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## AFAS .....

### Company Information

**Additional Known Company Names:**

American Financial & Automotive Services, Inc., AFAS, American Financial, MasterTech

**Provider Website:**

[www.afasinc.com](http://www.afasinc.com)

**Integration Available:**

Ratings and Contracting

**Term for Provider Dealer Code:**

Dealer Number

**Provider Code Format:**

5 digit number, begins with a 7

**eSignature Support:**

Yes

### Provider Business Support & Prerequisites

**Dealer Support Contact Name:**

Dealers should contact their American Financial Dealership Development Manager or AFAS home office at 281-296-2327 (Dealership Technology Support Team).

**Dealer Support Contact Info:**

281-296-2327

**Action Requirements Prior to Dealer Setup:**

Depending on product selection, additional paperwork may be required. Dealers should contact their American Financial Dealership Development Manager or AFAS home office at 281-296-2327 (Dealership Technology Support Team).

**Additional Setup Notes:**

AFAS manages all packs for Dealer. If dealer wants to include packs in DMS/Menu setup, please direct them to AFAS agent.

### Provider Integration Notes

**Portal Name:**

MasterTech Online (<http://www.mastertechvpp.com/>)

**Remit Instructions:**

The dealer will need to print a remittance log and remit the original signed contracts with payment to American Financial as normal. Contact AFAS eSupport for remittance procedures.

**Void Instructions:**

A MasterTech Service contract can be cancelled within 60 days of purchase, providing no claim has been filed. After 60 days, or if a claim has been filed, a refund will be pro-rated less a cancellation fee.

**Provider Accepts Electronic Voids:**

Yes

**Contract Transmitted Electronically:**

Yes

### Integrated Products

<b>Appearance:</b>	Envipro	<b>Key:</b>	MasterTech Key Replacement Program
<b>Combo:</b>	MasterTech Complete Protection Program	<b>Limited Warranty:</b>	AFAS Limited Warranty
<b>Dent:</b>	MasterTech Dent Protection	<b>Maintenance:</b>	MasterTech Scheduled Maintenance
<b>GAP:</b>	MasterTech Debt Protection	<b>Theft:</b>	MasterTech Theft Deterrent Program
<b>Glass:</b>	MasterTech Windshield Protection Program	<b>Road Hazard:</b>	MasterTech Road Hazard Protection Program
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## Company Information

### Additional Known Company Names:

Allstate Dealer Services (ADS), Allstate, CarMor, Pablo Creek Services, American Heritage Insurance Services (AHIS), First Colonial Insurance Company (FCIC), Northbrook Indemnity Company (NIC)

### Provider Website:

[www.allstatedealerservices.com](http://www.allstatedealerservices.com)

### Integration Available:

Ratings and Contracting

### Term for Provider Dealer Code:

DTD number TEST4

### Provider Code Format:

DTD####

### eSignature Support:

Yes

## Provider Business Support & Prerequisites

### Dealer Support Contact Name:

Allstate Dealer Support Team, or contact Agent. Allstate Technical Support is B2B Technical Support Team.

### Dealer Support Contact Info:

800-621-4871 for business support, 866-549-7500 for tech support

### Action Requirements Prior to Dealer Setup:

The dealers acct must be enabled within the Allstate system. Have the dealer contact their agent OR submit an Electronic Submission Form to [eChoiceSupport@allstate.com](mailto:eChoiceSupport@allstate.com) (supported by the B2B Technical Support; so it's not necessary to send to both emails

### Additional Setup Notes:

Allstate typically just includes dealer remit cost with all product rating requests. In certain states where pricing is regulated, Allstate may send Retail Price for applicable products.

## Provider Integration Notes

### Portal Name:

Allstate DAP or Allstate Dealer Portal

### Remit Instructions:

The dealer needs to go to [allstatedealerservices.com](http://allstatedealerservices.com) to remit contracts. The dealer must maintain the original, signed copy for auditing purposes but is not required to main paper agreements for contracts remitted through DAP.

### Void Instructions:

A contract can be voided within the Dealer System, by going into the eDeal Jacket and selecting VOID Contract next to each contract. Voids cannot be done once a contract has been remitted. Contracts can only be voided in pending status.

### Provider Accepts Electronic Voids:

Yes

### Contract Transmitted Electronically:

Yes

## Integrated Products

### Vehicle Appearance Protection:

Allstate Paint/Fabric

### Combo:

Allstate Complete Protection

### Dent:

Allstate Paintless Dent Repair

### GAP:

Allstate GAP

### Limited Warranty:

Allstate Limited Warranty

### Theft / Etch:

Theft Deterrent Warranty Program

### T&W / Road Hazard:

Allstate Tire & Wheel Program, Roadside Service

### VSC:

Allstate VSC

### Wear & T:

Allstate Wear And Tear

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**Company Information**

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**Additional Known Company Names:**

Allstate Dealer Services (ADS), Allstate, CarMor, Pablo Creek Services, American Heritage Insurance Services (AHIS), First Colonial Insurance Company (FCIC), Northbrook Indemnity Company (NIC)

**Provider Website:**

<http://www.allstatedealerservices.com>

**Integration Available:**

Ratings and Contracting

**Term for Provider Dealer Code:**

DTD number

**Provider Code Format:**

DTD####

**eSignature Support:**

Yes

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**Provider Business Support & Prerequisites**

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**Dealer Support Contact Name:**

Allstate Dealer Support Team, or contact Agent. Allstate Technical Support is B2B Technical Support Team.

**Dealer Support Contact Info:**

800-621-4871 for business support, 866-549-7500 for tech support

**Action Requirements Prior to Dealer Setup:**

The dealers acct must be enabled within the Allstate system. Have the dealer contact their agent OR submit an Electronic Submission Form to [eChoiceSupport@allstate.com](mailto:eChoiceSupport@allstate.com) (supported by the B2B Technical Support) so it's not necessary to send to both emails

**Additional Setup Notes:**

Allstate typically just includes dealer remit cost with all product rating requests. In certain states where pricing is regulated, Allstate may send Retail Price for applicable products.

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**Provider Integration Notes**

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**Portal Name:**

Allstate DAP

**Remit Instructions:**

The dealer needs to go to Allstate DAP to remit contracts. The dealer must maintain the original, signed copy for auditing purposes.

**Void Instructions:**

A contract can be voided within the Dealer System by going into the eDeal Jacket and selecting VOID Contract next to each contract. There is no time limit on voids unless the contract has been remitted. Only Pending contracts can be voided.

**Provider Accepts Electronic Voids:**

Yes

**Contract Transmitted Electronically:**

Yes

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**Integrated Products**

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**GAP:** Allstate GAP



## Ally (APP Products) .....

### Company Information

**Additional Known Company Names:**

Ally Financial, Ally Insurance, Ally Dealer Products & Services, GMAC, GMPP, Universal Warranty

**Provider Website:**

<https://www.ally.com/dealer/vehicle-protection-products/>

**Integration Available:**

Ratings and Contracting

**Term for Provider Dealer Code:**

BAC Code or Dealer Number

**Provider Code Format:**

Dealer Number = 6 numeric digits #####

**eSignature Support:**

Yes

### Provider Business Support & Prerequisites

**Dealer Support Contact Name:**

Ally Dealer Product & Services - Sales and Support

**Dealer Support Contact Info:**

800-631-5590, Option 5

**Action Requirements Prior to Dealer Setup:**

Dealer must be enrolled with Ally Premier Protection and have an executed Dealer Agreement

**Additional Setup Notes:**

Dealers are able to sell GMPP and Ally Premier Protection at the same time. They can be registered for both in the dealer systems/menu system if that system allows it. The best practice to reduce confusion is to only have Ally Premier Protection registered if the dealer has transitioned from GMPP. Hard packs will be included in the rating service response and soft packs will not be.

### Provider Integration Notes

**Portal Name:**

Ally Vehicle Protection Center [www.ally.com/dealer/](http://www.ally.com/dealer/)

**Void Instructions:**

Voids should be processed through the originating dealer system prior to remittance in the Ally Vehicle Protection Center. Contracts can also be voided in the Ally VPC.

**Remit Instructions:**

After the contract is printed and booked, it must be remitted through the Ally Vehicle Protection Center. The application is accessed through the Ally Dealer Portal. Provider does not require paper contracts be sent for these products.

**Provider Accepts Electronic Voids:**

Yes

**Contract Transmitted Electronically:**

Yes

### Integrated Products

**GAP:** Ally GAP  
**Limited Warranty:** Ally Limited Warranty

**Maintenance:** Ally Auto Care  
**VSC:** Ally Premier Protection, Ally VehicleOne



## Alpha Warranty Services .....

### Company Information

**Additional Known Company Names:**

Alpha Warranty Services Inc, Alpha Warranty, AWS, Alpha

**Provider Website:**

[www.alphawarranty.com](http://www.alphawarranty.com)

**Integration Available:**

Ratings and Contracting

**Term for Provider Dealer Code:**

Dealer Number

**eSignature Support:**

Yes

### Provider Business Support & Prerequisites

**Dealer Support Contact Name:**

Alpha Dealer Support. For the Dealer number log into DAP or for additional support.

**Action Requirements Prior to Dealer Setup:**

Contact Alpha Dealer Support at 800.662.5519, option 6 in order to be enabled to e-rate and e-contract.

**Dealer Support Contact Info:**

800.662.5519, option 6

**Additional Setup Notes:**

The dealer can adjust standard program cost either through the settings tab in the Dealer Access Portal or by sending an overbill agreement and form. Dealers can call AWS support or contact the agent to obtain the overbill form if needed. To enable the dealer system for e-rating and e-contracting, the dealer will need to contact AWS (Alpha Dealer Support: 800.662.5519, option 6)

### Provider Integration Notes

**Portal Name:**

AWS Dealer Access Portal (DAP)

**Void Instructions:**

Booked contracts can be voided via Dealer System the same day the contract is submitted. The dealer is able to void the contract through DAP for up to 30 days while it is pending.

**Remit Instructions:**

Print a remittance sheet using DAP remittance tools ([www.alphawarranty.com](http://www.alphawarranty.com)) and send to AWS along with the check. Paper copies must be stored by the dealer.

**Provider Accepts Electronic Voids:**

Yes

**Contract Transmitted Electronically:**

Yes

### Integrated Products

**GAP:**

Alpha GAP

**VSC:**

Alpha Service Contract, Alpha Tiered Program, A La Car Program, New Car Program, Alpha Basics Coverage (ABC) Program, A+ Program



## American Auto Guardian .....

### Company Information

**Additional Known Company Names:**

American Auto Guardian, Inc., AAGI

**Provider Website:**

[www.aagi.com](http://www.aagi.com)

**Integration Available:**

Ratings and Contracting

**Term for Provider Dealer Code:**

Dealer Number

**eSignature Support:**

Yes

### Provider Business Support & Prerequisites

**Dealer Support Contact Name:**

Dealers should contact their agent.

**Dealer Support Contact Info:**

(888) 442-2886

**Action Requirements Prior to Dealer Setup:**

Dealers should contact their agent to complete any additional agreements.

**Additional Setup Notes:**

Dealer should contact their agent before starting to eContract. Agent pricing is needed.

### Provider Integration Notes

**Portal Name:**

QR360

**Remit Instructions:**

Dealers should follow current procedures and contact their agent for any training or questions. A paper copy should be stored by the dealer.

**Void Instructions:**

Reach out to AAGI prior to voiding a contract

**Provider Accepts Electronic Voids:**

Yes

**Contract Transmitted Electronically:**

Yes

### Integrated Products

**Combo Product:** AutoGuard Vehicle Shield (AVS)

**GAP:** GAP Guardian

**Key:** AutoGuard Key

**Limited Warranty:** AutoGuard Limited Warranty

**Theft / Etch:** AAGI Etch

**T&W:** AutoGuard Tire and Wheel

**VSC:** AutoGuard, Wheelz (Hi Mileage)

**Wear & T:** EWT - Excess Wear & Tear





## American Guardian Warranty Services (AGW .....

### Company Information

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**Additional Known Company Names:**

American Guardian Warranty Services, AGWS, American Guardian Holdings

**Provider Website:**

[www.agwsinc.com](http://www.agwsinc.com)

**Integration Available:**

Ratings and Contracting

**Term for Provider Dealer Code:**

Dealer Number

**Provider Code Format:**

XX#####

**eSignature Support:**

Yes

### Provider Business Support & Prerequisites

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**Dealer Support Contact Name:**

District Sales Manager (DSM). The dealer should call their rep for the Dealer Number.

**Dealer Support Contact Info:**

800-579-2233 x4194

**Action Requirements Prior to Dealer Setup:**

The dealer should notify American Guardian of the request to verify the dealer is authorized to eContract.

**Additional Setup Notes:**

None

### Provider Integration Notes

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**Portal Name:**

DAP

**Void Instructions:**

Booked contracts can be voided via Dealer System the same day the contract is submitted. After that, the dealer must contact American Guardian Warranty or the agent to void. The contract can generally be voided for up to 30 days after submission.

**Remit Instructions:**

For instructions on how to remit, go to the following site: <http://www.amguardholdings.com/scs/help/>. Clicking on the How to Remit Business link will take you to the video. Click the play button to view step by step instructions.

**Provider Accepts Electronic Voids:**

Yes

**Contract Transmitted Electronically:**

Yes

### Integrated Products

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**Appearance:** Appearance Protection

**GAP:** Compass GAP

**Key:** AGWS Key Replacement

**Limited Warranty:** American Guardian Limited Warranty

**Maintenance:** Total Maintenance Program

**Theft:** AGWS Theft

**T&W:** AGWS Tire and Wheel

**VSC:** Compass VSC, Compass Protection Plan, Compass Essential Plan, Compass Basic

**Wear\_Tea:** AGWS Excess Wear and Tear



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**Company Information**

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**Additional Known Company Names:**

Advanced Protection Products International, Inc.

**Provider Website:**

[www.appiadmin.com](http://www.appiadmin.com)

**Integration Available:**

Ratings and Contracting

**Term for Provider Dealer Code:**

Dealer Code or Dealer Number

**Provider Code Format:**

Alpha Numeric. Generally the Alpha is reference to the Dealer name.

**eSignature Support:**

See PEN Support

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**Provider Business Support & Prerequisites**

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**Dealer Support Contact Name:**

Billy Crews Jr.

**Dealer Support Contact Info:**

888-366-3774 ask for Dealer or Agent Support

**Action Requirements Prior to Dealer Setup:**

A Completed Dealer Agreement and eContracting Profile for whatever product they are marketing. These forms need to be emailed or faxed prior to Setup.

**Additional Setup Notes:**

Fax 225-412-3796 or Email [billy@appiadmin.com](mailto:billy@appiadmin.com)

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**Provider Integration Notes**

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**Portal Name:**

PCRS

**Remit Instructions:**

Remit is done through PCRS. They will select contracts they are ready to fund. They print the register and mail that in with the check to APPI. Copies of contracts are required unless otherwise specified.

**Void Instructions:**

Dealer can Void a pending a contract not placed on a sales register. This can be done through the originating Dealer System or within PCRS. Once on a sales register voiding is not permitted.

**Provider Accepts Electronic Voids:**

Yes

**Contract Transmitted Electronically:**

Yes

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**Integrated Products**

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**Appearance:** Platinum Finish  
**GAP:** Total Loss Protection  
**Limited Warranty:** Limited Warranty

**Theft/Etch:** Theft Deterrent Systems  
**T&W:** Premier Tire and Wheel  
**VSC:** Driver's Ultimate, Driver's Plus



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**Company Information****Additional Known Company Names:**

Armor All, MT Companies, Armor All Dealer Products

**Provider Website:**

[armoralldealerproducts.com](http://armoralldealerproducts.com)

**Integration Available:**

Ratings and Contracting

**Term for Provider Dealer Code:**

Dealer Number

**Provider Code Format:**

Dealer code begins with two letters representing the state from which the dealers agent is from and contains a total of 9 characters. Example TX-01-001. TX would represent Texas.

**eSignature Support:**

No

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**Provider Business Support & Prerequisites****Dealer Support Contact Name:**

Chris G. at Armor All Dealer Products

**Dealer Support Contact Info:**

844-785-8930

**Action Requirements Prior to Dealer Setup:**

All Armor All Dealers signed/approved to sell products will complete a Dealer Data Report and send to Armor All Operations team. Dealer must be setup on PCRS. Steps should be completed before a dealer can request to be setup in the DMS or Menu

**Additional Setup Notes:**

Armor All does not work with Hard Packs. They do not typically work with Soft Pack either, however, if a dealer does request a soft pack, they should reach out to Chris at Armor All directly at (860) 748-1580.

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**Provider Integration Notes****Portal Name:**

Armor All PCRS ([www.pcrsauto.com](http://www.pcrsauto.com)) , dealer login will open Armor All screen.

**Void Instructions:**

Dealer can void in Dealer System or PCRS up to the point where the contract is finalized in the PCRS Register.

**Remit Instructions:**

At the end of each month go to the PCRS web address and login. Process the paper or e-contracts and create a register. Print the register and send to it to us with the monthly payment. For further instructions contact either myself or the dealers agent. Armor All does not require paper contracts to be sent back to them for remittance. The customer and dealer should maintain copies of the contract. The dealers office manager will batch enter paper contracts in order to create a register. Armor All requires the dealer to send us their register containing the contract information once a month along with their payment.

**Provider Accepts Electronic Voids:**

Yes

**Contract Transmitted Electronically:**

Yes

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**Integrated Products**

**Appearance:** SmartShield



## ASC Warranty

### Company Information

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**Additional Known Company Names:**

Auto Services Company Inc.

**Provider Website:**

[www.ascwarranty.com](http://www.ascwarranty.com)

**Integration Available:**

Ratings and Contracting

**Term for Provider Dealer Code:**

Dealer Number

**Provider Code Format:**

The format of the ASC Warranty dealer number or code is 3-5 digit alpha numeric number followed by a "N" or an "A". Example 45145N or 43068A.

**eSignature Support:**

No

### Provider Business Support & Prerequisites

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**Dealer Support Contact Name:**

ASC Dealer Services

**Dealer Support Contact Info:**

800-442-7116

**Action Requirements Prior to Dealer Setup:**

Dealer must have a signed Dealer Agreement on file at ASC Warranty. Contact ASC Dealer Services for assistance. Florida Dealers must have FL2-53 License.

**Additional Setup Notes:**

Contact ASC Warranty Dealer Services to confirm that the account is in good standing and to verify the account is up to date. ASC does include hard packs in the product cost. If dealer is setting up a soft pack, the system provider rep should contact ASC Warranty Dealer Services at 800-442-7116 for assistance.

### Provider Integration Notes

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**Portal Name:**

ASC Online Entry System (OES)

**Void Instructions:**

All contracts should be voided in originating dealer system prior to month end. Dealer should review all ASC eContracts immediately at EOM. If it is not cancelled the same day, Please contact ASC Dealer Services at 800-442-7116 or [sales@ascwarranty.com](mailto:sales@ascwarranty.com)

**Remit Instructions:**

All booked contracts should appear immediately in Online Entry System and will be considered active unless canceled by the dealer. ASC Warranty does not require a dealer to send paper contracts to ASC for remittance of eContracts. The dealership would receive a bi-weekly or monthly billing statement from ASC and the dealer can mail a check with the billing statement or a remittance form located on the ASC Warranty online entry system under the MISC menu and forms and downloads category.

**Contract Transmitted Electronically:**

Yes

### Integrated Products

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**VSC:** Drivetrain Plus, Deluxe Coverage,  
Factory Type Coverage

### Products Not Integrated

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Ancillary products in development.



## ASI Profits

### Company Information

**Additional Known Company Names:**

Independent Dealer Group, Ownershield, Dealer Motor Services

**Provider Website:**

[www.ase-profits.com](http://www.ase-profits.com)

**Integration Available:**

Ratings and Contracting

**Term for Provider Dealer Code:**

Dealer Number

**Provider Code Format:**

10 character Alpha-Numer begins with DLR#####

**eSignature Support:**

No

### Provider Business Support & Prerequisites

**Dealer Support Contact Name:**

Agent Support Team

**Dealer Support Contact Info:**

800 242-7316

**Action Requirements Prior to Dealer Setup:**

ASI needs to setup the web service access for PEN. Dealer/Agent should contact Agent Support Team.

### Provider Integration Notes

**Portal Name:**

ProfitTrack

**Remit Instructions:**

Dealer accounting use Profittrack to Prepare The Invoice and approve booked contracts. Dealer needs to follow remittance process established with ASI.

**Void Instructions:**

Dealer can void in the DMS/Menu up to the point when accounting Prepares the Invoice.

### Integrated Products

**Appearance:** Paint & Interior  
**Combo:** Complete Care  
**GAP:** GAP  
**Glass:** Windshield  
**Key:** Key replacement

**LTD WTY:** Limited Warranty  
**Theft/Etch:** Etch  
**T&W:** Tire & Wheel, Tire Doctor, Road Hazard  
**VSC:** Autoprotec, 5 Star, Ownershield, Smart AutoCare  
**Wear and:** Lease Care  
**Total Lo:** Total Loss Protection

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**Company Information**

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**Additional Known Company Names:**

AssurancePlus

**Provider Website:**<http://www.assuranceplus.com/>**Integration Available:**

Ratings and Contracting

**Term for Provider Dealer Code:**

Unique Client ID; Unique Plan ID

**Provider Code Format:**

5 Digit Numeric

**eSignature Support:**

No

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**Provider Business Support & Prerequisites**

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**Dealer Support Contact Name:**

Mike Sciba

**Dealer Support Contact Info:**(844) 666-0474; (616) 890-2121  
admin@assuranceplus.com**Action Requirements Prior to Dealer Setup:**

Dealer needs to complete and sign AssurancePlus Dealer Agreement. Dealer needs to complete Client Info Form.

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**Provider Integration Notes**

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**Portal Name:**

No Portal. Remittance and Invoicing handled direct with Dealer.

**Remit Instructions:**

Booked contracts are live with AssurancePlus, unless voided by dealer in the originating system. Invoices along with an Enrollment Report will be emailed to the designated dealer contact on the first business day of the month following the month of activity and are due on the 15th.

**Void Instructions:**

Dealer should void booked contracts in the originating system prior to Accounting Approval in AssurancePlus Portal. Dealer can also call or email AssurancePlus at (844) 666-0474 admin@assuranceplus.com

**Contract Transmitted Electronically:**

Yes

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**Integrated Products**

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**Roadside:**

Secure Roadside Plus (custom product in limited use, please direct agent to provider)

**ADR:**

Auto Advantage (ADR) Auto Deductible Reimbursement

### Company Information

**Additional Known Company Names:**

VCI, Audi Financial Services, Safe-Guard Products International

**Provider Website:**

<https://www.audiusa.com/myaudi/service>

**Integration Available:**

Ratings and Contracting

**Term for Provider Dealer Code:**

VCI Dealer Number (for Audi)

**Provider Code Format:**

AUXXXXXX (AU, followed by 6 character alpha numeric)

**eSignature Support:**

No

### Provider Business Support & Prerequisites

**Dealer Support Contact Name:**

Safe-Guard Account Manager for VCI is Anya Boswell

**Dealer Support Contact Info:**

800 742-7896 x9515 or aboswell@sgintl.com

**Action Requirements Prior to Dealer Setup:**

All dealer products and forms are available to dealers approved to by VCI and setup with Safe-Guard.

**Additional Setup Notes:**

Provider Setup should consider use of Provider ID and Products:

- Audi Financial Services products are for Audi Dealers. It includes both VCI and Quality Protect products to be sold through Audi Dealers.
- Quality Protect Automobile are VCI products to be sold through NON-Audi dealers.
- Volkswagen Credit is to be used at VW dealers

### Provider Integration Notes

**Portal Name:**

Audi Pure Protection Dealer Portal  
<http://dealers.audipureprotection.com>

**Remit Instructions:**

Product contracts rated and booked via PEN enabled system will be available for dealership accounting review and approval in the Audi Pure Protection Dealer Portal (managed by Safe-Guard).

**Void Instructions:**

Booked contracts may be voided in the originating dealer system any time prior to dealer remittance in the VCI Portal

**Contract Transmitted Electronically:**

Yes

### Integrated Products

<b>Combo:</b>	Audi Pure Protection Multi Coverage Protection, Quality Protect Multi Coverage Protection	<b>Theft:</b>	Audi Pure Protection Theft Protection, Quality Protect Theft Protection
<b>GAP:</b>	Audi Pure Protection GAP Protection, Quality Protect GAP Protection	<b>VSC:</b>	Audi Pure Protection VSC, Audi Pure Protection Term Protection, Quality Protect Protection VSC, Quality Protect Term Protection
		<b>Wear_Tea:</b>	Audi Pure Protection Lease Protection

### Products Not Integrated

All VCI branded products are available. Audi Care Maintenance is managed by Audi Factory and not available for eRating or eContracting through Safe-Guard/PEN



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**Company Information**

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**Additional Known Company Names:**

AUL Corp  
Associates Underwriting Limited  
AUL Administrators

**Provider Website:**

[www.aulcorp.com](http://www.aulcorp.com)

**Integration Available:**

Ratings and Contracting

**Term for Provider Dealer Code:**

Dealer ID

**Provider Code Format:**

numeric range from 1 to 50000

**eSignature Support:**

No

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**Provider Business Support & Prerequisites**

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**Dealer Support Contact Name:**

For rate, term, dealer code or surcharge questions call AUL Sales Support

**Dealer Support Contact Info:**

Sales Support at 800-826-3207 extension 460

**Action Requirements Prior to Dealer Setup:**

Contact AUL via phone at (800) 826-3207, ext 450 to sign the AUL Dealer Agreement and Electronic Remittance Addendum or fill out the addendum online and fax it to the number on the form.

**Additional Setup Notes:**

The dealer is required to sign the agreements and agree to terms & conditions for all programs prior to getting set up online.

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**Provider Integration Notes**

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**Portal Name:**

aulcorp.com

**Void Instructions:**

The dealer can only void (delete) a contract on the AUL website. Within the AUL portal, the dealer can click on the red X to delete that contract. They have 100 days to delete.

**Remit Instructions:**

Regular remittance with a check or ACH remittance online at [www.aulcorp.com](http://www.aulcorp.com). The contract will need to be stored until 1 year after the contract expires.

**Provider Accepts Electronic Voids:**

Yes

**Contract Transmitted Electronically:**

Yes

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**Integrated Products**

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**Ltd\_Warranty**  
:

AUL Limited Warranty

**Maintenance:**  
**VSC:**

AUL Maintenance  
AUL VSC





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**Company Information****Provider Website:**<http://autoxcel.net/>**Integration Available:**

Ratings and Contracting

**Term for Provider Dealer Code:**

Dealer Code

**Provider Code Format:**

No standard but commonly AAAA-####

**eSignature Support:**

No

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**Provider Business Support & Prerequisites****Dealer Support Contact Name:**

Contact Alison for all new setups and Dealer Codes

**Dealer Support Contact Info:**

Alison 910 762-5300, alison@autoxcel.net

**Action Requirements Prior to Dealer Setup:**

None

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**Provider Integration Notes****Portal Name:**

AutoXcel Portal

**Void Instructions:**

Dealer can and should void eContracts in the Menu or DMS. Booked contracts may be voided prior to remittance in AutoXcel Portal by going to the cancel form at [autoxcel.net/cancel](http://autoxcel.net/cancel)

**Remit Instructions:**

Booked contracts will be available for Accounting review in the AutoXcel Portal. Dealers "remit" contracts with a check and remittance statement. eContracts do not need to be mailed to AutoXcel after remittance and payment.

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**Integrated Products****Appearance:** Stay Nu, Dynamic Image**Combo:** AX3, AX4, AX4 with Key Replacement**Dent:** AutoXcel PDR**Glass:** Dynamic Glass**Key:** Recover Key**Ltd\_Wty:** AutoXcel Limited Warranty**T&W:** Dynamic Wheel

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**Products Not Integrated**

None



## Axiom Administration .....

### Company Information

**Additional Known Company Names:**

Axiom, Axiom Product Administration

**Provider Website:**

[www.axiomadmin.com](http://www.axiomadmin.com)

**Integration Available:**

Ratings and Contracting

**Term for Provider Dealer Code:**

Dealer or Seller Number

**Provider Code Format:**

6-7 characters. 3-4 A/N characters, followed by 3 digit number (AAAA###)

**eSignature Support:**

Yes

### Provider Business Support & Prerequisites

**Dealer Support Contact Name:**

Dealer Support Team, Client Specialist. Dealer Support can provide Dealer/Seller Number.

**Dealer Support Contact Info:**

844 252-0937, choose Option 4, then Option 2 for Dealer Support.

### Provider Integration Notes

**Portal Name:**

Axiom Dealer Access Portal (Axiom DAP)

**Void Instructions:**

Dealer can void contracts in originating dealer system or Axiom DAP up until they have been approved in DAP.

**Remit Instructions:**

Contracts created through PEN are automatically available in Axiom DAP in a pending status. Accounting office approves contracts in Axiom DAP to remit. Contracts become Pending Billed Status once they are remitted by Dealer.

**Contract Transmitted Electronically:**

Yes

### Integrated Products

<b>Appearance:</b>	Paint & Fabric, Revolution Appearance	<b>Maintenance:</b>	Pre-Paid Maintenance
<b>Combo:</b>	Revolution Bundle	<b>Theft:</b>	Theft Protection
<b>Gap:</b>	Guaranteed Asset Protection	<b>T&amp;W:</b>	Tire & Wheel, Cosmetic Wheel, Revolution Wheel
<b>Key:</b>	Key & Fob, Revolution Key	<b>VSC:</b>	Vehicle Service Contract
<b>Ltd Warranty:</b>	Powertrain Warranty	<b>Wear &amp; T:</b>	Lease Wear & Tear
		<b>Roadside:</b>	Roadside Assistance



# BENTLEY

**Bentley**

## Company Information

### Additional Known Company Names:

Safe-Guard International (Administrator), Bentley Protection Plan (BPP) , Porsche Financial Services (PFS)

### Provider Website:

[https://americas.bentleymotors.com/bentley\\_financial\\_services/protection\\_plan.html](https://americas.bentleymotors.com/bentley_financial_services/protection_plan.html)

### Integration Available:

Ratings and Contracting

### Term for Provider Dealer Code:

Dealer Number

### Provider Code Format:

Dealer Number for Bentley consist of BENT, following a 4 digit number

### eSignature Support:

No

## Provider Business Support & Prerequisites

### Dealer Support Contact Name:

For Dealer Numbers and support call/email Bentley Account Manager at Safe-Guard, Maia Valkanov

### Dealer Support Contact Info:

800 742-7896 x9454 or mvalkanov@sgintl.com

### Action Requirements Prior to Dealer Setup:

Use PEN Porsche Provider to access Bentley products. All dealer products and forms are available to dealers via Bentley Protection Plan Portal. Dealer must be setup and activated in the Portal before integration is available.

### Additional Setup Notes:

Bentley dealer approval is required prior sharing Dealer Number and initiating integration process

## Provider Integration Notes

### Portal Name:

Bentley Protection Plan Portal

### Void Instructions:

Contracts booked in dealer system can be voided in the originating system any time prior to accounting remittance in the Bentley Protection Plan Portal.

### Remit Instructions:

Booked Contracts are available for accounting review and submission via the Bentley Protection Plan dealer Portal. Paper copies of contracts booked through eContracting do not need to be mailed to Safe-Guard.

### Contract Transmitted Electronically:

Yes

## Integrated Products

**COMBO:** BPP Multi-Coverage Protection  
**DENT:** BPP Dent Protection  
**GAP:** BPP Guaranteed Auto Protection  
**GLASS:** BPP Windshield Protection

**KEY:** BPP Key Protection  
**Maintenance:** BPP Pre-Paid Maintenance  
**T&W:** BPP Premier Tire & Wheel Protection  
**VSC:** BPP Vehicle Service Protection  
**Wear\_Tea:** BPP Lease End Protection

## Products Not Integrated

Bentley Protection does not offer Theft or CPO products.



## BMW + MINI

### Company Information

**Additional Known Company Names:**

BMW Financial Services & MINI Financial Services

**Provider Website:**

[www.bmw-protection.com](http://www.bmw-protection.com) & [www.mini-protection.com](http://www.mini-protection.com)

**Integration Available:**

Ratings and Contracting

**Term for Provider Dealer Code:**

eContracting Dealer Code (Safe-Guard)

**Provider Code Format:**

The unique Dealer Code provided consists of the following elements Brand, Dealer Code, Location ID, and Line Make ID. I.e. BMW dealer, Dealer Code 12345, Location ID 1, & Line Make 1

**eSignature Support:**

No

### Provider Business Support & Prerequisites

**Dealer Support Contact Name:**

BMW & MINI Account Manager - Gary Harris

**Dealer Support Contact Info:**

(800) 742-7896 ext 9317

**Action Requirements Prior to Dealer Setup:**

(1) Dealer must be authorized to sell offerings. (2) Rates & Forms must be setup for unique dealer number in Safe-Guard's e-contracting portal process. (3) Dealer needs user names and password to access BMW or Mini Protection Portal.

**Additional Setup Notes:**

Dealer needs to contact their respective BMWFS Sales & Marketing Mgr. to inform that they implementing ancillary product eContracting to Safe-Guard BMW or Mini Protection website. The BMWFS SMM may provide dealer additional instructions.

### Provider Integration Notes

**Portal Name:**

BMW Ultimate Protection Plan Portal & MINI Motoring Protection Portal

**Remit Instructions:**

Log into the BMW or MINI Protection portal and follow normal remit procedures. Dealers are required to store the paper copies for audit purposes.

**Void Instructions:**

Voiding is supported and can be executed within the Dealer System.

**Provider Accepts Electronic Voids:**

Yes

**Contract Transmitted Electronically:**

Yes

### Integrated Products

<b>Combo:</b>	BMW + MINI Protection Package (Dent, Key, T&W and Windshield)	<b>Key:</b>	BMW + MINI Key Replacement
<b>GAP:</b>	BMW + MINI GAP	<b>Tire &amp; Wheel:</b>	BMW + MINI Tire & Wheel Protection, BMW + MINI (DOT) Tire Protection
		<b>Lease:</b>	BMW + MINI Lease Protection

### Products Not Integrated

Vehicle Service Contract, Pre-Paid Maintenance, Certified Pre-Owned Contracts. Rolls Royce offerings.



## Cal-Tex Protective Coatings

### Company Information

**Additional Known Company Names:**

Resistall, Cal-Tex, Shadowmark, ATP

**Provider Website:**

[www.ctpc.com](http://www.ctpc.com)

**Integration Available:**

Ratings and Contracting

**Term for Provider Dealer Code:**

Dealer Number

**Provider Code Format:**

6 digit numeric

**eSignature Support:**

No

### Provider Business Support & Prerequisites

**Dealer Support Contact Name:**

Kathy Lewis

**Dealer Support Contact Info:**

210 564-3219 kathy@ctpc.com

**Action Requirements Prior to Dealer Setup:**

Dealer or Agent must contact Kathy Lewis at Cal-Tex to request and verify that rates and forms are accurately setup in the Cal-Tex system and the dealer is activated for eContracting.

**Additional Setup Notes:**

While Cal-Tex as a provider is setup and available, only dealers that are setup within Cal-Tex systems will be able to access rates and products. Please direct the dealer to Kathy Lewis at Cal-Tex to request access.

### Provider Integration Notes

**Void Instructions:**

Dealer can void contracts in originating dealer system.

**Remit Instructions:**

Dealer will create a remittance sheet, either manually or through the dealer system to submit contracts in a given month. Payment will accompany the remittance.

**Provider Accepts Electronic Voids:**

Yes

**Contract Transmitted Electronically:**

Yes

### Integrated Products

**Appearance:**

Resistall Protection

**Theft:**

ATP, Shadowmark Protection

**Glass:**

Resistall Windshield Protection

**Rust Inh:**

Resistall Rust Protection

## Company Information

### Additional Known Company Names:

CarCo, MyAutoShield

### Provider Website:

<http://myautoshield.com/>

### Integration Available:

Ratings and Contracting

### Term for Provider Dealer Code:

Dealer ID

### Provider Code Format:

##### 6 digit numeric

### eSignature Support:

Yes

## Provider Business Support & Prerequisites

### Dealer Support Contact Name:

Ryan Plunkett

### Dealer Support Contact Info:

(877) 902-8790 x114

### Action Requirements Prior to Dealer Setup:

New dealer - A Dealer Agreement needs to be signed and returned. The Dealer's Agency needs to provide a Signed Rate Authorization Form showing the dealership's name, address, primary contact, email address and the rates to be charged for that Product.

### Additional Setup Notes:

Soft packs are entirely setup by the dealer within their pricing controls.

## Provider Integration Notes

### Portal Name:

MotorForms

### Void Instructions:

A Dealer may void a contract through their system or through the portal as long as that contract has not been remitted through the portal. If the contract has been remitted and the dealer wishes to void the contract they would need to contact the office.

### Remit Instructions:

Booked contracts are reviewed and approved by dealership in dealer portal (MotorForms). If contracts are booked and approved in MotorForms, the signed paper contracts do not need to be mailed to Provider.

### Contract Transmitted Electronically:

Yes

## Integrated Products

### Combo:

5-in-1 - AVP Tire & Wheel, Key Replacement, Windshield Repair, Paintless Dent Repair, Roadside Assistance

### Tire\_Wheel:

CarCo Tire and Wheel

### Other:

Pulse (Braking Light Safety System), ADR Auto Deductible Reimbursement

### Gap:

CarCo GAP, Total Loss Protection

## Products Not Integrated

Appearance Protection (Certified Plus)



## CareGARD Warranty Services, Inc

### Company Information

**Additional Known Company Names:**

CareGARD  
AFG Companies  
AFG Training Academy

**Provider Website:**

[www.caregardservices.com](http://www.caregardservices.com)

**Integration Available:**

Ratings and Contracting

**Term for Provider Dealer Code:**

Dealer Number

**eSignature Support:**

No

### Provider Business Support & Prerequisites

**Dealer Support Contact Name:**

Bryan or John

**Dealer Support Contact Info:**

Bryan - 817-552-4116 or John - 817-552-4118

**Action Requirements Prior to Dealer Setup:**

John or Bryan need to be notified prior to a dealer accessing rates via PEN

### Provider Integration Notes

**Portal Name:**

[www.caregardonline.com/login.aspx](http://www.caregardonline.com/login.aspx)

**Remit Instructions:**

Regular remittance with a check or ACH remittance online through portal

**Void Instructions:**

Voiding of contracts must be done either through caregardonline.com or by calling 800.856.0990

**Provider Accepts Electronic Voids:**

Yes

**Contract Transmitted Electronically:**

Yes

### Integrated Products

<b>Appearance:</b>	AppearanceGARD	<b>Maintenance:</b>	MaintenanceCARE Maintenance
<b>Combo:</b>	UltraGARD	<b>Theft / Etch:</b>	EtchGARD Etch Protection
<b>Dent:</b>	DingGARD Dent Repair	<b>Tire &amp; Wheel:</b>	TireGARD Tire And Wheel
<b>GAP:</b>	GapGARD GAP	<b>VSC:</b>	CareGARD VSC, Preowned VSC
<b>Key:</b>	KeyGARD Key Protection, KeyGARD Plus, RoadGARD	<b>Lease We:</b>	CareGARD LeaseCare

## Company Information

### Additional Known Company Names:

Century  
Century Automotive  
Century Admin

### Term for Provider Dealer Code:

Seller ID

### eSignature Support:

Yes

### Provider Website:

[www.centuryservicecorp.com](http://www.centuryservicecorp.com)

### Integration Available:

Ratings and Contracting

## Provider Business Support & Prerequisites

### Dealer Support Contact Name:

Customer Service

### Dealer Support Contact Info:

888.338.0389

### Action Requirements Prior to Dealer Setup:

Agent must provide rates to Century to load in Admin System (SCS)

### Additional Setup Notes:

Century must map forms for dealer in Admin System (SCS)

## Provider Integration Notes

### Portal Name:

Century Portal ([www.centuryportal.net](http://www.centuryportal.net)) – must contact Century Customer Service to get a portal account set up

### Remit Instructions:

After accessing the Dealer Account Portal, the dealer will need to submit remittance within the portal

### Void Instructions:

Voiding of a contract must be done within the Century Portal. Voiding can only be done when a contract is in “Pending” status, otherwise the dealer must contact Century’s Customer Service.

### Provider Accepts Electronic Voids:

Yes

### Contract Transmitted Electronically:

Yes

## Integrated Products

**Appearance:** Century Appearance

**Combo:** Century KarrGuard

**GAP:** Century GAP

**Key:** Key Replacement

**Limited Warranty:** Century Limited Warranty

**Maintenance:** Century Maintenance

**Theft / Etch:** Century Anti-Theft

**Tire & Wheel:** Century Tire And Wheel

**VSC:** Century VSC





## Classic .....

### Company Information

**Additional Known Company Names:**

Norman & Co Inc.  
Classic

**Provider Website:**

[www.classictrak.com](http://www.classictrak.com)

**Integration Available:**

Ratings and Contracting

**Term for Provider Dealer Code:**

Dealer or Seller Number

**Provider Code Format:**

starts with an S followed by a 1 to 11 digit number

**eSignature Support:**

Yes

### Provider Business Support & Prerequisites

**Dealer Support Contact Name:**

Call for assistance/Seller number: Melissa Buchan, Rachael Alvarez, or Traci Askew

**Dealer Support Contact Info:**

Melissa: 813-855-8300, Rachael: 813-855-8300 or Traci: 800-930-4633

**Action Requirements Prior to Dealer Setup:**

Contact Norman and Company for Seller Number

**Additional Setup Notes:**

Packs are managed entirely by Dealer within the dealer system pricing controls.

### Provider Integration Notes

**Portal Name:**

Classic Access Portal

**Remit Instructions:**

Dealer must send a legible hard copy of signed contract, remittance report, and appropriate payment.

**Void Instructions:**

Booked contracts can be voided via Dealer System the same day it is submitted. After that time, the contract can be voided through Classic, if it has not been remitted or in Active status. Otherwise, contact Cancellations at Norman & Co.

**Provider Accepts Electronic Voids:**

Yes

**Contract Transmitted Electronically:**

Yes

### Integrated Products

**Appearance:**

Appearance Protection

**Key:**

Classic Key Replacement

**Dent:**

Classic Paintless Dent Repair

**Theft / Etch:**

Classic Theft

**GAP:**

Classic GAP

**Tire & Wheel:**

Classic Tire And Wheel

**Total Lo:**

Classic Deposit Allowance Membership

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**Company Information**

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**Additional Known Company Names:**

CNAN  
CNA National  
CNA National Warranty Corporation

**Provider Website:**

[www.cnanational.com](http://www.cnanational.com)

**Integration Available:**

Ratings and Contracting

**Term for Provider Dealer Code:**

Dealer ID

**Provider Code Format:**

3 to 5 numeric digits

**eSignature Support:**

Yes

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**Provider Business Support & Prerequisites**

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**Dealer Support Contact Name:**

For Support/Provider-Dealer Code - Contact the agent or call CNAN Corporate Administration

**Dealer Support Contact Info:**

(800) 345-0191 ext. 743

**Action Requirements Prior to Dealer Setup:**

Contact a CNAN agent to sign an e-contracting identification agreement. Agent must be onsite for system setup.

**Additional Setup Notes:**

The agent will confirm that all paperwork is filed. However, the dealership can call CNAN Corporate Administration to confirm. The number to call is (800) 345-0191 ext. 743. Agent pricing is needed.

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**Provider Integration Notes**

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**Portal Name:**

CNANational.com

**Void Instructions:**

If a contract needs to be voided, this can be done in the CNAN portal in the Quick remittance section or by calling CNAN (800) 345-0191.

**Remit Instructions:**

CNAN portal provides a remittance screen. The dealer needs to send CNAN a printed register along with the contract funds. Dealers must keep a copy of all contracts on file for 10 years in the event of any legal action.

**Provider Accepts Electronic Voids:**

Yes

**Contract Transmitted Electronically:**

Yes

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**Integrated Products**

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**GAP:** GAP Advantage, GAP Preferred

**Limited Warranty:** CNA Limited Warranty

**Tire & Wheel:** Preferred Tire Care

**VSC:** CNA Z-Series VSC



## Continental Warranty

### Company Information

**Provider Website:**

[www.continentalwarranty.org/](http://www.continentalwarranty.org/)

**Integration Available:**

Ratings and Contracting

**Term for Provider Dealer Code:**

Dealer Code

**Provider Code Format:**

A/N always starts with "00"

**eSignature Support:**

No

### Provider Business Support & Prerequisites

**Dealer Support Contact Name:**

Tony Volpe or ask for Deanna Zions

**Dealer Support Contact Info:**

(800) 265-9136 Tony Volpe or Deanna Zions x108  
deanna@continentalwarrantyllc.com

**Action Requirements Prior to Dealer Setup:**

Dealer must be on CWI eRating platform before integrated eContracting can be used. Dealer can work with Tony Volpe to complete continental paperwork

### Provider Integration Notes

**Portal Name:**

CWI <https://cwi.tecassured.com/>

**Void Instructions:**

Contracts may be voided in the originating software (menu, DMS, etc..) any time prior to the contract being remitted in CWI Portal. Dealers should teach F&I Managers to void active contracts that are not going to be finalized.

**Remit Instructions:**

Contracts booked via PEN will be submitted to Continental as pending contracts, view able in CWI Portal for Accounting Review and remittance. Prior to integration setup, accounting should verify they have access to Portal and remittance procedures from Continental Warranty.

**Provider Accepts Electronic Voids:**

Yes

**Contract Transmitted Electronically:**

Yes

### Integrated Products

<b>Combo:</b>	Continental Warranty Platinum Protection	<b>Ltd_Wty:</b>	Continental Warranty Limited Warranty
<b>Dent:</b>	Continental Warranty Paintless Dent Repair	<b>Maintenance:</b>	Continental Warranty Maintenance Program
<b>Gap:</b>	Continental Warranty Gap, Gap Plus	<b>Road Hazard:</b>	Continental Warranty Ultra Care Road Program
<b>Key:</b>	Continental Warranty Key Replacement	<b>VSC:</b>	Continental Warranty UltraCare VSC, Gold, Plus Powertrains VSC, Power Wrap

## Company Information

### Additional Known Company Names:

CSCI, Great Lakes, Vehicle One, GapCare Advantage, Fortegra Gap

### Provider Website:

[www.cscionline.com](http://www.cscionline.com)

### Integration Available:

Ratings and Contracting

### Term for Provider Dealer Code:

Dealer Number assigned by CSCI (Linda). Sometim

### Provider Code Format:

4 (Fortegra) or 6 (MICPAC) digit number

### eSignature Support:

Yes

## Provider Business Support & Prerequisites

### Dealer Support Contact Name:

Compliance Manager - Linda Bloom

### Dealer Support Contact Info:

(888) 640-2540 x201 LBloom@cscionline.com

### Action Requirements Prior to Dealer Setup:

Dealer must be setup in PCRS and activated for the specific system the dealer will use to eRate and eContract.

### Additional Setup Notes:

The Agent will request setup for Integrated eContracting through CSCI.

## Provider Integration Notes

### Portal Name:

PCRS

### Void Instructions:

Dealer can void in the originating menu, if contract is eligible for Void, the CSCI system will void it their system via the service.

### Remit Instructions:

All booked contracts are available to the Accounting Office via PCRS. Dealer will finalize all approved contracts for payment, print the remittance register and mail to CSCI with payment. CSCI prefers to have dealer send paper contracts, but varies by dealer.

### Contract Transmitted Electronically:

Yes

## Integrated Products

### Gap:

CSCI Gap



● Dealer ● Admin ● Services

## Dealer Admin Services .....

### Company Information

#### Additional Known Company Names:

DAS, Automotive Development Group (ADG) based out of Minnesota.

#### Provider Website:

[www.dealeradminservices.com](http://www.dealeradminservices.com)

#### Integration Available:

Ratings and Contracting

#### Term for Provider Dealer Code:

Seller Number

#### Provider Code Format:

Two letters (state dealer is in) followed by 4 digits

#### eSignature Support:

Yes

### Provider Business Support & Prerequisites

#### Dealer Support Contact Name:

For Dealer Support, contact DAS

#### Dealer Support Contact Info:

877-746-4917

#### Action Requirements Prior to Dealer Setup:

Dealer agreement, dealer must allow a full 2 weeks before customized plans are set up and ready to e-contract through Reynolds

#### Additional Setup Notes:

Dealer must submit dealer agreement through ADG Rep

### Provider Integration Notes

#### Portal Name:

DAP

#### Remit Instructions:

Dealer must remit in the DAP bi-weekly

#### Void Instructions:

Back office users can void contracts through the DAP

#### Provider Accepts Electronic Voids:

Yes

#### Contract Transmitted Electronically:

Yes

### Integrated Products

#### Appearance:

Appearance Protection

#### Glass:

Windshield Protection

#### GAP:

Guaranteed Asset Protection

#### Limited Warranty:

Limited Warranty, Lifetime Powertrain

#### Maintenance:

Pre-Paid Maintenance

## Dealer Maintenance

### Company Information

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**Additional Known Company Names:**

First Guard Pre-paid Maintenance, Star Maintenance, Century Maintenance, Maintenance Plus

**Provider Website:**

[www.dealermaintenance.com](http://www.dealermaintenance.com)

**Integration Available:**

Ratings and Contracting

**Provider Code Format:**

Visual Dealer ##AA; Visual Store ##AA##

**eSignature Support:**

No

### Provider Business Support & Prerequisites

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**Dealer Support Contact Name:**

Tina Riebe, Amanda Criss

**Dealer Support Contact Info:**

866-544-6789

**Action Requirements Prior to Dealer Setup:**

Complete Survey Form, Dealer Profile Sheet, Account Setup Sheet, Dealer Agreement, End User Agreement

**Additional Setup Notes:**

Provider may include hard pack in product cost. Please direct dealer to Dealer Maintenance if there are questions.

### Provider Integration Notes

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**Portal Name:**

[www.dealermtc.com](http://www.dealermtc.com)

**Void Instructions:**

Dealer must contact Dealer maintenance to have contracts voided once they are submitted/entered into online system.

**Remit Instructions:**

Dealer will login to dealermtc.com to view all submitted contracts. Using dealermtc.com, dealer creates a batch, makes copy of screen (print screen) and send with payment. Original agreements do not need to be sent to Dealer Maintenance when eContracted and remitted via "batch" process.

**Provider Accepts Electronic Voids:**

Yes

**Contract Transmitted Electronically:**

Yes

### Integrated Products

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**Maintenance:** Maintenance Plus

### Company Information

**Additional Known Company Names:**

Betterretention.com, Preferred Customer Program (a DCI Company)

**Provider Website:**

[Betterretention.com](http://Betterretention.com)

**Integration Available:**

Ratings and Contracting

**Term for Provider Dealer Code:**

Dealer ID

**Provider Code Format:**

Dealer Code or Dealer IDs are between 3 and 4 numeric digits. e.g "123" or "1234"

**eSignature Support:**

No

### Provider Business Support & Prerequisites

**Dealer Support Contact Name:**

Contact Laeken or Client Relations Department

**Dealer Support Contact Info:**

251-990-3131 or 251-210-1254

**Action Requirements Prior to Dealer Setup:**

DCI sets up the specific dealerships Rate Card as per the agreement. PEN is sent the Dealership name and ID. DCI maintenance needs to be added as a product to the Dealership menu or DMS suite.

**Additional Setup Notes:**

If dealer has a soft pack, does not advise any comment or discussion be had pertaining to the pack setup.

### Provider Integration Notes

**Portal Name:**

Mypcp.us

**Remit Instructions:**

Use mypcp.us portal to remit. Dealer sends in the remittance paper with the total. Dealer does not need to send in the copy of the contract. Dealer is not required to return of any paper contract to Provider.

**Void Instructions:**

Contract is voided through dealership DMS and PEN sends a request to void contract to mypcp.us. the contract is then removed from the system completely.

**Provider Accepts Electronic Voids:**

Yes

**Contract Transmitted Electronically:**

Yes

### Integrated Products

**Appearance:**

Appearance Program

**Maintenance:**

Preferred Customer Program



## Dent Wizard .....

### Company Information

**Additional Known Company Names:**

DWIZ

**Provider Website:**

[www.dentwizard.com](http://www.dentwizard.com)

**Integration Available:**

Ratings and Contracting

**Term for Provider Dealer Code:**

Customer ID or Dealer Code

**Provider Code Format:**

begins with a C followed numbers or numbers and letters

**eSignature Support:**

Yes

### Provider Business Support & Prerequisites

**Dealer Support Contact Name:**

eContracting support 844-291-5264 option 2

**Action Requirements Prior to Dealer Setup:**

The dealer needs to have the Dealer Service Agreement signed and on file with Dent Wizard.

**Dealer Support Contact Info:**

Additional Contact: The agent, Regional F&I Director, or F&I Administrator.

**Additional Setup Notes:**

Before starting eContracting, dealers should contact their agent representative or Dent Wizard Regional F&I Director. Agent pricing is needed. Note - eContracting or eRemittance currently not available for JM&A accounts.

### Provider Integration Notes

**Portal Name:**

Dent Wizard DAP

**Void Instructions:**

Prior to remittance, a contract can be voided through the originating system or in Dent Wizard DAP, or by contacting 844-291-5264 opt 2. Once a contract has been remitted, standard cancellation procedure applies.

**Remit Instructions:**

If dealer is eContracting and eRemitting, a paper contract is not required to be sent in. Otherwise, dealer must follow standard remittance procedure.

**Provider Accepts Electronic Voids:**

Yes

**Contract Transmitted Electronically:**

Yes

### Integrated Products

**Dent:**

Ding Shield





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**Company Information**

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**Additional Known Company Names:**

EasyCare  
APCO  
Automobile Protection Corporation

**Provider Website:**

[www.easycare.com](http://www.easycare.com)

**Integration Available:**

Ratings and Contracting

**Term for Provider Dealer Code:**

Dealer Number or Account Number

**Provider Code Format:**

0##### or X#####

**eSignature Support:**

No

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**Provider Business Support & Prerequisites**

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**Dealer Support Contact Name:**

APCO by calling or via an email to [ebs@easycare.com](mailto:ebs@easycare.com). To obtain Dealer Number only, APCO prefers PEN, DMS provider, or agent request that info.

**Action Requirements Prior to Dealer Setup:**

Contact the EasyCare Servicing Agent or APCO at 866-225-4356 or email [ebs@easycare.com](mailto:ebs@easycare.com) to sign all necessary agreements. APCO approval for eContracting is required for each Dealer.

**Dealer Support Contact Info:**

866-225-4356 or 800-458-7070 (non system questions)

**Additional Setup Notes:**

eRating now available for dealers that are not on ACH with EasyCare. After all paperwork/agreements are received, Agent should send a formal request to set dealer up for eContracting. The EasyCare Implementation Team handles the dealer rates/costs.

---

**Provider Integration Notes**

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**Portal Name:**

EasyCare Online (ECO)

**Void Instructions:**

Contracts can be voided by the dealer until midnight on the 4th calendar day of the month after the month it was submitted. After that, contracts need to be cancelled through the ECO or by phone w/ APCO. Contracts with claims can't be voided

**Remit Instructions:**

Follow current procedures on the EasyCare Online system. It is the responsibility of the dealer to store the contract. The EBS agreement with the dealer requires the dealer to retain a copy of each contract. Dealer does not need to send paper copy of the contract in.

**Provider Accepts Electronic Voids:**

Yes

**Contract Transmitted Electronically:**

Yes

---

**Integrated Products**

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<b>Appearance:</b>	EasyCare Appearance Protection	<b>LTD_WTY:</b>	EasyCare Limited Warranty
<b>Combo:</b>	EasyCare Select, EasyCare SelectCare	<b>Maintenance:</b>	EasyCare Maintenance
<b>Dent:</b>	EasyCare Dent Repair	<b>Theft / Etch:</b>	EasyCare Etch
<b>GAP:</b>	EasyCare GAP	<b>Tire &amp; Wheel:</b>	EasyCare DriverCare
<b>Key:</b>	EasyCare KeyCare	<b>VSC:</b>	EasyCare VSC, Extended Warranty, GWC VSC

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**Products Not Integrated**

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Personal Assistant



## Eckbond .....

### Company Information

**Provider Website:**

<http://eckbond.com/>

**Integration Available:**

Ratings and Contracting

**Term for Provider Dealer Code:**

Dealer Number

**Provider Code Format:**

XX#####

**eSignature Support:**

Yes

### Provider Business Support & Prerequisites

**Dealer Support Contact Name:**

Jasmine Payan

**Dealer Support Contact Info:**

(714) 203-1599

**Action Requirements Prior to Dealer Setup:**

The dealer should contact Eckbond to verify the dealer is authorized and setup in SCS for eContracting.

### Provider Integration Notes

**Portal Name:**

Eckbond DAP

**Void Instructions:**

Contracts can be voided in originating dealer system the same day the contract is booked. After that, the dealer must contact Eckbond or the Agent to void. The contract can generally be voided up to days after submission.

**Remit Instructions:**

Remittance is performed in DAP. Contracts booked in dealer system will appear as Pending in DAP for dealer (accounting) approval. Dealer needs to mail paperwork in for all contracts.

**Provider Accepts Electronic Voids:**

Yes

**Contract Transmitted Electronically:**

Yes

### Integrated Products

**Appearance:**

Exterior Bond, Exterior Ultimate Bond,  
Complete Interior Bond



## EcoProProducts .....

### Company Information

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**Provider Website:**

[www.ecoproproducts.com](http://www.ecoproproducts.com)

**Integration Available:**

Ratings and Contracting

**Term for Provider Dealer Code:**

Dealer Number or Dealer Code

**Provider Code Format:**

XX##### (prefix is the state)

**eSignature Support:**

Yes

### Provider Business Support & Prerequisites

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**Dealer Support Contact Name:**

Agent and Dealer Support

**Dealer Support Contact Info:**

630-534-4194

**Action Requirements Prior to Dealer Setup:**

The dealer should notify EcoProProducts of the request to verify the dealer is authorized to eContract. Dealer Number is normally same as AGWS Dealer Number, confirm with Dealer support

**Additional Setup Notes:**

None

### Provider Integration Notes

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**Portal Name:**

DAP

**Remit Instructions:**

Remittance is performed in DAP. Individual training and instruction is provided at the time of dealer and user activation in the system. If needed, users can contact support for additional instruction.

**Void Instructions:**

Booked contracts can be voided via Dealer System the same day the contract is submitted. After that, the dealer must contact EcoProProducts or the agent to void. The contract can generally be voided for up to 30 days after submission.

**Provider Accepts Electronic Voids:**

Yes

**Contract Transmitted Electronically:**

Yes

### Integrated Products

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**Appearance:** EcoProProducts Appearance Protection

**ECP**

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## Company Information

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**Additional Known Company Names:**

Entire Car Protection, Auto Armor, Protector, Platinum

**Provider Website:**

[www.ecpinc.net](http://www.ecpinc.net)

**Integration Available:**

Ratings and Contracting

**Term for Provider Dealer Code:**

ECP Customer Number

**Provider Code Format:**

Numeric between 3-7 digits

**eSignature Support:**

No

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## Provider Business Support & Prerequisites

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**Dealer Support Contact Name:**

Aftermarket Administration Department

**Dealer Support Contact Info:**

630 754-4200 [ecp\\_compliance@ecpinc.net](mailto:ecp_compliance@ecpinc.net)

**Action Requirements Prior to Dealer Setup:**

The dealer should contact their Agent to confirm dealer eligibility with ECP. Dealer pricing and forms are often managed entirely through the Agent. No dealer is activated in ECP until ECP confirms readiness with the Agent

---

## Provider Integration Notes

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**Portal Name:**

ECP.TecAssured.com (ECP Portal)

**Void Instructions:**

ECP supports integrated void via the originating dealer system. Dealers can void contracts in Portal, but are encouraged to train F&I to void applicable contracts in the system the contract was booked.

**Remit Instructions:**

All booked contracts will appear in ECP Portal for Accounting Office review and approval. Remittance functions are available in ECP Portal. Individual dealers remittance process may vary by Agent. Please make sure accounting contacts the Agent.

**Provider Accepts Electronic Voids:**

Yes

**Contract Transmitted Electronically:**

Yes

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## Integrated Products

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**Appearance:** Entire Car Protection, Auto Armor, Protector, Platinum

**Dent:** Paintless Dent Repair

**Glass:** Windshield

**Key:** Key Fob Replacement

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## Products Not Integrated

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Certain Private Label products are access via Third Party Administrators. See Agent if requested products not in ECP web service.



## EFG Companies .....

### Company Information

**Additional Known Company Names:**

EFG Companies, Enterprise Financial Group, Enterprise Financial Agency, WALKAWAY USA, Reticulated Administrative Services

**Provider Website:**

[www.efgcompanies.com](http://www.efgcompanies.com)

**Integration Available:**

Ratings and Contracting

**Term for Provider Dealer Code:**

Account Code

**Provider Code Format:**

Ten digit number, starting with five zeroes

**eSignature Support:**

Yes

### Provider Business Support & Prerequisites

**Dealer Support Contact Name:**

Account Representative

**Dealer Support Contact Info:**

855-280-0419

**Action Requirements Prior to Dealer Setup:**

Contact EFG Account Manager

**Additional Setup Notes:**

EFG provides retail rates in the case of Florida VSC and WALKAWAY Vehicle Return. EFG can set up internal/hard packs for the dealer to be included in Dealer cost but not billed to the dealer. Any other soft packs are set up within the Dealer System.

### Provider Integration Notes

**Portal Name:**

EFG's Online Remittance Application

**Void Instructions:**

Contact EFG if remitted; leave as unsubmitted in the Online Remittance website.

**Remit Instructions:**

Reynolds - Remittal online. EFG will bill at the month-end close. CDK - Contracts are remitted electronically through web services when Accounting office finalizes deal. Dealer must keep a paper copy of contract unless e-signed and can be reproduced. EFG does not require to send paper contracts and do not require paper contracts if electronically signed.

**Provider Accepts Electronic Voids:**

No

**Contract Transmitted Electronically:**

Yes

### Integrated Products

**Appearance:** Signature Finish Appearance  
**Combo:** Package Protection  
**Dent:** Signature Finish Dent Protection  
**GAP:** GAP  
**Glass:** Signature Finish Windshield Protection  
**Key:** Signature Finish Key Replacement

**Limited Warranty:** WALKAWAY, Lifetime Powertrain, Term Care Protection  
**Maintenance:** Maintenance Value Program  
**Theft/Etch:** Signature Security Theft  
**Tire & Wheel:** Signature Finish Tire&Wheel Protection  
**VSC:** MAP VSC; Classic VSC  
**Environm:** EFG Chemical Protection

## Company Information

### Additional Known Company Names:

Endurance Protection, Endurance Warranty

### Provider Website:

[enduranceds.com](http://enduranceds.com), [endurancewarranty.com](http://endurancewarranty.com)

### Integration Available:

Ratings and Contracting

### Term for Provider Dealer Code:

Dealer Number

### Provider Code Format:

111 or 111SL

### eSignature Support:

Yes

## Provider Business Support & Prerequisites

### Dealer Support Contact Name:

Aaron and Ernesto

### Dealer Support Contact Info:

Aaron 847-790-3045 and Ernesto 847-790-3042

### Action Requirements Prior to Dealer Setup:

Set up Account in SCS/DAP, Set up Product (Plan Code/Ratebook/Sale Options), Set up Forms (if not available).

### Additional Setup Notes:

All packs are set up either by Dealer Services or some agents.

## Provider Integration Notes

### Portal Name:

SCS (internal), DAP (dealer)

### Remit Instructions:

In DAP, go to Remittance and select contracts to remit by selecting Submit. Paper contracts are not required.

### Void Instructions:

Dealer can void contract after sale from within their Dealer System or by going to DAP. Only valid PRIOR to remittance. After remitted, contract would have to be REJECTED internally.

### Provider Accepts Electronic Voids:

Yes

### Contract Transmitted Electronically:

Yes

## Integrated Products

**Combo:** 5 in 1

**GAP:** Endurance GAP

**Limited** Apex

**Warranty:**

**Etch:** Endurance Etch

**VSC:** Auto Secure, Classic Care, Essential Care, Wrap

**Wear & T:** Lease Wear & Tear



## Family First Dealer Services (NAC) .....

### Company Information

**Additional Known Company Names:**

National Auto Care, FFDS

**Provider Website:**

[www.scsautoexpress.com](http://www.scsautoexpress.com)

**Integration Available:**

Ratings and Contracting

**Term for Provider Dealer Code:**

Dealer Code or Rating ID

**Provider Code Format:**

1 to 10 digit number

**eSignature Support:**

Yes

### Provider Business Support & Prerequisites

**Dealer Support Contact Name:**

FFDS Support

**Dealer Support Contact Info:**

904-285-4401

**Action Requirements Prior to Dealer Setup:**

FFDS will need to turn e-contracting on for that dealer.  
Please contact FFDS at  
ratesdepartment@nationalautocare.com or call  
904-285-4401 to turn e-contracting on for your dealership.

### Provider Integration Notes

**Portal Name:**

Dealer Account Portal (DAP - [www.scsautoexpress.com](http://www.scsautoexpress.com))

**Void Instructions:**

Booked contracts can be voided via Dealer System the same day it is submitted. After that time, the contract can be voided through the FFDS portal until the contract has been remitted. If remitted, the dealer must contact FFDS Support

**Remit Instructions:**

After accessing the Dealer Account Portal ([www.ffdsportal.com](http://www.ffdsportal.com)), the dealer will need to submit remittance within the portal, and then send payment to FFDS.

**Provider Accepts Electronic Voids:**

Yes

**Contract Transmitted Electronically:**

Yes

### Integrated Products

**Combo:** Family First Complete Protection

**GAP:** Family First GAP

**Key:** Family First Key Protection

**Trade-In Protect:** Family First Trade-In Protection

**Tire & Wheel:** Family First Tire And Wheel

**Wear & T:** Family First Wear And Tear

**Vehicle :** SWBC PowerBuy

### Products Not Integrated

60 Day Satisfaction Guarantee

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**Company Information**

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**Additional Known Company Names:**

Fidelis PPM  
Fidelis Systems,  
Fidelis Advantage PPM  
Driv

**Term for Provider Dealer Code:**

Dealer Number

**Provider Code Format:**

sequential integer beginning with 1001

**Provider Website:**

[www.Getfidelis.com](http://www.Getfidelis.com)

**eSignature Support:**

No

**Integration Available:**

Ratings and Contracting

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**Provider Business Support & Prerequisites**

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**Dealer Support Contact Name:**

Contact Fidelis PPM support or for Dealer Number via email or call

**Dealer Support Contact Info:**

888-420-4426

**Action Requirements Prior to Dealer Setup:**

Fidelis will have to enable access for PEN to e-contract with that dealer. Contact Fidelis PPM support at 888-420-4426.

**Additional Setup Notes:**

Fidelis sends both costs and retail pricing. Contact the Agent for more information. Agent pricing is needed.

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**Provider Integration Notes**

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**Portal Name:**

Driv

**Remit Instructions:**

After e-contracting, contracts will continue to be pushed to the Batch Contracts screen in the Fidelis Driv platform, where Dealers can batch them as normal. Dealer does not need to mail in contracts that were electronically remitted.

**Void Instructions:**

Dealers can void a contract that has been electronically contracted either through their platform or through Driv's Batch Contracts screen until it is batched from within Driv. Once batched, a dealer must use the Cancel Contract functionality in Dri

**Provider Accepts Electronic Voids:**

Yes

**Contract Transmitted Electronically:**

Yes

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**Integrated Products**

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**Maintenance:**

Fidelis Pre-Paid Maintenance, Driv & Advantage PPM





## First Dealer Resources

### Company Information

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**Additional Known Company Names:**

Millenium  
American Colonial Administrators

First Dealer Resources was acquired by IAS in 2014.

**Provider Website:**

[www.iasdirect.com](http://www.iasdirect.com)

**Integration Available:**

Ratings and Contracting

**Term for Provider Dealer Code:**

Dealer Number

**Provider Code Format:**

9 or 10 digit alphanumeric

**eSignature Support:**

No

### Provider Business Support & Prerequisites

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**Dealer Support Contact Name:**

Casey and Angela

**Dealer Support Contact Info:**

405-844-9066x232 or 405-844-9066x209

**Action Requirements Prior to Dealer Setup:**

Obtaining the correct paperwork: DMS integration paperwork, Agreement preparation information, Technology integration information, Rate preparation information, and Dealership installation information.

### Provider Integration Notes

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**Portal Name:**

[www.stoneeagle.com](http://www.stoneeagle.com) (SCS, VTS)

**Void Instructions:**

The dealer should always void within the Dealer System of origin. They do have the ability to void a contract in EON as well.

**Remit Instructions:**

Follow the remit steps through EON & Secure Transmit. Yes, they require paper contracts sent back to them, so they can scan them and have them stored in our database for reference.

**Provider Accepts Electronic Voids:**

YES

**Contract Transmitted Electronically:**

Yes

### Integrated Products

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**VSC:**

Advance Plus VSC, Centennial Choice  
VSC, Millennium VSC, Auto Advance  
VSC, AutoTech VSC

### Products Not Integrated

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GAP



## Ford Protect .....

### Company Information

**Additional Known Company Names:**

Ford Protect, Lincoln Protect, Ford Motor Company, Ford ESP (previous name),

**Provider Website:**

<http://owner.ford.com/maintenance/ford-protect.html>

**Integration Available:**

Ratings Only

**Term for Provider Dealer Code:**

P&A Code

**eSignature Support:**

No

### Provider Business Support & Prerequisites

**Dealer Support Contact Name:**

Ratings Support through PEN is approved by Ford Protect Operations Manager (Dan Hutko)

**Action Requirements Prior to Dealer Setup:**

Product Rating and Booking for Ford is not to be advertised. It is by Dealer request only. A Dealer must be approved by Ford Protect (see additional setup notes) prior to being setup.

**Dealer Support Contact Info:**

N/A

**Additional Setup Notes:**

Request to be setup should be sent to [PENInfo@opendealerexchange.com](mailto:PENInfo@opendealerexchange.com), do not contact Ford direct. Information needed would be; Dealer Name, Address, and P&A code. Dealer must provide P&A Code, Ford will not supply it to you. Ford home office typically takes 1-2 business days for approval for internal emails to the field and back.

If dealer has Over Remit setup with Ford, it will be included in the cost from Ford.

### Provider Integration Notes

**Portal Name:**

N/A

**Remit Instructions:**

N/A

**Void Instructions:**

N/A

**Provider Accepts Electronic Voids:**

N/A

**Contract Transmitted Electronically:**

No

### Integrated Products

**Appearance:** Ford SurfaceCARE  
**Combo:** Ford TripleCARE  
**Dent:** Ford DentCARE  
**Glass:** Ford WindshieldCARE

**Maintenance:** Ford Maintenance  
**Etch:** Ford EtchCARE  
**Tire & Wheel:** Ford TireCARE  
**VSC:** Ford VSC, Extended Service Plan  
**Other:** Ford RentalCARE

### Products Not Integrated

GAP coverage, WearCare for lease



## Foresight Services Group

### Company Information

**Additional Known Company Names:**

Foresight Services Group

**Provider Website:**

<http://www.foresightservicesgroup.com/>

**Integration Available:**

Ratings and Contracting

**Term for Provider Dealer Code:**

Dealer number #, Dealer Code, Account Code

**Provider Code Format:**

alphanumeric 10 or less

**eSignature Support:**

No

### Provider Business Support & Prerequisites

**Dealer Support Contact Name:**

Annie Brown

**Dealer Support Contact Info:**

972.542.1890 x0472

**Action Requirements Prior to Dealer Setup:**

1. Contact that dealer is interested. 2. Products the dealer wants to sell 2. Is dealer currently using online rating?

**Additional Setup Notes:**

3. Dealer agreement acknowledging new processes and procedures.

### Provider Integration Notes

**Portal Name:**

www.stoneeagle.com EON application

**Remit Instructions:**

The dealer should continue to remit from the EON application on StoneEagle.

**Void Instructions:**

Under no condition should the user have the ability to void/delete a contract that has been remitted. See remit tracking id on xml.

**Contract Transmitted Electronically:**

Yes

### Integrated Products

<b>Appearance:</b>	Foresight Appearance Protection Package, Foresight Paint & Fabric	<b>Ltd Wty:</b>	Foresight Limited Warranty, Foresight Certification Program
<b>Dent:</b>	Foresight Paintless Dent Repair	<b>Maintenance:</b>	Foresight Prepaid Maintenance
<b>Gap:</b>	Foresight Gap	<b>Theft:</b>	Foresight Theft
<b>Glass:</b>	Foresight Windshield	<b>Road Hazard / T&amp;W:</b>	Foresight Auto Roadside Assistance, Foresight Tire & Wheel
<b>Key:</b>	Foresight Key	<b>VSC:</b>	Foresight VSC
		<b>Wear_Tea:</b>	Foresight Excess Wear & Tear

### Products Not Integrated

Some dealers are still manual but the ancillary products are the same that we sell electronically.



## Galt Enterprises ServiceGuard

### Company Information

**Additional Known Company Names:**

Galt Enterprises, Inc., ServiceGuard Systems Inc., F&I Online

**Provider Website:**

<http://www.galtenterprises.com/>

**Integration Available:**

Ratings and Contracting

**Term for Provider Dealer Code:**

Galt Account Number

**Provider Code Format:**

Up to 20 Char including Letter, Numbers and Special Characters

**eSignature Support:**

No

### Provider Business Support & Prerequisites

**Dealer Support Contact Name:**

IT

**Dealer Support Contact Info:**

800-248-4258 or fandionline@galtenterprises.com

**Action Requirements Prior to Dealer Setup:**

F&I Online Dealer Setup Form must be completed along with product dealer agreements before dealer can be setup online.

### Provider Integration Notes

**Portal Name:**

F&I Online

**Remit Instructions:**

Send Remittance Report from F&I Online and copies of signed applications with payment.

**Void Instructions:**

Contracts can be voided the same day they are submitted. After that contact the office or submit a cancellation form.

**Provider Accepts Electronic Voids:**

Yes

**Contract Transmitted Electronically:**

Yes

### Integrated Products

**Appearance:** Servicegard Appearance Protection, Super Polysteel

**Combo:** Multi-Shield

**GAP:** Galt GAP

**Key:** Key Replacement

**Limited Warranty:** Servicegard Certified Warranty

**Maintenance:** Servicegard Prepaid Maintenance

**Theft:** Theft Protection

**Trade\_In\_Protect:** Value Protector

**T&W:** Tire, Wheel & Rim Protection/Roadside Assistance, InTire Tire and Wheel

**VSC:** Servicegard Service Contract

**Wear\_Tea:** Lease Wear & Tear

### Products Not Integrated

Credit Life, Accident and Health Insurance. Marine and RV products.



## General Motors (CBGC Protection)

### Company Information

**Additional Known Company Names:**

CBGC stands for Chevrolet Buick Cadillac GMC. Each line has its own brand of products. CBGC collectively represents:  
Chevrolet Protection  
Buick Protection  
Cadillac Protection  
GMC Protection

**Term for Provider Dealer Code:**

GM BAC Code

**Provider Code Format:**

#####

**eSignature Support:**

No

**Provider Website:**

[www.chevrolet.com/owners/warranty.html](http://www.chevrolet.com/owners/warranty.html),  
[www.buick.com/owners/warranty/extended-protection.html](http://www.buick.com/owners/warranty/extended-protection.html),  
[www.cadillac.com/owners/warranty.html](http://www.cadillac.com/owners/warranty.html),  
[www.gmc.com/owners/warranty.html](http://www.gmc.com/owners/warranty.html)

**Integration Available:**

Ratings and Contracting

### Provider Business Support & Prerequisites

**Dealer Support Contact Name:**

Program Headquarters (supported by AmTrust)

**Dealer Support Contact Info:**

(877) 264-9704

**Action Requirements Prior to Dealer Setup:**

Dealer must have CBGC Dealer Agreement completed (facilitated by GM ADM). Dealer must be setup in AmTrust Administration system. If they are setup and able to use the GM EPOne Portal, these requirements have been met.

**Additional Setup Notes:**

Dealers should contact their ADM to complete all paperwork. Dealers can also email [programheadquarters@extendedprotectiononline.com](mailto:programheadquarters@extendedprotectiononline.com) to receive the paperwork or BAC Code directly. Dealers set markups and packs in the Menu or DMS per system instructions. Dealers should compare markup and pack settings to those setup in EPOne portal.

### Provider Integration Notes

**Portal Name:**

EPOne

**Remit Instructions:**

Contracts booked in the dealer system are available to the dealer for review and Transmittal in EPOne.

**Void Instructions:**

Contracts must be voided in EPOne

**Provider Accepts Electronic Voids:**

No

**Contract Transmitted Electronically:**

Yes

### Integrated Products

<b>Appearance:</b>	CBGC Appearance Protection	<b>Pre-Paid Maintenance:</b>	CBGC Pre-Paid Maintenance
<b>Advance Care:</b>	CBGC Advanced Lease Protection	<b>Tire &amp; Wheel:</b>	CBGC Tire & Wheel, Tire Protection (tire only)
<b>GAP:</b>	CBGC Gap	<b>VSC:</b>	CBGC VSC
		<b>Wear &amp; T:</b>	CBGC XS Wear, Advanced Lease Protection



## Genesis Protection Plan

### Company Information

**Additional Known Company Names:**

Genesis Protection Plan (GPP)  
Hyundai Capital Insurance, Hyundai Capital America

**Provider Website:**

<https://www.genesisfinanceusa.com/gpp-overview>

**Integration Available:**

Rating\_Forms

**Term for Provider Dealer Code:**

Dealer ID

**Provider Code Format:**

beginning with HYU, then a 2 digit state code followed by a 3 digit number

**eSignature Support:**

No

### Provider Business Support & Prerequisites

**Dealer Support Contact Name:**

For Support or dealer code call and ask for Client Relations

**Dealer Support Contact Info:**

800-477-8089

**Action Requirements Prior to Dealer Setup:**

Call HPP Administrator at 800-477-8089 or email [info@hyundaiprotectionplan.com](mailto:info@hyundaiprotectionplan.com) to ensure HPP dealer enrollment is complete.

**Additional Setup Notes:**

Products are setup through the Hyundai Provider Integration. Genesis branded protection products are now available for vehicles beginning with model year 2017. Dealer should use Hyundai Protection Plan for Genesis models 2016 and older.

### Provider Integration Notes

**Portal Name:**

[www.hfmdealeraccess.com](http://www.hfmdealeraccess.com)

**Void Instructions:**

Genesis Protection Plan is remitted and voided in HMFDealerAccess.com or Dealertrack Portals.

**Remit Instructions:**

Integration is for Ratings and Forms only. Sold contracts must be remitted electronically in the HMFDealerAccess.com or Dealertrack portal. Dealers are required to store paper copies for audit purposes. HCI does not encourage paper remittance. Remittance register is no longer available.

**Provider Accepts Electronic Voids:**

No, Contracts are manual

**Contract Transmitted Electronically:**

No

### Integrated Products

**Combo:** GPP Platinum Vehicle Protection  
**Dent:** GPP Dent & Ding Protection  
**GAP:** GPP GAP  
**Glass:** GPP Windshield Repair Protection

**Key:** GPP Key Replacement  
**Maintenance:** GPP PrePaid Scheduled Maintenance Plus  
**Tire & Wheel:** GPP Tire and Wheel Protection  
**VSC:** GPP Protection Plan  
**WearTear:** GPP Lease End Protection



## Global Administrators .....

### Company Information

**Provider Website:**

[TBD](#)

**Integration Available:**

Ratings and Contracting

**Term for Provider Dealer Code:**

Dealer Number

**Provider Code Format:**

Four Numbers

**eSignature Support:**

Yes

### Provider Business Support & Prerequisites

**Dealer Support Contact Name:**

Dealer Support

**Dealer Support Contact Info:**

800-761-4546

**Action Requirements Prior to Dealer Setup:**

None

### Provider Integration Notes

**Portal Name:**

Global Secure Arch

**Remit Instructions:**

Accounting will finalize booked contracts in Global Secure Arch Portal. Refer to Dealer Operations Manual

**Void Instructions:**

Contracts should be voided in Global Secure Arch

**Contract Transmitted Electronically:**

Yes

### Integrated Products

**Appearance:** Global Admin Appearance Protection

**GAP:** Global Admin GAP

**Glass:** Global Admin Windshield Repellent

**Key:** Key Replacement

**Limited Warranty:** Global Admin Limited Warranty

**Maintenance:** Global Admin Pre-paid Maintenance

**Theft:** Global Admin Theft Protection

**Tire and Wheel:** Global Admin Roadside Assistance, Global Admin Tire and Wheel

**VSC:** Global Admin VSC

**Wear\_Tea:** Global Admin Wear and Tear



## Gulf States Financial Services

### Company Information

**Additional Known Company Names:**

GSFS  
Gulf States Toyota

**Provider Website:**

[www.gsfsgroup.com](http://www.gsfsgroup.com)

**Integration Available:**

Ratings and Contracting

**Term for Provider Dealer Code:**

Dealer Number

**eSignature Support:**

No

### Provider Business Support & Prerequisites

**Dealer Support Contact Name:**

Account Support

**Dealer Support Contact Info:**

AccountSupport@gsadmins.com

**Action Requirements Prior to Dealer Setup:**

Integrated eContracting is available to Dealer System Providers that complete Data Protection Agreement with GSFS. Account Services will work with Legal to obtain paperwork.

**Additional Setup Notes:**

Dealer contact should inform menu provider of any packs administered by GSFS that also need to be administered by Dealer System provider.

### Provider Integration Notes

**Portal Name:**

OnRamp Contract Administration

**Remit Instructions:**

Follow current Remittance process within OnRamp Contract Administration

**Void Instructions:**

Dealer should always void within their Dealer System/Menu where the contract originated, whenever possible. Void is also available via OnRamp Contract Administration.

**Contract Transmitted Electronically:**

Yes

### Integrated Products

**GAP:** GSFS GAP  
**Limited Warranty:** GSFS Limited Warranty

**Maintenance:** GSFS Maintenance  
**Tire & Wheel:** GSFS Tire & Wheel  
**VSC:** GSFS VSC

### Products Not Integrated

Lease Protection, Credit Insurance, Limited Warranty





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### Company Information

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**Additional Known Company Names:**

GWC Warranty Corporation, GWC Warranty, GWC, EasyCare, APCO, Automobile Protection Corporation

**Provider Website:**

[www.gwcwarranty.com](http://www.gwcwarranty.com)

**Integration Available:**

Ratings and Contracting

**Term for Provider Dealer Code:**

Dealer Number/ID

**Provider Code Format:**

0##### or X##### or 0##### or X#####

**eSignature Support:**

No

---

### Provider Business Support & Prerequisites

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**Dealer Support Contact Name:**

APCO by calling or via an email to [ebs@gwcwarranty.com](mailto:ebs@gwcwarranty.com). To obtain Dealer Number only, APCO prefers PEN, DMS provider, or agent request that information.

**Action Requirements Prior to Dealer Setup:**

Contact the GWC Servicing Agent or GWC Warranty at 800-482-7357 x6767 or email [ebs@gwcwarranty.com](mailto:ebs@gwcwarranty.com) to sign all necessary agreements. GWC Warranty approval for eContracting is required for each dealer.

**Dealer Support Contact Info:**

866-225-4356 or 800-458-7070 (non-system questions)

**Additional Setup Notes:**

After all paperwork/agreements are received, Agent should send a formal request to set dealer up for eContracting. The GWC Warranty Implementation Team handles the dealer rates/costs.

---

### Provider Integration Notes

---

**Portal Name:**

EasyCare Online (ECO), GWC Dealer Portal

**Void Instructions:**

eContracts are voided in the dealer system by the dealer by the 4th calendar day of the month after the month it was booked. After that, eContracts must be cancelled through ECO or by phone with APCO. Contracts with claims cannot be voided.

**Remit Instructions:**

eContracts can be remitted via the GWC Dealer Portal. Call GWC Warranty at 800-482-7357 x6767 or email [salesupport@gwcwarranty.com](mailto:salesupport@gwcwarranty.com) to set up a user account. Otherwise, follow current procedures on the EasyCare Online system.

---

### Integrated Products

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**VSC:** GWC Warranty VSC

**Products Not Integrated**

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GWC GAP (See EasyCare web Service)



## Hyundai Protection Plan

### Company Information

**Additional Known Company Names:**

Hyundai Protection Plan (HPP)  
Hyundai Capital Insurance, Hyundai Capital America

**Provider Website:**

<https://www.hmfusa.com/hpp-overview>

**Integration Available:**

Rating\_Forms

**Term for Provider Dealer Code:**

Dealer ID

**Provider Code Format:**

beginning with HYU, then a 2 digit state code followed by a 3 digit number

**eSignature Support:**

No

### Provider Business Support & Prerequisites

**Dealer Support Contact Name:**

For Support or dealer code call and ask for Client Relations

**Dealer Support Contact Info:**

800-477-8089

**Action Requirements Prior to Dealer Setup:**

Call HPP Administrator at 800-477-8089 or email [info@hyundaiprotectionplan.com](mailto:info@hyundaiprotectionplan.com) to ensure HPP dealer enrollment is complete.

**Additional Setup Notes:**

Genesis branded protection products are now available for vehicles beginning with model year 2017. Genesis models 2016 and earlier fall under Hyundai Protection Plan.

### Provider Integration Notes

**Portal Name:**

[www.HMFDealerAccess.com](http://www.HMFDealerAccess.com)

**Void Instructions:**

Hyundai Protection Plan is remitted and voided in HMFDealerAccess.com or Dealertrack Portals.

**Remit Instructions:**

Integration is for Ratings and Forms only. Sold contracts must be remitted electronically in the HMFDealerAccess.com or Dealertrack portal. Dealers are required to store paper copies for audit purposes. HCI does not encourage paper remittance. Remittance register is no longer available.

**Provider Accepts Electronic Voids:**

No, Contracts are manual

**Contract Transmitted Electronically:**

No

### Integrated Products

**Appearance:** HPP Appearance Protection  
**Combo:** HPP Platinum Vehicle Protection  
**Dent:** HPP Dent & Ding Protection  
**GAP:** HPP GAP  
**Key:** HPP Key Replacement Protection

**Maintenance:** HPP Prepaid Maintenance, Prepaid Scheduled Maintenance  
**Theft / Etch:** HPP Theft Protection  
**Tire & Wheel:** HPP Tire & Wheel Protection  
**VSC:** HPP Protection Plan, Term Protection Plus  
**Wear&Tea:** HPP Excess Wear and Use



## Company Information

### Additional Known Company Names:

Innovative Aftermarket Systems

### Provider Website:

[www.iasdirect.com](http://www.iasdirect.com)

### Integration Available:

Ratings and Contracting

### Term for Provider Dealer Code:

Dealer ID

### Provider Code Format:

numeric digits followed by the letter D at the end

### eSignature Support:

Yes

## Provider Business Support & Prerequisites

### Dealer Support Contact Name:

For Support or Dealer Code call or email Smart Dealer Products Customer Care

### Dealer Support Contact Info:

800-346-6469

### Action Requirements Prior to Dealer Setup:

Contact the IAS agent to sign the eBusiness Indemnity Agreement. An agent must submit dealer cost information for all products and then confirm the prices that are entered into the IAS pricing system.

### Additional Setup Notes:

For any changes to cost or retail price, contact SmartDealerProducts Customer Care at (800) 346-6469.

## Provider Integration Notes

### Portal Name:

IAS eRemit portal

### Void Instructions:

Dealers can log in to the IAS remittance portal at [www.iasdirect.com](http://www.iasdirect.com) to void a deal. There are no time frame restrictions.

### Remit Instructions:

Dealer employees will be given access to the IAS remittance portal ([www.iasdirect.com](http://www.iasdirect.com)). As outlined in the IAS eBusiness Indemnification Agreement, dealers must maintain a signed copy of each contract on file for the term of the contract.

### Provider Accepts Electronic Voids:

Yes

### Contract Transmitted Electronically:

Yes

## Integrated Products

**Appearance:** Super Polysteel  
**Combo:** Multi-Shield  
**Dent:** Door Ding Protection  
**GAP:** Gap Protection

**Glass:** Windshield Repair/Replacement, R.O.A.D. Star  
**Key:** R.O.A.D. Key Replacement, Key Valet  
**Theft/Etch:** Invisible Phantom Footprints  
**Tire & Wheel:** R.O.A.D. InTire  
**Excess W:** IAS Excess Wear and Tear



## Interstate National Dealer Services

### Company Information

**Additional Known Company Names:**

INDS, Interstate National

**Provider Website:**

<http://www.inds.com/>

**Integration Available:**

Ratings and Contracting

**Term for Provider Dealer Code:**

Dealer Number or Dealer Code

**Provider Code Format:**

4-10 chars A/N. Typically a 5 digit number.

**eSignature Support:**

No

### Provider Business Support & Prerequisites

**Dealer Support Contact Name:**

Client Relations

**Dealer Support Contact Info:**

(800) 526-0929

**Action Requirements Prior to Dealer Setup:**

If not previously registered and using SAM, dealer should contact Client Relations to verify they are setup in SAM for integrated eContracting.

**Additional Setup Notes:**

Any product requests outside of those listed as available below should be presented to Client Relations to see if they can be setup

### Provider Integration Notes

**Portal Name:**

SAM - Sales Administration Manager

**Void Instructions:**

Dealer can and should void eContracts in the Menu or DMS. Booked contracts may be voided prior to remittance in INDS SAM Portal

**Remit Instructions:**

Booked contracts will be available for Accounting review in the INDS SAM portal. Dealers "remit" contracts with a check and remittance statement from SAM. Paper contracts will need to be mailed to INDS after remittance and payment.

**Contract Transmitted Electronically:**

Yes

### Integrated Products

**Combo:** Star UVP-TBD  
**Gap:** Auto - GAP Protection  
**Limited Warranty:** Limited Warranty

**Theft:** Theft Protection  
**T&W:** Tire & Wheel Protection  
**VSC:** Star Auto, Hi-Road Classic, Star Protect  
**Wear & T:** Lease Wear and Tear

### Products Not Integrated

Only auto products are available at this time. Any product requests outside of those listed as available below should be presented to Client Relations to see if they can be setup



## JM&A .....

### Company Information

**Additional Known Company Names:**

Fidelity Warranty Services, FWS, SouthEast Toyota (SET),  
Jim Moran, VW/Audi, KIA

**Provider Website:**

[www.jmagroup.com](http://www.jmagroup.com)

**Integration Available:**

Ratings and Contracting

**Term for Provider Dealer Code:**

JMA dealer number or FWS Number

**eSignature Support:**

Yes

### Provider Business Support & Prerequisites

**Dealer Support Contact Name:**

Call JM&A Dealer Support for assistance

**Dealer Support Contact Info:**

JMADealerSupport@jmagroup.com

**Action Requirements Prior to Dealer Setup:**

F&I manager needs to have a dedicated printer that supports: Dual paper trays - standard letter size paper/standard legal size paper, switching between trays. Dealers with an existing provider account fill out eContracting enrollment form

### Provider Integration Notes

**Portal Name:**

JM&A Connect

**Void Instructions:**

eContracts can be cancelled using the Void feature of the Dealer System application as long as the contracts are reported within 120 days of the sell date. After that, log into JM&A Connect use Contract Cancellation

**Remit Instructions:**

Once the contracts are ready to book, the dealer will need to log into JM&A Connect/SET Dealer/Kia Connect and open the eBooking Manager to electronically submit contracts for processing. eContracts will register in Invoice Transaction History approximately 15 minutes after they are submitted from the eBooking manager.

**Provider Accepts Electronic Voids:**

Yes

**Contract Transmitted Electronically:**

Yes

### Integrated Products

**Appearance:** JM&A Appearance Protection, Smart Shield

**Dent:** JM&A Paintless Dent Repair

**GAP:** JM&A GAP

**Key:** JM&A Motor Club

**Limited Warranty:** JM&A Limited Warranty

**Maintenance:** JM&A Maintenance

**Theft / Etch:** JM&A Etch

**Tire & Wheel:** JM&A Road Hazard

**VSC:** JM&A VSC

**Wear & T:** JM&A Wear And Tear

**OEM Bran:** JM&A supports Kia and Volvo products available through the JM&A webservice



## Kia Protection Plan (JM&A)

### Company Information

**Additional Known Company Names:**

JM&A

**Provider Website:**

<http://www.jmagroup.com/KiaProtectionPlan.asp>

**Integration Available:**

Ratings and Contracting

**Term for Provider Dealer Code:**

JMA Dealer Number

**eSignature Support:**

See PEN Support

### Provider Business Support & Prerequisites

**Dealer Support Contact Name:**

JM&A Dealer Support

**Dealer Support Contact Info:**

866 519-1901

**Action Requirements Prior to Dealer Setup:**

Dealers already established with Kia Protection Plan should complete a eContracting enrollment form. Dealer needs to have a dedicated printer that supports dual trays for standard/legal size.

**Additional Setup Notes:**

Dealer should work with JM&A Dealer Support for setting up Kia branded products. Dealer will use their JM&A Dealer Number for all their JM&A and these Kia Integrated Products.

### Provider Integration Notes

**Portal Name:**

Kia Connect

**Void Instructions:**

eContracts can be voided in the originating Dealer System using the void functions as long as the contracts are reported within 120 days of the sell date. After 120 days, log into Kia Connect to use Contract Cancellation function.

**Remit Instructions:**

Once the contracts are booked, the dealer will need to log into Kia Connect and open the eBooking Manager to electronically submit contracts for processing. eContracts will register in Invoice Transaction History approximately 15 minutes after submission.

**Provider Accepts Electronic Voids:**

Yes

**Contract Transmitted Electronically:**

See PEN Support

### Integrated Products

**Dent:** Kia Dent Protection

**GAP:** Kia GAP

**Maintenance:** Kia Vehicle Protection Plan, Kia Complimentary Maintenance

**Tire & Wheel:** Kia Road Hazard Tire & Wheel

**VSC:** Kia Care Service Plan



## Lamborghini

### Company Information

**Additional Known Company Names:**

Safe-Guard International (Administrator), Lamborghini Protection Plan (LPP) , Porsche Financial Services (PFS)

**Provider Website:**

[XXX Could not find public site](#)

**Integration Available:**

Ratings and Contracting

**Term for Provider Dealer Code:**

Dealer Number

**Provider Code Format:**

XXX Dealer Number for Lamborghini consist of LAMB, following a 4 digit number

**eSignature Support:**

No

### Provider Business Support & Prerequisites

**Dealer Support Contact Name:**

For Dealer Numbers and support call/email Lamborghini Account Manager at Safe-Guard, Maia Valkanov

**Dealer Support Contact Info:**

800 742-7896 x9454 or mvalkanov@sgintl.com

**Action Requirements Prior to Dealer Setup:**

Use PEN Porsche Provider to access Lamborghini products. All dealer products and forms are available to dealers via Lamborghini Protection Plan Portal. Dealer must be setup and activated in the Portal before integration is available.

**Additional Setup Notes:**

Lamborghini dealer approval is required prior sharing Dealer Number and initiating integration process

### Provider Integration Notes

**Portal Name:**

Lamorghini Protection Plan Portal

**Remit Instructions:**

Booked Contracts are available for accounting review and submission via the Lamborghini Protection Plan dealer Portal. Paper copies of contracts booked through eContracting do not need to be mailed to Safe-Guard.

**Void Instructions:**

Contracts booked in dealer system can be voided in the originating system any time prior to accounting remittance in the Lamborghini Protection Plan Portal.

**Contract Transmitted Electronically:**

Yes

### Integrated Products

**COMBO:** LPP Multi-Coverage Protection  
**DENT:** LPP Dent Protection  
**GAP:** LPP Guaranteed Auto Protection  
**GLASS:** LPP Windshield Protection

**KEY:** LPP Key Protection  
**Maintenance:** LPP Pre-Paid Maintenance  
**T&W:** LPP Premier Tire & Wheel Protection  
**VSC:** LPP Vehicle Service Protection  
**Wear\_Tea:** LPP Lease End Protection

### Products Not Integrated

Lamborghini Protection does not offer Theft or CPO products.



## Louisiana Dealer Services .....

### Company Information

**Additional Known Company Names:**

LDS  
Owner Services, Inc

**Provider Website:**

[www.theldsgroup.com](http://www.theldsgroup.com)

**Integration Available:**

Ratings and Contracting

**Term for Provider Dealer Code:**

Dealer Number

**eSignature Support:**

Yes

### Provider Business Support & Prerequisites

**Dealer Support Contact Name:**

Email or Call LDS and ask for Shelley or Pat

**Dealer Support Contact Info:**

800-272-8000

**Action Requirements Prior to Dealer Setup:**

Call Shelley or Pat to get setup

**Additional Setup Notes:**

Dealers must be on Stone Eagle to be eligible for eContracting. Dealers selling LDS product(s) may be selling Safe-Guard and/or Dealer's Choice products as well.

### Provider Integration Notes

**Portal Name:**

stoneeagle.com

**Remit Instructions:**

Go to stoneeagle.com and follow standard remit process.  
Paper must be sent in for all remitted contracts

**Void Instructions:**

Contact LDS to Void a contract

**Provider Accepts Electronic Voids:**

N/A

**Contract Transmitted Electronically:**

No

### Integrated Products

**GAP:** LDS GAP, Owner Services GAP

**VSC:** LDS Guaranty MBI, LDS MBI, Southern Dealer MBI, AMBI, Owner Services VSC





## Maximus Auto Group

### Company Information

**Additional Known Company Names:**

MAG

**Provider Website:**

[www.maximusautogroup.com](http://www.maximusautogroup.com)

**Integration Available:**

Ratings and Contracting

**Term for Provider Dealer Code:**

Dealer Number

**eSignature Support:**

No

### Provider Business Support & Prerequisites

**Dealer Support Contact Name:**

Customer Service

**Dealer Support Contact Info:**

(941) 739-0044

**Action Requirements Prior to Dealer Setup:**

MAG requires a notification of the dealer's name and the products they wish to sell through the system so that we can ensure the current structure of the products for that account is up to date.

**Additional Setup Notes:**

If the user/dealer is new they can request our most current technical manual for the process, which outlines the features available and the steps which can/must be taken during interaction to ensure proper functionality.

### Provider Integration Notes

**Portal Name:**

Maximus Auto Group Web Services

**Remit Instructions:**

Currently they do not accept remittance through the Web Services themselves. Payment will be made through mail or electronic fund transfer. Paper contracts that were remitted electronically do not need to be mailed to Maximus Auto Group.

**Void Instructions:**

Contracts can be voided in the portal by using the available VoidContract call and providing the VIN, Customer last name, and contract number as exemplified in the manual.

**Provider Accepts Electronic Voids:**

Yes

**Contract Transmitted Electronically:**

Yes

### Integrated Products

**Appearance:** Appearance Protection

**Glass:** Windshield Protection

**Combo:** Maximus Combo

**Key:** Key Replacement

**Dent:** Paintless Dent Repair

**Etch/Theft:** Maximus Security Guard

**GAP:** Maximus GAP

**Tire & Wheel:** Tire & Wheel Protection

**Other:** Total Loss Protection



EXTENDED  
CONFIDENCE

## Mazda Extended Confidence

### Company Information

**Additional Known Company Names:**

Mazda Extended Confidence, AmTrust, Warrantech Mazda

**Provider Website:**

<https://www.mazdausa.com/mazda-extended-confidence?pageParameter=ownersWarranty>

**Integration Available:**

Ratings and Contracting

**Term for Provider Dealer Code:**

Mazda Retailer Number or Dealer Code

**Provider Code Format:**

5 digit Mazda Dealer Number #####. \*Competitive Make VSC is their Retailer # plus C "#####C".

**eSignature Support:**

No

### Provider Business Support & Prerequisites

**Dealer Support Contact Name:**

ADS - Dealer Support (AmTrust) 800-358-2655  
wtechautoads@amtrustgroup.com

**Dealer Support Contact Info:**

Account Manager Monica Rosales 817-785-6327  
monica.rosales@amtrustgroup.com

**Action Requirements Prior to Dealer Setup:**

Dealer must be setup with Mazda Confidence at AmTrust. If dealer has any questions, please contact Agent or Regional Rep, or AmTrust Account Manager for Mazda (Monica Rosales 817 785-6327)

### Provider Integration Notes

**Portal Name:**

VSCOnline, accessed via Mazda MXConnect

**Void Instructions:**

Integrated Void capability is not available. Dealer must access the VSCOnline Portal to void.

**Remit Instructions:**

Contracts booked via the dealer system are finalized ("transmitted") to AmTrust in VSCOnline, accessed via the Mazda MXConnect Portal.

**Contract Transmitted Electronically:**

Yes

### Integrated Products

**Appearance:** Mazda Appearance Package  
**Combo:** Mazda Ultimate Titanium Plus  
**GAP:** Mazda GAP  
**Key:** Mazda Key

**Maintenance:** Mazda Pre-Paid Maintenance  
**Theft:** Mazda Theft  
**T&W:** Mazda Tire & Wheel  
**VSC:** Mazda MEC VSC, Mazda CPO Wrap, Mazda Competitive Make



## MBPI .....

### Company Information

**Additional Known Company Names:**

MBPI

**Provider Website:**

[www.mbpnetwork.com/](http://www.mbpnetwork.com/)

**Integration Available:**

Ratings and Contracting

**Term for Provider Dealer Code:**

Dealer Code

**Provider Code Format:**

Alpha numeric up to 10 characters

**eSignature Support:**

Yes

### Provider Business Support & Prerequisites

**Dealer Support Contact Name:**

Sales and Marketing Department

**Dealer Support Contact Info:**

800 325-7484

**Action Requirements Prior to Dealer Setup:**

Dealer needs to complete Dealer Agreement and be Setup to sell MBPI products. MBPI needs to make sure dealer rates are loaded in the Online Rating System.

**Additional Setup Notes:**

N/A

### Provider Integration Notes

**Portal Name:**

MBPI Online Rater

**Void Instructions:**

Contracts can be voided through the Dealer System, or MBPI Portal, or by contacting MBPI.

**Remit Instructions:**

Remittance is completed in MBPI Online Rating System. Per the Online Rating System a remittance report can be generated and submitted with a check. Contracts that are generated through the DMS/Menu and remitted through Online Rater do not need to be mailed to MBPI.

**Contract Transmitted Electronically:**

Yes

### Integrated Products

<b>Appearance:</b>	MBPI Resistall	<b>Theft:</b>	MBPI Theft
<b>Total Package Protection:</b>	Dent, Appearance, Windshield, Key, Roadside, Car Rental, Tire Repair	<b>Tire &amp; Wheel:</b>	MBPI Tire and Wheel
<b>MPBI Dent:</b>	DentGuard	<b>Vehicle :</b>	MBPI Preferred, MBPI Extra
<b>GAP:</b>	MBPI GAP	<b>Wear_Tea:</b>	MBPI Lease Wear and Tear
<b>LTD_WTY:</b>	MBPI Lifetime Limited Warranty	<b>Other:</b>	MBPI OEM Technology



### Company Information

**Additional Known Company Names:**

Mercedes Benz Financial Services (MFS), MBUSA, Safe-Guard, APP/DuPont, Zurich NA

**eSignature Support:**

No

**Provider Website:**

<https://www.mbfs.com/mbfsr/en/faqs/FirstClassProductsHome.do>

**Integration Available:**

Ratings and Contracting

### Provider Business Support & Prerequisites

**Dealer Support Contact Name:**

MB branded products are supported by their Administrator

**Dealer Support Contact Info:**

Administrator support is specific to products

**Action Requirements Prior to Dealer Setup:**

Please refer to each Administrator Profile for specific remittance and support information. Provider integration is branded Mercedes Benz, but system and business support is direct with product administrators.

**Additional Setup Notes:**

Note - Not all Integrated products will be available individually. They may only be available through product combinations, depending on dealer setup.

### Provider Integration Notes

**Void Instructions:**

Void is supported by all Administrators, variances in procedure may exist - please refer to Administrator specific profiles.

**Remit Instructions:**

Products are remitted via individual Provider processes and systems. Please refer to remittance information specific to each Administrator.

**Provider Accepts Electronic Voids:**

Yes

**Contract Transmitted Electronically:**

Yes

### Integrated Products

<b>Appearance:</b>	First Class Appearance (by APP/DuPont)	<b>Glass:</b>	First Class Windshield (by Safe-Guard)
<b>Combo:</b>	Premium Protection (by Safe-Guard)	<b>Key:</b>	Key Protection (by Safe-Guard)
<b>Dent:</b>	First Class Paintless Dent Repair (by Safe-Guard)	<b>Tire and Wheel:</b>	First Class Tire & Wheel (by Safe-Guard)

### Products Not Integrated

MBUSA and Zurich administered products (including VSC, Maintenance and GAP & Wear Care)

## Company Information

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**Additional Known Company Names:**

MetroTech Chemicals

**Provider Website:**

<http://www.metrotechauto.com>

**Integration Available:**

Ratings and Contracting

**Term for Provider Dealer Code:**

Dealer Identifier

**Provider Code Format:**

20 Characters - system generated

**eSignature Support:**

No

## Provider Business Support & Prerequisites

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**Dealer Support Contact Name:**

Kristen Cunningham, Justin is the backup

**Dealer Support Contact Info:**

800 727-7400 x208 kcunningham@metrotechauto.com

**Action Requirements Prior to Dealer Setup:**

Dealer must be setup for integration in MetroTech system. Please contact Kristen to confirm MetroTech system is ready and the Dealer's "Dealer Identifier" is confirmed for integration setup.

## Provider Integration Notes

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**Portal Name:**

First Place Finish Car Care System

**Remit Instructions:**

Booked contracts in the dealer system are considered live and approved by the dealer.

**Void Instructions:**

Dealer should void contract in the dealer system prior to end of month to avoid being invoiced for voided contracts.

**Provider Accepts Electronic Voids:**

Yes

**Contract Transmitted Electronically:**

Yes

## Integrated Products

---

**Appearance:** MetroTech Appearance Protection

### Company Information

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**Additional Known Company Names:**

The Family Beacon Product

**Provider Website:**

<http://mosaic-idservices.com/>

**Integration Available:**

Ratings and Contracting

**Term for Provider Dealer Code:**

Dealer User Name

**Provider Code Format:**

Open Text with no spaces, will have a prefix that says "pen-" i.e. "pen-12345"

**eSignature Support:**

No

### Provider Business Support & Prerequisites

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**Dealer Support Contact Name:**

Cynthia Chauca

**Dealer Support Contact Info:**

813 221-2700 cchauca@mosaic-compliance.com

**Action Requirements Prior to Dealer Setup:**

All Mosaic approved dealers that are active in [www.MyFamilyBeacon.com](http://www.MyFamilyBeacon.com) are available for Integrated eContracting. If they are not currently active in the Mosaic site, the dealer should contact Mosaic (Cynthia Chauca) or their Account Director.

### Provider Integration Notes

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**Portal Name:**

<http://www.MyFamilyBeacon.com>

**Void Instructions:**

Mosaic Compliance does not currently support a Void function. Contracts not remitted by the dealer will be reconciled by Mosaic on a routine basis.

**Remit Instructions:**

Accounting reviews all booked contracts in [www.MyFamilyBeacon.com](http://www.MyFamilyBeacon.com) and prints a remittance register, attaches all active contracts and sends to Mosaic. Any booked contracts that are not remitted are lined out of the remittance register by the dealer. Mosaic does receive the register and a check. Paper contracts do not need to be sent to Mosaic.

**Contract Transmitted Electronically:**

Yes

### Integrated Products

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**Identity:** Family Beacon Identify Theft Protection

### Products Not Integrated

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None

## Company Information

### Additional Known Company Names:

National Auto Care  
Family First Dealer Services

### Provider Website:

[www.nationalautocare.com](http://www.nationalautocare.com)

### Integration Available:

Ratings and Contracting

### Term for Provider Dealer Code:

Dealer Code or Rating ID

### Provider Code Format:

1 to 10 digit number

### eSignature Support:

No

## Provider Business Support & Prerequisites

### Dealer Support Contact Name:

Ask for the Rates Department or the Marketing Department for Dealer code and/or Rating ID. [ratesdepartment@nationalautocare.com](mailto:ratesdepartment@nationalautocare.com) or call Agent.

### Action Requirements Prior to Dealer Setup:

Contact National Auto Care at 800-548-1875 opt 3 to complete necessary agreements and setup activities.

### Dealer Support Contact Info:

800-548-1875 opt 3

### Additional Setup Notes:

Dealer needs to advise NAC that they will be using the dealer system so it will be activated within the account. Dealer should confirm that any mark ups that are in place in Express Lane are also in place with the dealer system. Mark ups do not carry over to the dealer system. If dealer uses SPP, they are responsible to submit paperwork to SPP.

## Provider Integration Notes

### Portal Name:

Express Lane ([www.nacexpresslane.com](http://www.nacexpresslane.com))

### Void Instructions:

Booked contracts can be voided at any time unless there is an open claim or it has been paid and is Active. Then, the dealer will have to submit a customer signed cancellation request and the necessary documents as noted on the form.

### Remit Instructions:

Remit based on the emailed or faxed invoice, or using Express Lane. A signed copy of the contract must be stored by the Dealer.

### Provider Accepts Electronic Voids:

Yes

### Contract Transmitted Electronically:

Yes

## Integrated Products

<b>Appearance:</b>	NAC Paint and Fabric	<b>Limited Warranty:</b>	NAC Limited Warranty
<b>Combo:</b>	NAC Combo	<b>Theft:</b>	NAC Theft
<b>GAP:</b>	NAC GAP	<b>Tire &amp; Wheel:</b>	NAC Tire and Wheel, Family First Tire And Wheel
<b>Glass:</b>	NAC Windshield	<b>VSC:</b>	NAC VSC
<b>Key:</b>	NAC Key Replacement, Family First Key Protection	<b>Other:</b>	NAC Powerbuy Vehicle Replacement

## Products Not Integrated

FFDS Trade In Protection (see Family First), Excess Wear & Tear



## NAE .....

### Company Information

#### Additional Known Company Names:

NWAN  
NAE  
National Automotive Experts

#### Provider Website:

[www.nationalautomotiveexperts.com](http://www.nationalautomotiveexperts.com)

#### Integration Available:

Ratings and Contracting

#### Term for Provider Dealer Code:

Dealer ID

#### Provider Code Format:

one letter followed by numeric value 1 through 99999 (only last 4 digits are entered in PEN system)

#### eSignature Support:

Yes

### Provider Business Support & Prerequisites

#### Dealer Support Contact Name:

Contact Client Relations Manager for support or Provider-Dealer code

#### Dealer Support Contact Info:

877-222-1645

#### Action Requirements Prior to Dealer Setup:

Contact NAE to sign the dealer agreement.

#### Additional Setup Notes:

Verify that all dealer agreements and information needed is ready to go. NAE requests that Dealer Testing of rates is complete prior to going live. Please contact Client Relations Manager.

### Provider Integration Notes

#### Portal Name:

NAE Connect

#### Void Instructions:

The dealer can login to our remittance portal and void any contract as long as they have access to the remittance portal. A reason will need to be entered.

#### Remit Instructions:

Login to the remittance portal and remit following normal procedures. A dealer needs to retain a hard copy of the signed contract.

#### Provider Accepts Electronic Voids:

Yes

#### Contract Transmitted Electronically:

Yes

### Integrated Products

<b>Appearance:</b>	NWAN Environmental, Surface Science, RimDefense	<b>Maintenance:</b>	NAE PPM
<b>Combo:</b>	NAE Combo Program, Diamond-Fusion,	<b>Theft / Etch:</b>	NWAN Theft
<b>GAP:</b>	NWAN GAP	<b>Tire &amp; Wheel:</b>	Tire and Wheel thru IAS
<b>Key:</b>	Key Replacement thru IAS	<b>VSC:</b>	NAE VSC, Total Option Protection, Pinnacle Protection Plan, Preferred & Standard Preferred Protection Plan, Medallion Protection Plan, Warranty Forever
<b>Limited Warranty:</b>	Powertrain LW, Comprehensive LW	<b>Wear and:</b>	NAE Wear & Tear

### Products Not Integrated

Paintless Dent repair





## Nissan + Infiniti .....

### Company Information

#### Additional Known Company Names:

Nissan Extended Services NA / Infiniti Extended Services NA  
Nissan Security Plus, Infiniti Elite Protection

#### Provider Website:

<https://owners.nissanusa.com/nowners/navigation/extendedServiceContent>

#### Integration Available:

Ratings and Contracting

#### Term for Provider Dealer Code:

Dealer Code

#### Provider Code Format:

##### Can be four or five digits. Can be alphanumeric. Infiniti starts with 7, Nissan starts 1, 2, 3, some start with leading zero's. Examples: 042B, 70512, 3153, 2718, 1792, 07032.

#### eSignature Support:

Yes

### Provider Business Support & Prerequisites

#### Dealer Support Contact Name:

NESNA Dealer Support

#### Dealer Support Contact Info:

800-362-4111, Option 1 Dealer Support, or email  
PCRS\_Admin@nesna.com

#### Action Requirements Prior to Dealer Setup:

Dealer must be activated in PCRS for eMenu integration with NESNA. Dealer should confirm all products are setup in PCRS. Dealer needs to call Nissan support if any products are expected to be available, but are not setup in PCRS.

#### Additional Setup Notes:

If they sign on to their Dealer Communication System (DCS) or Dealer Business System (DBS), their dealer code will be displayed, call Field Rep: NMAC Financial Services Manager (FSM) or NESNA Regional Area Manager (RAM) aka Allstate Representative

### Provider Integration Notes

#### Portal Name:

Policy Claims and Reporting Solution (PCRS) accessed via NNANet aka Dealer Portal

#### Remit Instructions:

Dealers remit all 'Pending' contracts created via integrated eMenu or PCRS direct via PCRS/Run Sales Register

#### Void Instructions:

Void in PCRS or Originating System as long as it is in Pending

#### Provider Accepts Electronic Voids:

Yes

#### Contract Transmitted Electronically:

Yes

### Integrated Products

#### Combo Protection Plans:

Ultimate Platinum, Platinum

#### Prepaid Maintenance Plan:

Nissan Security+Plus, Infiniti Elite, QualityGuard+Plus

#### Dent:

Paintless Dent Repair

#### Theft/Etch:

Security+, Elite, QualityGuard+

#### GAP:

Security+, Elite, QualityGuard+

#### Tire & Wheel:

Security+, Elite, QualityGuard+

#### Key Protection Plans:

Security+, Elite, QualityGuard+

#### VSC:

Security+, Elite, QualityGuard+

#### Limited Warranty:

Nissan Limited Warranty

#### Wear & T:

Lease Wear & Tear

### Products Not Integrated

Infiniti Limited Warranty





## NSD .....

### Company Information

**Additional Known Company Names:**

Nation Safe Drivers, NIU of Florida, Inc., Nation Motor Club, NMC

**Provider Website:**

[www.nsdmc.com](http://www.nsdmc.com)

**Integration Available:**

Ratings and Contracting

**Term for Provider Dealer Code:**

Producer Code or Dealer Code

**eSignature Support:**

Yes

### Provider Business Support & Prerequisites

**Dealer Support Contact Name:**

A Dealer or Agent can call NSD directly

**Dealer Support Contact Info:**

800-338-2680 ext. 505

**Action Requirements Prior to Dealer Setup:**

Dealers contact their Agent or NSD directly to complete dealer agreements, appointment/licensing forms and ACH form and to set retail cost through webservices. NSD will provide Producer/Dealer code.

**Additional Setup Notes:**

Product Cost is loaded in Provider Portal by Agent.

### Provider Integration Notes

**Portal Name:**

NRDE System

**Void Instructions:**

If the dealer voids a contract prior to 11:59PM EST on the same day it was created, the dealer will not be charged for the contract. If the dealer voids the contract after 11:59PM EST, the dealer will be charged for the

**Remit Instructions:**

Paper copies of the contract need to be sent in ONLY when the dealer is selling: Paint & Interior, Lease Wear & Tear, RV GAP, Powersport GAP and Marine GAP. NSD will automatically debit (ACH) on the 1st Tuesday after the 6th of every month. When selling these products via e-contracting, they will need to provide signed copies of the applications to NSD. Dealer must keep a signed copy of application in the deal jacket.

**Provider Accepts Electronic Voids:**

Yes

**Contract Transmitted Electronically:**

Yes

### Integrated Products

<b>Appearance:</b>	NSD Paint Interior	<b>Key:</b>	NSD Key Replacement
<b>Combo:</b>	Ultimate Protection, Complete Protection, Titanium Protection, Platinum Protection	<b>Theft / Etch:</b>	Vehicle Replacement Theft Deterrent
<b>Dent:</b>	NSD Paintless Dent Repair	<b>Tire &amp; Wheel:</b>	NSD Tire And Wheel, Roadside Assistance, Towbusters Motor Club
<b>GAP:</b>	NSD GAP Plus	<b>Wear_Tea:</b>	NSD Lease Wear and Tear
<b>Glass:</b>	NSD Windshield	<b>Other:</b>	Deductible Reimbursement, Total Loss Protection



## Oak Group .....

### Company Information

**Additional Known Company Names:**

Oak Services, Inc.; AMS; Equi-pro

**Provider Website:**

[www.fandi.com](http://www.fandi.com)

**Integration Available:**

Ratings and Contracting

**Term for Provider Dealer Code:**

Dealer Number

**Provider Code Format:**

10 Characters - AA##AA####

**eSignature Support:**

Yes

### Provider Business Support & Prerequisites

**Dealer Support Contact Name:**

Elia, Anna or Marty

**Dealer Support Contact Info:**

(630) 833-9770

**Action Requirements Prior to Dealer Setup:**

N/A

**Additional Setup Notes:**

F&I Admin SCS

### Provider Integration Notes

**Portal Name:**

AMS

**Void Instructions:**

The dealer should always void within the Dealer System of origin. They do have the ability to void a contract in AMS as well.

**Remit Instructions:**

Dealers can Remit electronically via AMS. The dealer will then print a final remittance report and attach that with the payment and submit it to AMS. The dealer is only required to send paper contracts back for remittance for VSC.

**Provider Accepts Electronic Voids:**

Yes

**Contract Transmitted Electronically:**

Yes

### Integrated Products

<b>Combo:</b>	Oak Group Complete
<b>GAP:</b>	Oak Group GAP
<b>Limited Warranty:</b>	Oak Group Limited Warranty
<b>Maintenance:</b>	Customer Loyalty & Maintenance Program

<b>Theft:</b>	Oak Group Theft Protection, Oak Group Etch
<b>Tire &amp; Wheel:</b>	Tire & Wheel Program
<b>VSC:</b>	Oak Group VSC
<b>Wear &amp; T:</b>	Oak Group Excess Wear & Tear

### Products Not Integrated

Non TPA products



## Old Republic .....

### Company Information

#### Additional Known Company Names:

Old Republic Insured Automotive Services, Inc.  
Minnehoma Automobile Association, Inc.  
ORIAS Warranty Services  
ORIAS Warranty Services, Inc.  
ORIAS

#### Provider Website:

[www.orias.com](http://www.orias.com)

#### Integration Available:

Ratings and Contracting

#### Term for Provider Dealer Code:

Seller Number

#### Provider Code Format:

Normally, 3 characters followed by 4 numbers (ABC1234).  
Not always the case though.

#### eSignature Support:

Yes

### Provider Business Support & Prerequisites

#### Dealer Support Contact Name:

Dealers should contact their ORIAS Agent for support or their seller number

#### Action Requirements Prior to Dealer Setup:

The dealer should contact an ORIAS agent and ask for a sign-up kit. The agent will provide ORIAS with completed information and an agreement will be executed.

#### Dealer Support Contact Info:

800-331-3780

#### Additional Setup Notes:

The dealer must be set up to do business with ORIAS and have a signed agreement. To verify the dealers' authorization, contact ORIAS at 800-331-3780 and ask for administration. Agent pricing is needed. Provider does not handle packs.

### Provider Integration Notes

#### Portal Name:

SCS Autoexpress (DAP)

#### Void Instructions:

Booked contracts can be voided via Dealer System up until the time it becomes pending billed. A contract becomes pending billed 25 days after the month following the sales date of the contract. After that, call 800-331-3780 and ask for Administration.

#### Remit Instructions:

Send Remittance forms, copies, contracts and payment following normal remittance procedures. If the contract is submitted thru econtracting, the Provider does not require the paper copy to be sent, but they do require the seller to keep a signed copy in their documentation in case it is needed.

#### Provider Accepts Electronic Voids:

Yes

#### Contract Transmitted Electronically:

Yes

### Integrated Products

**GAP:** Old Republic GAP  
**Limited Warranty:** Old Republic Limited Warranty

**Theft:** Old Republic Theft Protection  
**VSC:** Total Vehicle Protection

### Products Not Integrated

Paintless Dent Repair, Tire & Wheel Protection, Windshield Protection, Lease Excess Wear & Tear Protection, Theft Protection



## Partners Alliance Corporation .....

### Company Information

**Additional Known Company Names:**

PAC  
Partners Alliance Corporation

**Provider Website:**

[www.partnersalliancecorp.com](http://www.partnersalliancecorp.com)

**Integration Available:**

Ratings and Contracting

**Term for Provider Dealer Code:**

Dealer Number

**Provider Code Format:**

#### 4 digit numeric

**eSignature Support:**

Yes

### Provider Business Support & Prerequisites

**Dealer Support Contact Name:**

Kyndyl can be reached via phone or email

**Dealer Support Contact Info:**

(858) 391-5670 ext 113

**Action Requirements Prior to Dealer Setup:**

PAC has a set-up form that the dealer needs to complete.  
Contact Partners Alliance for assistance.

### Provider Integration Notes

**Portal Name:**

PAC DAP (www.pacdap.partners)

**Void Instructions:**

Pending contracts can be voided by dealer in the  
originating system or DAP. For all others call for assistance.

**Remit Instructions:**

Remittance is completed by submitting booked contracts  
in PAC DAP. Contracts remitted through DAP do not need  
to be mailed in, but paper contracts do need to be mailed  
in. Contact Kyndyl at PAC with any questions.

**Provider Accepts Electronic Voids:**

Yes

**Contract Transmitted Electronically:**

Yes

### Integrated Products

**GAP:** Partners Alliance GAP

**Theft:** Theft Etch Protection

### Products Not Integrated

Key Replacement, Appearance Protection, Etch Theft Protection, Loyalty & Safety Membership Program, Deposit Discount  
Membership Program



PERMAPLATE®

## PermaPlate .....

### Company Information

#### Additional Known Company Names:

Siskin Enterprises, Inc.,  
PermaPlate Company, LLC.,  
PermaPlate, Perma-Plate  
Siskin  
Perma-Plate

#### Provider Website:

[www.permaplate.com](http://www.permaplate.com)

#### Integration Available:

Ratings and Contracting

#### Term for Provider Dealer Code:

Dealer Number

#### Provider Code Format:

Usually a 2 digit number, 2 letters and then a 3 digit number. However, this is not guaranteed.

#### eSignature Support:

Yes

### Provider Business Support & Prerequisites

#### Dealer Support Contact Name:

For support or Dealer Number, contact PermaPlate directly.  
Thomas Walisky.

#### Dealer Support Contact Info:

800.453.8470 Thomas Walisky.

#### Action Requirements Prior to Dealer Setup:

Contact your PermaPlate representative to obtain and sign the eContracting Agreement and get setup in PermaPlates system.

#### Additional Setup Notes:

Dealer needs to complete the following before they can eContract: Dealer Pricing Setup - typically received from the Agent, eContracting Agreement and Dealer Account Form, and they need to be activated in PermaPlates system.

### Provider Integration Notes

#### Portal Name:

<https://warranties.permaplate.com>. - it is only available if requested.

#### Void Instructions:

The preferred method to void a contract is within the Dealer System, which is available until the warranty has been invoiced. For assistance after a deal is invoiced, contact PermaPlate directly at 800.453.8470.

#### Remit Instructions:

Remittance can be automatically scheduled or manually submitted online. Follow your specific dealership procedures. Dealer needs to store a paper copy of the contract.

#### Provider Accepts Electronic Voids:

Yes

#### Contract Transmitted Electronically:

Yes

### Integrated Products

**Appearance:** PermaPlate Appearance Protection

**Combo:** PermaPlate Combo, PermaPlate Enhanced Vehicle Protection

**Dent:** PermaPlate Dent

**Glass:** PermaPlate Windshield Protection

**Theft / Etch:** Etchguard

**Tire & Wheel:** PermaPlate Tire and Wheel Protection



## Phoenix Extended Care

### Company Information

**Additional Known Company Names:**

Wynns  
Wynns Extended Care  
Phoenix American  
Phoenix Extended Care  
ValueGuard

**Provider Website:**

[www.phoenixec.com](http://www.phoenixec.com)

**Integration Available:**

Ratings and Contracting

**Term for Provider Dealer Code:**

Dealer Code

**Provider Code Format:**

code is both letter and number combination

**eSignature Support:**

No

### Provider Business Support & Prerequisites

**Dealer Support Contact Name:**

Louanne or Steven.

**Dealer Support Contact Info:**

800-552-6131 ext 1353 (Louanne) or 1354 (Steven)

**Action Requirements Prior to Dealer Setup:**

Contact the sales department.

**Additional Setup Notes:**

In Florida a 2-53 License form must be submitted along with the dealer agreement. The dealer will receive the Dealer Code when all paperwork is approved/processed.

### Provider Integration Notes

**Portal Name:**

PA Express

**Void Instructions:**

Using PA Express there is a delete button available at the dealer site. Once contracts have been submitted to PA system contracts could be voided but not deleted.

**Remit Instructions:**

A register is presented in PA Express. Dealer approves, prints register and Submits payment to Phoenix.

**Provider Accepts Electronic Voids:**

No

**Contract Transmitted Electronically:**

Yes

### Integrated Products

**GAP:**

Phoenix GAP

**VSC:**

Phoenix American Private Label,  
Phoenix Extended Care, VALUEguard+,  
VALUEcare+

### Products Not Integrated

Theft guard +





## Porsche Protection Plan (PFS)

### Company Information

**Additional Known Company Names:**

Safe-Guard International (Administrator), Porsche Protection Plan (PPP), Porsche Financial Services (PFS)

Service include Bentley and Lamborghini products.

**Provider Website:**

<http://www.porsche.com/usa/accessoriesandservices/porsche-financial-services/protectionplan/>

**Integration Available:**

Ratings and Contracting

**Term for Provider Dealer Code:**

Dealer Number

**Provider Code Format:**

Dealer Number for Porsche consist of PORS, following a 4 digit number

**eSignature Support:**

No

### Provider Business Support & Prerequisites

**Dealer Support Contact Name:**

For Dealer Numbers and support call/email Porsche Account Manager at Safe-Guard, Maia Valkanov

**Dealer Support Contact Info:**

800 742-7896 x9454 or mvalkanov@sgintl.com

**Action Requirements Prior to Dealer Setup:**

All dealer products and forms are available to dealers via Porsche Protection Plan Portal. Dealer must be setup and activated in the Portal before integration is available.

**Additional Setup Notes:**

Porsche dealer approval is required prior sharing Dealer Number and initiating integration process

### Provider Integration Notes

**Portal Name:**

Porsche Protection Plan Portal

**Remit Instructions:**

Booked Contracts are available for accounting review and submission via the Porsche Protection Plan dealer Portal. Paper copies of contracts booked through eContracting do not need to be mailed to Safe-Guard.

**Void Instructions:**

Contracts booked in dealer system can be voided in the originating system any time prior to accounting remittance in the Porsche Protection Plan Portal.

**Contract Transmitted Electronically:**

Yes

### Integrated Products

**MULTI-  
COVERAGE  
(COMBO):**

Silver - Tire and Wheel, Dent Gold - Tire and Wheel, Dent, Windshield Platinum -Tire and Wheel, Dent, Windshield, Key

**KEY:**

PPP Key Replacement

**T&W:**

PPP Tire and Wheel Protection

**VSC:**

PPP Vehicle Service Protection

**DENT:**

PPP Dent

**Wear\_Tea:**

PPP Lease End Protection

**GAP:**

PPP Guaranteed Auto Protection

**GLASS:**

PPP Windshield Protection

### Products Not Integrated

Porsche Protection does not offer Maintenance, Theft or CPO products.



## Portfolio .....

### Company Information

**Additional Known Company Names:**

Portfolio Protection  
Express Systems  
IFS

**Provider Website:**

[www.portfolioco.com](http://www.portfolioco.com)

**Integration Available:**

Ratings and Contracting

**Term for Provider Dealer Code:**

Dealer Number

**Provider Code Format:**

AAAA#### Typically, format is four characters often the dealer's name, followed by 4-5 digits.

**eSignature Support:**

Yes

### Provider Business Support & Prerequisites

**Dealer Support Contact Name:**

Kevin Wilks - Rate Logic Analyst

**Dealer Support Contact Info:**

949-789-6200 Ext 284

**Action Requirements Prior to Dealer Setup:**

Portfolio needs to have the rates set up in their admin system which must come from the agent in writing.

**Additional Setup Notes:**

Agent must complete Portfolio survey (Portfolio Electronic Integration Qualifying Questionnaire). If dealer chooses to utilize packs, please reference in the questionnaire.  
\* Portfolio Elite products are available via Protective Web Services using a Protective Dealer ID.

### Provider Integration Notes

**Portal Name:**

[www.portfolioco.com/Login](http://www.portfolioco.com/Login)

**Void Instructions:**

Dealer can void booked contacts prior to remittance in the PortfolioCo.com portal. Dealer can also void in Portal.

**Remit Instructions:**

Contracts are approved by the dealer in the Portfolio Dealer Portal. Paper contracts do not need to be sent to Portfolio if approved in Portal. Dealer is required to maintain signed copy available if Portfolio requests.  
\* Portfolio Elite contracts are remitted via Protective F&I Cafe'.

**Provider Accepts Electronic Voids:**

Yes

**Contract Transmitted Electronically:**

Yes

### Integrated Products

<b>Appearance:</b>	Express Care Chemical, Complete Care, Total Care, Xzilon, Cilajet	<b>Limited Warranty:</b>	Select Shield, CPO, Dual CPO, EverDrive
<b>Combo:</b>	Express 4, Express 5	<b>Maintenance:</b>	Carefree Maintenance
<b>Dent:</b>	Express Dent Care	<b>Theft / Etch:</b>	Vehicle Theft Replacement, Code/Etch LoJack
<b>GAP:</b>	AutoGAP	<b>Road Hazard:</b>	Road Hazard Tire Protection
<b>Glass:</b>	Express Glass Defense	<b>VSC:</b>	Portfolio VSC, Quantum VSC
<b>Key:</b>	Express Key Replacement	<b>Lease:</b>	LR3

### Products Not Integrated

RV VSC, Motorcycle VSC \* Portfolio Elite is available via the Protective Provider Integration



## Premier Dealer Services

### Company Information

**Additional Known Company Names:**

None

**Provider Website:**

[www.pdsadm.com](http://www.pdsadm.com)

**Integration Available:**

Ratings and Contracting

**Term for Provider Dealer Code:**

User ID

**Provider Code Format:**

AAA#####

**eSignature Support:**

Dev

### Provider Business Support & Prerequisites

**Dealer Support Contact Name:**

For Support for Premier Access call or email

**Dealer Support Contact Info:**

888.676.6871

**Action Requirements Prior to Dealer Setup:**

Approval through Premier Dealer Services is Required. Dealer will not receive electronic rates or be able to eContract without prior approval from PDS.

**Additional Setup Notes:**

Dealer should send notification of setup to [salesupport@pdsadm.com](mailto:salesupport@pdsadm.com) for approval to eContracting. Request should include the Products and contact at the dealership.

### Provider Integration Notes

**Portal Name:**

Premier Access

**Void Instructions:**

Has to be done in Premier Access Portal. They currently say "Delete" instead of "Void".

**Remit Instructions:**

Available online in the FAQ section of Premier Access Portal. Dealer may need to continue sending paper contracts to PDS, please contact Premier Access Support to confirm.

**Contract Transmitted Electronically:**

Yes

### Integrated Products

<b>Appearance:</b>	Premier Defense	<b>Limited Warranty:</b>	Premier Limited Warranty (Premier/Powertrain), PDS Premier Loyalty Tire
<b>Combo:</b>	Premier Collection	<b>Maintenance:</b>	Premier Advantage, Premier Maintenance Plan
<b>Dent:</b>	PDS Paintless Dent Repair, Paintless Dent Repair Plus	<b>Theft/Etch:</b>	Theft Deterrent Systems
<b>GAP:</b>	Premier GAP	<b>Road Hazard:</b>	PDS Primary Choice Road Hazard
<b>Glass:</b>	Premier Windshield Protection	<b>VSC:</b>	Premier Essential VSC, Premier Performance, VSC Premier Classic VSC, Premier Primary Choice VSC
<b>Key:</b>	Premier Road & Key	<b>Wear&amp;Tea:</b>	Premier Lease Defender
		<b>Environm:</b>	PDS Protection Plus

## Company Information

### Additional Known Company Names:

Protective Life  
Protective Life Corporation  
Protective Asset Protection  
Western General  
Lyndon Property

### Provider Website:

[www.protectiveassetprotection.com](http://www.protectiveassetprotection.com)

### Integration Available:

Ratings and Contracting

### Term for Provider Dealer Code:

Dealer Number

### Provider Code Format:

##### 4 to 6 digit number

### eSignature Support:

Dev

## Provider Business Support & Prerequisites

### Dealer Support Contact Name:

For support or for Dealer Number, Contact the Agent/Account Executive directly

### Dealer Support Contact Info:

(800) 323-5771

### Action Requirements Prior to Dealer Setup:

Dealer must be active with Protective and operational on F&I Cafe to ensure proper remittance of contracts.

## Provider Integration Notes

### Portal Name:

<https://www.ficafe.protective.com/> - F&I Cafe Dealer Portal

### Void Instructions:

Effective June 2017, Protective web services offer a void function via the dealer system. Dealers can also void contracts in the Portfolio F&I Cafe web application.

### Remit Instructions:

Follow the same remittance process using the F&I Cafe Dealer Portal. Protective does require the paper copies of the contract to be sent in.

### Provider Accepts Electronic Voids:

Yes

### Contract Transmitted Electronically:

Yes

## Integrated Products

### GAP:

Protective GAP

### LTD\_WTY:

Protective Limited Warranty

### VSC:

Vehicle Protection Plan, Advantage, VIP, CostGuard, Select, Mileage Plus, Portfolio Elite, Certified Limited Warranty, Lifetime Powertrain warranty, Lifetime Engine Warranty, Protective Auto Care Plan

## Products Not Integrated

Maintenance Pro Plus offers

# Quality Protect Automobile

## Company Information

### Additional Known Company Names:

This product is available exclusively for non-VW or Audi dealers who wish to offer VW Credit products.

VCI, VW Credit, Audi Financial Services, Safe-Guard Products International

### Integration Available:

Ratings and Contracting

### Term for Provider Dealer Code:

VCI Quality Protect Dealer Number

### Provider Code Format:

QP followed by 6 character alpha numeric QPXXXXXX

### eSignature Support:

No

## Provider Business Support & Prerequisites

### Dealer Support Contact Name:

Safe-Guard VCI Account Manager is Anya Boswell

### Dealer Support Contact Info:

800 742-7896 x9515 or aboswell@sgintl.com

### Action Requirements Prior to Dealer Setup:

All dealer products and forms are available to dealers approved to by VCI and setup with Safe-Guard.

### Additional Setup Notes:

Quality Protect products are exclusively for non-VW or Audi Dealers who wish to offer VW Credit branded products:

- Volkswagen Credit is to be used at VW dealers
- Audi Financial Services is available for Audi Dealers.

Both OEM branded Providers include Quality Protect products to be sold through VW and Audi Dealers.

## Provider Integration Notes

### Portal Name:

VCI Quality Protect Plan Portal  
<http://dealers.qualityprotectplan.com>

### Void Instructions:

Booked contracts may be voided in the originating dealer system any time prior to dealer remittance in the VCI Quality Protect Dealer Portal.

### Remit Instructions:

Product contracts rated and booked via PEN enabled system will be available for dealership accounting review and approval in the VCI Quality Protect Dealer Portal (managed by Safe-Guard).

### Contract Transmitted Electronically:

Yes

## Integrated Products

**Combo:** Quality Protect Multi Coverage Protection

**GAP:** Quality Protect GAP Protection

**Theft:** Quality Protect Theft Protection

**VSC:** Quality Protect Protection VSC, Quality Protect Term Protection

## Products Not Integrated

All Quality branded products are available.



# RELIABLE CARE™

Warranty Services LLC

## RC Warranty Services .....

### Company Information

**Additional Known Company Names:**

RC Warranty Services

**Provider Website:**

<https://www.rcwarrantyservices.com/>

**Integration Available:**

Ratings and Contracting

**Term for Provider Dealer Code:**

Dealer Code

**Provider Code Format:**

ex: RC-XYZAUTO

**eSignature Support:**

Yes

### Provider Business Support & Prerequisites

**Dealer Support Contact Name:**

Sales Support

**Dealer Support Contact Info:**

(800) 349-5191 Ext 7

**Action Requirements Prior to Dealer Setup:**

RC Warranty Services dealer agreements must be executed. Rate, programs, and forms will be approved by RC Warranty Services.

### Provider Integration Notes

**Portal Name:**

RC Warranty Services DAP

**Void Instructions:**

Dealer may void in the menu/dms prior to remittance of contract in RC Warranty Services DAP.

**Remit Instructions:**

Booked contracts are approved/remitted in RCWarranty Services DAP. Dealer is still required to remit paper copies of the agreements to RC Warranty Services.

**Contract Transmitted Electronically:**

Yes

### Integrated Products

**Appearance:** APP

**Combo:** Complete Protection Plan

**Dent:** Dent & Ding

**GAP:** RC GAP

**Glass:** Windshield Repellent, Windshield Replacement

**Key:** Key Replacement

**Limited Warranty:** Limited Warranty, Lifetime Warranty

**Maintenance:** Maintenance Programs

**Theft:** Traceable Theft Protection

**T&W:** Tire & Rim Protection

**VSC:** New / Pre-owned Exclusionary & Pre-Owned Stated

**Other:** Deductible Reimbursement



## Resource Automotive (The Warranty Group)

### Company Information

**Additional Known Company Names:**

TWG, Resource Automotive, Virginia Surety, Automotive Warranty Service, Consumer Product Administrators, Resource Dealers Group

**Provider Website:**

<https://www.thewarrantygroup.com/auto-dealerships>

**Integration Available:**

Ratings\_Forms\_Acct\_Remit

**Term for Provider Dealer Code:**

Resource Dealer Group number (RDG Number) or CID

**Provider Code Format:**

6-8 characters, usually starting with letters

**eSignature Support:**

No

### Provider Business Support & Prerequisites

**Dealer Support Contact Name:**

Resource Marketing Operations

**Dealer Support Contact Info:**

800-909-7926 marketingops@thewarrantygroup.com

**Action Requirements Prior to Dealer Setup:**

Resource Marketing Ops must be contacted by Dealer 1 week prior to activation. Request to access Integrated eContracting via the Dealers Menu.

**Additional Setup Notes:**

eContracting is now available with automatic integration to GLOW, the TWG Dealer Portal.

### Provider Integration Notes

**Portal Name:**

Glow (warrantygroup.force.com)

**Void Instructions:**

Contracts maybe voided through the dealership's software or Glow prior to remitting the contract. If the contract needs to be voided after it has been remitted, then the dealership must use Glow or contact Marketing Operations to cancel the contract.

**Remit Instructions:**

Effective October 2017, dealer can remit booked contracts through TWG GLOW system. Contracts booked in the Menu or DMS can be viewed by the dealer in GLOW after 9a the next day. Please direct dealer to work with their TWG Rep/Agent for specifics on GLOW.

**Contract Transmitted Electronically:**

Yes

### Integrated Products

<b>Appearance:</b>	LuxCare Protection, LuxCare Windshield Protection, LuxCare XT Protection (All)	<b>Maintenance:</b>	Pre-Paid Maintenance, Drivers Plus Standard
<b>Combo:</b>	ThreeForOne Protection (BUN), Tire & Wheel (TWB), Paintless Dent Repair (PDR), Windshield Protection (WNS)	<b>Theft:</b>	Theft Protection, Etch
<b>Dent:</b>	Paintless Dent Removal	<b>Tire &amp; Wheel:</b>	TWG Tire & Wheel, TWG T&W Assurance Edge,
<b>GAP:</b>	GAP, TWG/AWS Gap	<b>VSC:</b>	Standard, Manufacturer Certified Wrap, Privilege Protection Care, Q-Certified Wrap, Platinum Plus
<b>Glass:</b>	Windshield Protection	<b>Wear_Tea:</b>	Lease Protect
<b>Ltd_Wty:</b>	Limited Warranty, Complimentary Maintenance	<b>Other:</b>	Motor Club (Roadside), KeyAssist Plus, AutoAssist Preferred

### Products Not Integrated

First Extended Service Company



## RoadVantage .....

### Company Information

**Additional Known Company Names:**

RoadVantage  
Vantage Administration  
VAS, LP  
VWI INC

**Term for Provider Dealer Code:**

Seller Number

**eSignature Support:**

Yes

**Provider Website:**

[www.roadvantage.com](http://www.roadvantage.com)

**Integration Available:**

Ratings and Contracting

### Provider Business Support & Prerequisites

**Dealer Support Contact Name:**

Dealer Support

**Dealer Support Contact Info:**

512-259-5224, EXT 300

**Action Requirements Prior to Dealer Setup:**

Must have Dealer Agreement and Dealer Info Form. Dealer Pricing must be loaded in Admin (SCS) system.

### Provider Integration Notes

**Portal Name:**

SCS Portal [www.scsautoexpress.com/scs.dap.rvt](http://www.scsautoexpress.com/scs.dap.rvt)

**Remit Instructions:**

Contracts are approved by the dealer in the RoadVantage SCS Portal

**Provider Accepts Electronic Voids:**

Yes

**Contract Transmitted Electronically:**

Yes

### Integrated Products

<b>Appearance:</b>	RoadVantage Environment Protection Program	<b>Glass:</b>	RoadVantage Windshield Repair Program
<b>Combo:</b>	RoadVantage Combo, Vantage	<b>Key:</b>	RoadVantage Key Replacement Program
<b>Dent:</b>	RoadVantage Dent and Door Protection	<b>Theft / Etch:</b>	RoadVantage Anti-Theft Program
<b>GAP:</b>	RoadVantage GAP Value Protection	<b>Tire &amp; Wheel:</b>	RoadVantage Tire & Wheel Program, Cosmetic Wheel Repair

### Products Not Integrated

Nitrogen Tire Inflation





### Company Information

**Additional Known Company Names:**

Safe-Guard Products International

**Provider Website:**

[www.safe-guardproducts.com](http://www.safe-guardproducts.com)

**Integration Available:**

Ratings and Contracting

**Term for Provider Dealer Code:**

Dealer Number

**Provider Code Format:**

8 alpha numeric digits. Begins with 00S

**eSignature Support:**

No

### Provider Business Support & Prerequisites

**Dealer Support Contact Name:**

Client Relations Team

**Dealer Support Contact Info:**

866-541-0088 or Clientrelations@sgintl.com

**Action Requirements Prior to Dealer Setup:**

Contact the Safe-Guard Representative or call the Safe-Guard Client Relations Team at 866-541-0088 to complete requirements.

**Additional Setup Notes:**

Safe-Guard only sends over dealer cost. Any retail settings are completed within the dealers system. Retail Markup or Price is needed.

### Provider Integration Notes

**Portal Name:**

[www.safe-guardproducts.com](http://www.safe-guardproducts.com)

**Remit Instructions:**

Log into the Safe-Guard portal and follow normal remit procedures. Dealers are required to store the paper copies for audit purposes, but do not need to send a copy in.

**Provider Accepts Electronic Voids:**

Yes

**Contract Transmitted Electronically:**

Yes

### Integrated Products

<b>Appearance:</b>	Safe-Guard Appearance Protection	<b>Maintenance:</b>	Safe-Guard Maintenance
<b>Combo:</b>	UVP	<b>Theft / Etch:</b>	Theft Protection
<b>Dent:</b>	Safe-Guard Paintless Dent Repair	<b>Trade In Protect:</b>	Diminished Asset Protection
<b>GAP:</b>	Safe-Guard GAP Protection	<b>Tire &amp; Wheel:</b>	Safe-Guard Roadside Assistance
<b>Glass:</b>	Safe-Guard Windshield Protection	<b>VSC:</b>	Safe-Guard VSC
<b>Key:</b>	Safe-Guard Key Replacement Protection	<b>Wear &amp; T:</b>	SafeLease, Precision Care, Lease Wear & Tear Protection
<b>Limited Warranty:</b>	Safe-Guard Limited Warranty	<b>Other:</b>	Safe-Guard Alert (notification product), Identify Theft Protection, ZAZ GPS by Safe-Guard



## Simoniz .....

### Company Information

**Additional Known Company Names:**

Simoniz Specialty Markets Division

**Provider Website:**

[www.simoniz.com/](http://www.simoniz.com/)

**Integration Available:**

Ratings and Contracting

**Term for Provider Dealer Code:**

Seller Number

**Provider Code Format:**

AA-##-### (ex. OH-14-001)

**eSignature Support:**

Yes

### Provider Business Support & Prerequisites

**Dealer Support Contact Name:**

Austin and Karen

**Dealer Support Contact Info:**

Austin - (860) 646-0172 ext. 144, Karen - (860) 646-0172 ext. 1149 or [portalsupport@simoniz.com](mailto:portalsupport@simoniz.com)

**Action Requirements Prior to Dealer Setup:**

New Customers: provide Dealer Data Report form, portal contact (name, phone #, & email) Existing customers: portal contact (name, phone #, & email)

**Additional Setup Notes:**

Dealer is not required to send paper contracts back for remittance

### Provider Integration Notes

**Portal Name:**

DAP

**Remit Instructions:**

The dealer needs login to DAP to remit contracts. The dealer must maintain the original, signed copy for auditing purposes but is not required to main paper agreements for contracts remitted through DAP.

**Void Instructions:**

Booked contracts can be voided via Dealer System the same day the contract is submitted. The dealer must contact Simoniz to void the contract if it is not the same day the contract is submitted.

**Provider Accepts Electronic Voids:**

Yes

**Contract Transmitted Electronically:**

Yes

### Integrated Products

**Appearance:** GlassCoat, LeaseGuard

### Products Not Integrated

ProSelect



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**Company Information**

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**Provider Website:**[www.southwestre.com](http://www.southwestre.com)**Integration Available:**

Ratings and Contracting

**Term for Provider Dealer Code:**

Dealer ID

**Provider Code Format:**

##### usually 6 numeric digits

**eSignature Support:**

No

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**Provider Business Support & Prerequisites**

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**Dealer Support Contact Name:**

For Dealer Support call or email

**Dealer Support Contact Info:**

505-881-2244

**Action Requirements Prior to Dealer Setup:**

Contact SouthwestRe to be enabled in their system. Send a request to [wmendez@southwestre.com](mailto:wmendez@southwestre.com).

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**Provider Integration Notes**

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**Portal Name:**

SouthwestRE Online Assistant (OLE)

**Void Instructions:**

Contracts are voided in the SWRE OLE Portal, please see SWRE user instructions.

**Remit Instructions:**

Dealer finalizes contracting in SouthwestRE Portal OLE. Dealer is not required to send paper contracts, only the Transmittal form along with the premium for contracts transmitted through OLE. If traditional contracting, dealer is required to send paper contracts.

**Provider Accepts Electronic Voids:**

Yes

**Contract Transmitted Electronically:**

Yes

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**Integrated Products**

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<b>Appearance:</b>	SouthwestRe Appearance
<b>Combo:</b>	Multi-Guard
<b>Dent:</b>	SouthwestRe Dent & Ding Protection
<b>GAP:</b>	SouthwestRe GAP
<b>Limited Warranty:</b>	SouthwestRe Limited Warranty

<b>Maintenance:</b>	SouthwestRe Maintenance Protection
<b>Theft:</b>	SouthwestRe Theft
<b>Tire &amp; Wheel:</b>	SouthwestRe Expanded Tire & Wheel Protection
<b>VSC:</b>	SouthwestRe VSC, Xtended Care, Quantum Protection, 21st Century VSC
<b>Other:</b>	Rear End Detection R.E.D. Alert

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**Products Not Integrated**

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Key Replacement, Auto Complete



## TWS (Total Warranty Services) .....

### Company Information

**Additional Known Company Names:**

TWS, TT of Flagler, Total Warranty Services, First Mile Warranty

**Provider Website:**

<http://www.totalwarrantyservices.com>

**Integration Available:**

Ratings and Contracting

**Term for Provider Dealer Code:**

Dealer ID

**Provider Code Format:**

"TWS" followed by 6 Digits "TWS000123"

**eSignature Support:**

Yes

### Provider Business Support & Prerequisites

**Dealer Support Contact Name:**

Total Warranty Services

**Dealer Support Contact Info:**

800-870-6856

**Action Requirements Prior to Dealer Setup:**

Assuming they are a current TWS dealer and would like to integrate, dealer should contact TWS Dealer Support for approval and activation on TWS systems.

### Provider Integration Notes

**Portal Name:**

FMS (First Mile System)

**Void Instructions:**

Voiding is allowed in the current month only. Contracts to be voided after month, dealer should contact Dealer Support at TWS.

**Remit Instructions:**

When the contract is booked via the dealer system, the contract is automatically submitted in an active status, billing is processed at the end of the month. No further action is required by the dealer until payment is requested.

**Provider Accepts Electronic Voids:**

Yes

**Contract Transmitted Electronically:**

Yes

### Integrated Products

**Appearance:** TWS Appearance Protection

**Dent:** TWS Dent and Ding

**Gap:** TWS Gap

**LTD\_WTY:** TWS Lifetime Powertrain Warranty

**Maintenance:** TWS Maintenance

**Etch:** TWS Etch

**Trade In Protect:** TWS ValueShield

**Road Hazard:** TWS Road Hazard

**VSC:** TWS VSC

**Wear\_Tea:** TWS Wear and Tear

**ID Theft:** TWS ID Theft



## United Car Care

### Company Information

**Provider Website:**

[www.unitedcarcare.com](http://www.unitedcarcare.com)

**Integration Available:**

Ratings and Contracting

**Term for Provider Dealer Code:**

Provider ID

**eSignature Support:**

No

### Provider Business Support & Prerequisites

**Dealer Support Contact Name:**

Tom - Director of IT

**Dealer Support Contact Info:**

800.571.6412

**Action Requirements Prior to Dealer Setup:**

1. Send request to CARE-SUPPORT@UnitedCarCare.com 2. Receive approval and Provider ID from United Car Care, Inc.

**Additional Setup Notes:**

None

### Provider Integration Notes

**Portal Name:**

Rater.UnitedCarCare.com

**Void Instructions:**

Contracts can be voided during the remittance process - see above

**Remit Instructions:**

1. Sign-on to Portal
2. Select Remittance / Remit Contracts from menu on left of screen
3. Select contracts to remit or void
4. Click green "Submit Remittance" button
5. Print all pages of Remittance (make copies as needed for dealer use)
6. Send all pages of Remittance with check made payable to  
United Car Care, Inc.  
P.O. Box 3988  
Greenwood Village, CO 80155-3988

**Provider Accepts Electronic Voids:**

Yes

**Contract Transmitted Electronically:**

Yes

### Integrated Products

**Maintenance:**

Pre-Paid Maintenance (PPM)

**VSC:**

UCC VSC



A  Protective. Company

## US Warranty Corporation .....

### Company Information

**Additional Known Company Names:**

United States Warranty Corp. US Warranty administers dealer branded product lines.

**Provider Website:**

[www.uswarranty.com](http://www.uswarranty.com)

**Integration Available:**

Ratings and Contracting

**Term for Provider Dealer Code:**

Dealer Code

**Provider Code Format:**

Company Code (3 characters) and Dealer code (5 digits)

**eSignature Support:**

Yes

### Provider Business Support & Prerequisites

**Dealer Support Contact Name:**

For support or Dealer Code, contact Liz

**Dealer Support Contact Info:**

954-784-9400 ext 310

**Action Requirements Prior to Dealer Setup:**

For eRating setup - Dealers must contact Heather at 954-784-9400 ext 207 to request to be enabled in the US Warranty system.

**Additional Setup Notes:**

When registering product, dealer must input Dealer code (company code and 5 digits)

### Provider Integration Notes

**Portal Name:**

<http://www.uswarranty.com/dlrservices/logonmain.aspx>

**Void Instructions:**

The method to void a contract is within the Dealer System. The contract can only be voided during the initial entry month. After the month is closed, the Dealer should contact Tammy, Underwriting Manager at 954-784-9400 ext. 304.

**Remit Instructions:**

Remittance procedures vary by dealer group and are established at time of set up. A copy of the contract signed by the customer must be kept by the dealer.

**Provider Accepts Electronic Voids:**

Yes

**Contract Transmitted Electronically:**

Yes

### Integrated Products

**Appearance:** USWC Appearance Protection  
**Dent:** USWC Paintless Dent Repair  
**GAP:** USWC GAP  
**Glass:** USWC Windshield  
**Key:** USWC Key Replacement  
**LTD\_WTY:** USWC Powertrain Warranty

**Maintenance:** USWC Pre-paid Maintenance  
**Theft / Etch:** USWC Vehicle Theft Protection, Identity Theft Protection, GPS Theft Protection, Shadow Mark  
**Road Hazard:** USWC Road Hazard  
**VSC:** USWC VSC  
**Wear & T:** USWC Wear & Tear  
**Other:** ValueShield, Automatic Deductible Reimbursement

### Products Not Integrated

Shadow Mark, Auto Deductible Reimbursement, GPS Recovery



## Vehicle Administration Services (VAS)

### Company Information

**Additional Known Company Names:**

Vehicle Administrative Services, SafeRide Motor Club

**Provider Website:**

[vehicleadminservices.com/](http://vehicleadminservices.com/)

**Integration Available:**

Ratings and Contracting

**Term for Provider Dealer Code:**

Dealer Code

**Provider Code Format:**

Unique identifier of your dealer and should be the same code supplied in the dealer file feed. Alpha/Numeric. No special characters except "-" (dash).

**eSignature Support:**

No

### Provider Business Support & Prerequisites

**Dealer Support Contact Name:**

Doug Knox

**Dealer Support Contact Info:**

dknox@vehicleadminservices.com; 330-418-4334

**Action Requirements Prior to Dealer Setup:**

Dealers must contact Doug Knox to obtain all necessary agreements and set up paperwork. Only after all of the completed paperwork has been accepted will the dealer set up process begin.

**Additional Setup Notes:**

When a dealer wants to be setup with VAS, they need

1. Have their VAS product Sales rep to request setup to Doug Knox.
2. Doug Knox will obtain a User Name (Dealer ID) for the dealer.
3. Once the Id is established, it will be communicated back to the VAS Sales rep to relay to their menu provider.
4. That User Name will be what needs to be registered as the Dealer Code with their provider.

### Provider Integration Notes

**Portal Name:**

Dealer Login at <http://vehicleadminservices.com/>

**Void Instructions:**

VAS supports and recommends voiding booked contracts in the originating dealer system. If a record that needs to be canceled has already been remitted, email completed cancel form to Pro-Admin@VehicleAdminServices.com.

**Remit Instructions:**

Add/Edit Contracts Records can be 'unwound' prior to submitting (to reinstated 'Rewind'). Build Remittance Report Select Product Finalize Print Remittance Report Make check payable to Saferide Motor Club, Inc for Saferide, Protectus and SPMC. All other products should be paid to Vehicle Administrative Services, Ltd. Include contract copies with remittance.

**Provider Accepts Electronic Voids:**

Yes

**Contract Transmitted Electronically:**

Yes

### Integrated Products

**Appearance:** VAS Appearance

**Combo:** VAS SafeRide Motor Club, VAS Protectus

**Maintenance:** VAS Maintenance

**Theft:** VAS Theft

**Other:** VAS Service Rewards

### Company Information

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**Additional Known Company Names:**

VGI, Available in Protective Web Service. This is a GAP product only available in Indiana.

**Provider Website:**

<http://www.protectiveassetprotection.com>

**Integration Available:**

Ratings and Contracting

**Term for Provider Dealer Code:**

Dealer Number

**Provider Code Format:**

4 to 6 digit number

**eSignature Support:**

Dev

### Provider Business Support & Prerequisites

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**Dealer Support Contact Name:**

For support or for Dealer Code, Contact the Agent/Account Executive directly

**Dealer Support Contact Info:**

(800) 323-5771

**Action Requirements Prior to Dealer Setup:**

Reach out to Agent/Account Executive. Approval is required for a sign-up.

**Additional Setup Notes:**

Products are setup via Protective Provider web service

### Provider Integration Notes

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**Portal Name:**

F&I Cafe Dealer Portal

**Remit Instructions:**

Follow the same remittance process using the F&I Cafe Dealer Portal. Protective does require the paper copies of the contract to be sent in.

**Void Instructions:**

Effective June 2017, Protective web services offer a void function via the dealer system. Dealers can also void contracts in the Portfolio F&I Cafe web application.

**Provider Accepts Electronic Voids:**

Yes

**Contract Transmitted Electronically:**

Yes

### Integrated Products

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**GAP:**

Vernon General GAP



## Company Information

### Additional Known Company Names:

Volkswagen, VCI, VW Credit Inc, Safe-Guard Products International

### Provider Website:

<http://www.vw.com/financial-services/vehicle-protection1/>

### Integration Available:

Ratings and Contracting

### Term for Provider Dealer Code:

VCI Dealer Number for Volkswagen

### Provider Code Format:

VWXXXXXX (VW followed by 6 character alpha numeric).  
The VCI ADM (Rep) should be providing the appropriate ID's to the dealer.

### eSignature Support:

No

## Provider Business Support & Prerequisites

### Dealer Support Contact Name:

Safe-Guard Account Manager for VCI is Anya Boswell

### Dealer Support Contact Info:

800 742-7896 x9515 or aboswell@sgintl.com

### Action Requirements Prior to Dealer Setup:

All dealer products and forms are available to dealers approved to by VCI and setup with Safe-Guard.

### Additional Setup Notes:

Provider Setup in dealer system should consider use of Provider ID and Products:  
- Volkswagen Credit products are for VW Dealers. It includes both VCI and Quality Protect products to be sold through VW Dealers.  
- Quality Protect Automobile are VCI products to be sold through NON-VW dealers.  
- Audi Financial Services is to be used at Audi dealers

## Provider Integration Notes

### Portal Name:

VW Credit Drive Easy Dealer Portal <http://vwdriveeasy.com>

### Void Instructions:

Booked contracts may be voided in the originating dealer system any time prior to dealer remittance in the VW Drive Easy Dealer Portal.

### Remit Instructions:

Product contracts rated and booked via PEN enabled system will be available for dealership accounting review and approval in the VW Drive Easy Dealer Portal (managed by Safe-Guard).

### Contract Transmitted Electronically:

Yes

## Integrated Products

<b>Combo:</b>	Volkswagen Drive Easy Multi Coverage Protection, Quality Protect Multi Coverage Protection	<b>Theft:</b>	VW Drive Easy Theft Protection, Quality Protect Theft Protection
<b>GAP:</b>	VW Drive Easy GAP Protection, Quality Protect GAP Protection	<b>VSC:</b>	VW Drive Easy VSC, VW Drive Easy Term Protection, Quality Protect Protection VSC, Quality Protect Term Protection
		<b>Wear_Tea:</b>	VW Drive Easy Lease Protection

## Products Not Integrated

VW PrePaid Maintenance is managed by the factory and is not included with VCI products. Integration is not currently available.



## Volvo Assurance Plan (JM&A)

### Company Information

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**Additional Known Company Names:**

JM&A

**Term for Provider Dealer Code:**

JMA Dealer Number or FWS Number

**Provider Website:**

<http://www.volvocars.com/us/own/service-by-volvo/assurance-plans>

**eSignature Support:**

See PEN Support

**Integration Available:**

Ratings and Contracting

### Provider Business Support & Prerequisites

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**Dealer Support Contact Name:**

JM&A Dealer Support

**Dealer Support Contact Info:**

866 519-1901

**Action Requirements Prior to Dealer Setup:**

Dealers already established with Volvo Assurance Plan should complete a eContracting enrollment form. Dealer needs to have a dedicated printer that supports dual trays for standard/legal size.

**Additional Setup Notes:**

Dealer should work with JM&A Dealer Support for setting up Volvo branded products. Dealer will use their JM&A Dealer Number for all their JM&A and these Volvo Integrated Products.

### Provider Integration Notes

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**Portal Name:**

JM Connect

**Remit Instructions:**

Once the contracts are booked, the dealer will need to log into JM Connect and open the eBooking Manager to electronically submit contracts for processing. eContracts will register in Invoice Transaction History approximately 15 minutes after submission.

**Void Instructions:**

eContracts can be voided in the originating Dealer System using the void functions as long as the contracts are reported within 120 days of the sell date. After 120 days, log into JM Connect to use Contract Cancellation function.

**Provider Accepts Electronic Voids:**

Yes

**Contract Transmitted Electronically:**

Yes

### Integrated Products

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**Key:** Key Protection Plan

**Tire & Wheel:** Tire and Wheel Protection Plan

**VSC:** Protection Plus



## Warrantech

### Company Information

**Additional Known Company Names:**

AmTrust Corporation

**Provider Website:**

<https://warrantech.com/>

**Integration Available:**

Ratings and Contracting

**Term for Provider Dealer Code:**

Dealer Number

**eSignature Support:**

No

### Provider Business Support & Prerequisites

**Dealer Support Contact Name:**

ADS

**Dealer Support Contact Info:**

800-723-1154

**Action Requirements Prior to Dealer Setup:**

All dealers with signed dealer agreements are eligible

### Provider Integration Notes

**Portal Name:**

VSC Online [www.vsconline.com](http://www.vsconline.com)

**Remit Instructions:**

Follow the same remittance process using VSC Online

**Void Instructions:**

Contracts must be voided in VSCOnline

**Provider Accepts Electronic Voids:**

No

**Contract Transmitted Electronically:**

Yes

### Integrated Products

**Appearance:** Warrantech Appearance Protection Package

**GAP:** Warrantech GAP

**Key:** Warrantech Key Replacement

**LTD\_WTY:** Limited Warranty

**Theft:** Warrantech Theft Deterrent

**T&W/Road Hazard:** Warrantech Tire & Wheel, Warrantech Roadside Assistance

**VSC:** Warrantech VSC

**Other:** Warrantech Identity Theft Protection

### Company Information

#### Additional Known Company Names:

an AmTrust company  
Heritage Indemnity Company  
WS Administrative Services  
WS  
Wachovia

#### Provider Website:

[www.warrantysolutions.com](http://www.warrantysolutions.com)

#### Integration Available:

Ratings and Contracting

#### Term for Provider Dealer Code:

BP Number

#### Provider Code Format:

numeric digits

#### eSignature Support:

No

### Provider Business Support & Prerequisites

#### Dealer Support Contact Name:

For support or for the dealer number, contact the Customer relationship manager (CRM)

#### Dealer Support Contact Info:

800-828-1392.

#### Action Requirements Prior to Dealer Setup:

Dealers should contact their agent representative, who then should contact their Customer Relationship Manager (CRM) who manages to process to set up new dealers. WS has forms the agent must have completed to establish rates, no charge backs, etc

#### Additional Setup Notes:

The dealer can download a PDF from the Warranty Solutions website (WarrantySolutions.com). There are several addendums available for different options. Warranty Solutions does include Hard Packs in the product cost. If dealer has a soft pack, does not advise any comment or discussion be had pertaining to the pack setup.

### Provider Integration Notes

#### Portal Name:

WarrantySolutions.com

#### Void Instructions:

The dealer must go into WS B2B and cancel the contract. There needs to be edits offered by the dealer system that warns the dealer if they key 2 or more contracts to the same VIN.

#### Remit Instructions:

They bill the dealer on B2B website (WarrantySolutions.com). It is the responsibility of the dealer to check the website on the 15th of each month to access and pay their billing. The dealer needs to store a paper copy of the contract on file.

#### Provider Accepts Electronic Voids:

No

#### Contract Transmitted Electronically:

Yes

### Integrated Products

**GAP:** Warranty Solutions GAP

**VSC:** Warranty Solutions VSC

### Products Not Integrated

GAP

### Company Information

#### Additional Known Company Names:

GapWise  
Reinsurance Associates Inc (RAI)  
Financial Gap Administrator LLC (FGA)  
Vehicle Service Administrator LLC (VSA)  
Administration America LLC (AA)

#### Provider Website:

[www.wisefandi.com](http://www.wisefandi.com)

#### Integration Available:

Ratings and Contracting

#### Term for Provider Dealer Code:

DealerID

#### Provider Code Format:

#####-###

#### eSignature Support:

Yes

### Provider Business Support & Prerequisites

#### Dealer Support Contact Name:

Client Services Department

#### Dealer Support Contact Info:

800-849-9559

#### Action Requirements Prior to Dealer Setup:

Must sign up under the standard dealer administrator agreement and execute the standard eContracting Amendment. A written request (email) from a Dealer or Agent to enable a particular menu system connection is needed

#### Additional Setup Notes:

With eContracting - whether via ONWise or a Menu - the dealer will not send paper contracts to Wise F&I. The Dealer will use ONWise to remit the contracts electronically and also to generate a remittance advice to send in with payment.

### Provider Integration Notes

#### Portal Name:

ONWise - [www.ONWise.com](http://www.ONWise.com)

#### Void Instructions:

If the contract has not been remitted, log on to ONWise, look up the contract under the Contracts tab, and click the Void button. If the contract has been remitted, contact Client Services.

#### Remit Instructions:

Log on to ONWise, click the Remittance tab, then click Create to create a batch of contracts to be remitted. The remittance form should be submitted with payment to Wise F&I.

#### Provider Accepts Electronic Voids:

Yes

#### Contract Transmitted Electronically:

Yes

### Integrated Products

<b>Appearance:</b>	WiseCARE	<b>Theft/Etch:</b>	ETCHWise and THEFTWise
<b>GAP:</b>	GAPWise, SecureGAP, EquityProtect, Advanced Protection Plan, Guaranteed Asset Solutions	<b>Tire and Wheel:</b>	TIREWise
<b>Key Replacement:</b>	KEYWise	<b>VSC:</b>	WiseTVP

### Products Not Integrated

I.D.TheftWise



## Xzilon .....

### Company Information

**Additional Known Company Names:**

Xzilon, Inc.  
Granitize Products, Inc.

**Provider Website:**

[www.xzilon.com](http://www.xzilon.com)

**Integration Available:**

Ratings and Contracting

**Term for Provider Dealer Code:**

Dealer Number

**Provider Code Format:**

89-##### The number is always 89- and then six or seven other numbers. Don't forget the dash. Note - inactive dealers have a dealer number starting with 86, these dealers cannot be

**eSignature Support:**

Yes

### Provider Business Support & Prerequisites

**Dealer Support Contact Name:**

TBD

**Dealer Support Contact Info:**

TBD

**Action Requirements Prior to Dealer Setup:**

TBD

**Additional Setup Notes:**

Packs are managed entirely by Dealer within the dealer system pricing controls.

### Provider Integration Notes

**Portal Name:**

<http://XzilonAxxess.com>

**Void Instructions:**

A Dealer can void a contract through the dealer system the same day the contract is submitted. After that time, the Dealer must contact Daisy at 562-923-5438, ext. 101 to void a contract. If the product is applied, dealer must contact Xzilon Admin.

**Remit Instructions:**

Log in to Xzilon Access to review your Remittance Log. Payment for all Remittances need to be received into Xzilon by the 15th of every month. Contracts submitted online do not require the paper to be sent to Xzilon.

**Provider Accepts Electronic Voids:**

Yes. However, once prod

**Contract Transmitted Electronically:**

Yes

### Integrated Products

**Appearance:**

Xzilon Appearance Protection, Interior  
Antimicrobial Protection, Alloy Wheel  
Protection, Windshield+ Protection