

Factory+Plus CareSM

(for Certified Used Vehicles)

Program Guide

This program guide was prepared to help your dealership implement the Factory+Plus Care vehicle service contract program for certified used vehicles. Effective and efficient administration of this program can be achieved through careful attention and use of these guidelines, in conjunction with those specified in the vehicle service contract procedure manual. Please read this document carefully and use it as a reference guide.

If you have a question on a subject not covered in this guide or in the procedure manual, please call your local CNA National representative or CNA National at 800-345-0191.

Underwriting Guidelines

This program is available only for eligible vehicles that have been inspected, certified, and issued a limited powertrain warranty by the manufacturer of the vehicle.

Term years begin on the “in-service” date; term mileage begins at zero miles.

In-Service Date: The vehicle’s factory warranty start date or the vehicle’s first day of use, whichever occurs first, regardless of the contract sale date.

Deductible: There is a \$100 deductible per repair visit, unless the *Disappearing Deductible Option* is checked in Part I.





Eligible Vehicles: The following vehicle makes are the only ones eligible for Factory+Plus Care contracts for certified used vehicles:

Acura	Buick
Chevrolet	Chrysler
Dodge	Ford
GMC	Honda
Infiniti	Jeep
Lincoln	Mazda
Mercury	Nissan
Oldsmobile	Plymouth
Pontiac	Saturn
Toyota	

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Underwriting Department

Phone: 800-345-0191, extension 402

Fax: 800-345-1169

-  Eligibility questions
 -  Cancellation quotes
 -  Corrections
 -  Service contract issuance
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Completing Part I (Proof of Registration)

All copies must be legibly printed or typewritten. Strikeovers should be corrected on all copies and initialed by the customer. Complete all information and check appropriate boxes. For instructions on how to complete Part I, refer to the vehicle service contract procedure manual.

- **Program Coverage Selection**—check appropriate program coverage selection.
- **Deductible Option**—check \$100 Disappearing Deductible, if applicable.
- **Specialty Option Package**—available if box is checked in Part I and surcharge is paid.

Incomplete contracts may be returned. Contact the Underwriting Department for assistance at 800-345-0191, extension 402.

Completing the Contract Register and Remittance Report

Factory+Plus Care contracts for certified used vehicles may be submitted with regular vehicle service contracts. Please follow instructions for completing the Contract Register and Remittance Report as outlined in the vehicle service contract procedure manual.

There is no need to complete a separate Contract Register and Remittance Report, as both regular vehicle service contracts and Factory+Plus Care contracts for certified used vehicles may be combined on the same form.

Transfer

Factory+Plus Care contracts for certified used vehicles are not transferable.

Principal-Only Payment PlanSM

This extended payment program, administered by Service Payment Plan, Inc., is available for Factory+Plus Care contracts for certified used vehicles. For program overview and underwriting guidelines, please refer to the *Principal-Only Payment Plan Program Instructions*.

Claims Procedures





Refer to the vehicle service contract procedure manual for instructions and important reminders about submitting claims or contact our Service Center at 800-722-4758 extension 444.



Claims Service Center

Phone: 800-722-4758, extension 444

Fax: 800-447-1420

-  Pre-authorization for repairs
-  Additional work authorizations
-  Coverage questions
-  Payment status



P. O. Box 2840

Scottsdale, AZ 85252-2840

480-941-1626 or 800-345-0191

Underwritten in Florida by CNA National Warranty Corporation-Florida, license 60098