requests only.

☐ Pay by Credit Card (please include completed Credit Card Remittance Form)

☐ Pay by Cheque (mail-in requests only)

**XTRARIDE/AUTOXTRA**  
**c/o CornerStone United, Ltd.**  
201-931 Commissioners Road East  
London, ON N5Z 3H9  
Phone/Fax: 1-866-481-1327



## Cancellation Request Form

The following is required to process a Cancellation Request:

Plan #: \_\_\_\_\_

Plan Holder's Name: \_\_\_\_\_

Plan Purchase Date: \_\_\_\_\_

Date of Cancellation: \_\_\_\_\_

Selling Dealer: \_\_\_\_\_

Selling Dealer Contact: \_\_\_\_\_

Plan Holder's Signature: \_\_\_\_\_

- ALL AutoXtra Plans (with the exception of the LIMITED WARRANTY) may be cancelled within 30 days of purchase by returning to the selling dealer and completing a Cancellation Request Form, or by contacting the Administrator.
- If the Plan is cancelled within 30 days of the purchase date, the cost paid for the Plan will be refunded, less a cancellation fee of \$50, less any claims paid, plus applicable taxes.
- CANCELLABLE Plans may be cancelled at any time during the term of the contract. If this Plan is cancelled more than 30 days from the Plan purchase date, a prorated portion of the cost paid for the Plan will be refunded based on elapsed days of coverage from the Plan purchase date, less a cancellation fee of \$50, less any claims paid, plus applicable taxes.
- THE GUARANTEED PRICE REFUND OPTION MAY NOT BE CANCELLED FOR ANY REASON AFTER 30 DAYS FROM THE PLAN PURCHASE DATE.
- All cancellation refund cheques will be sent to the selling dealer. The Lienholder, if any, may be named on the cancellation refund cheque as their interest may appear. You can collect your cancellation refund directly from the selling dealer 30 days after the Administrator has received the cancellation request.

This Cancellation Request Form must be signed by the customer. Please fax or mail the signed request to:

**AUTOXTRA**  
c/o CornerStone United, Ltd.  
201-931 Commissioners Road East  
London, ON N5Z 3H9  
Phone/Fax: 1-866-481-1327