



ABOUT OUR COMPANY AND YOUR EXTENDED SERVICE PLAN

Warrantech Corporation, for two decades, has set the highest standards in the Service Contract industry. In 2004 the company's gross revenues exceeded \$140 Million.

The Company through our subsidiaries Warrantech Consumer Products Services, Warrantech Direct, Warrantech Home Service Company, Warrantech Automotive and Warrantech International, provide marketing and administrative services to over 3,000 retailers, in the US, the Caribbean, Central and South America.

Below please find some of the benefits you will enjoy from the purchase of our extended service plans:

- "Fully Insured" through an insurance carrier rated "Excellent" by A.M. Best. The service plan purchased would still be in effect for the entire life of that contract in the event that Warrantech or your dealer went out of business. (Please see attached information on Great American)
- Deductibles - None
- Limit On Number of Service Calls or Repairs- None
- How Contract Holder Obtains Service - Call our toll-free number.
- Customer Service - Our customer service department is staffed 24 hours per day 7 days per week with fully trained technicians. Consumers can now call anytime they incur a problem which may not be during normal business hours.
- Transferable - The value of your product has now been enhanced because the service plan can be transferred if you sell your product.
- Renewable - At the end of the term of your contract you will have the opportunity to renew the plan for another term.
- Replacement Policy - If your product can not be repaired, it will be replaced with product of equivalent or greater value.
- Worldwide Service - Product taken overseas will be covered by Warrantech after the manufacturer's warranty.
- Service Centers Nationwide- Regardless of where you take the product, or may move, there is a Warrantech factory authorized service center close by.



COMPANY OVERVIEW

American Financial Group - Parent

- Carl H Lindner - CEO and Founder
- NYSE Company (AFG)

Great American Insurance Group

- \$3.6 Billion Property Casualty Premiums
- \$2.1 Billion Equity Capital
- "A" (Excellent) Rated by A.M. Best
- "A" (Strong) Rated by Standard and Poor's
- "A3" Rated by Moddy's
- Other private holdings include Hotels and the Cincinnati Reds Baseball Team, Grand Central Station

About Premier (PLLS)

- PLLS is a Division of Great American Insurance
 - Controls Several Specialized Entities
 - European Insurer
 - Warranty Companies
 - Premium Finance Company
 - Sales Agency
- Expertise with Large and Complex Programs
 - E.g. Short Client List: Ford Motor Credit, American Honda, Chase, Wells Fargo, Chrysler Finance, American Express, Citigroup, Barclays, Dell Finance, Bank of Scotland
- Dedicated Support
- Consultative Partner
- Design and Delivery Flexibility
- Analytics

PEACE OF MIND

INCREASE YOUR PROFIT!



- * Easy to Sell
- * Simple to use
- * Instant Customer Satisfaction
- * Administered by the Industry Leader

Since 1983, Warrantech Corporation has set the standard in the service contract industry. From the beginning we have focused on two watchwords – value and vision. Our goal is to provide the greatest value to our clients and, ultimately, the consumers they serve. Our vision is to develop innovative products and solutions that directly add to the profitability of our clients. We believe the quality of our service, support, and call centers are unparalleled in this industry.

Unprecedented Degree of Stability

Provide your customers with peace-of-mind coverage they deserve and an Administrator they can count on. We are committed to not only meeting the needs of our clients, but also exceeding their expectations. Trust Warrantech, the undisputed leader in after warranty protection, to handle your most valuable asset your customer.

- We have a proven track record, with over 22 years of experience providing innovative solutions to our program partners.
- All programs are fully insured by companies rated “Excellent” by A.M. Best

Long Term Partnership

Anything is possible if you have the right partner. That’s why we’re committed to establishing a solid relationship with our clients. We listen. By maintaining an open line of communication, we can better understand your specific needs and develop the quality products and services that will make your business a success.

- Our success is predicated on your success

Cutting Edge Technology

By investing in technology and automation, Warrantech has expanded its competitive edge in this rapidly changing environment to become the industry leader. No other service contract company can match Warrantech’s inventive systems for managing product protection.

- Browser based management system
- Real-time, Web based claims processing
- Internet registration applications
- E-commerce capability

24/7/365 Customer Service

Warrantech understands that convenience is critical to your customers. That’s why we provide a toll-free number for service support that is operational 24 hours a day, 7 days a week.

- Available to assist customers when they need it most

Multi-lingual support and assistance for the hearing impaired ensure each call receives priority treatment





Worldwide Service Option

If your product needs repair overseas, please follow the steps below

- 1) Call 95-817-571-7931 collect to obtain a proper repair authorization number prior to the unit being repaired.
- 2) The authorized Repair Center has the option of charging the covered repair to a credit card that will be supplied by Warrantech or you may submit payment to the service center directly. If there is no authorized service center available, Warrantech will instruct you to locate the most convenient service center.
- 3) If you submit payment directly to the Service Center directly, you will be required to submit to Warrantech a copy of the original sales receipt for your product Service Plan, as well as a detailed service repair invoice that identifies your product and the Warrantech repair authorization number. The service repair must also include a thorough description of the repair made. This documentation must be sent to:

Warrantech Consumer Products Company

2200 Highway 121

Bedford, TX 76021

Attention: Claims Department

Warrantech will reimburse you within (30) days of receipt of all necessary paperwork, provided that a covered repair was performed.

Note: Worldwide service does not include on-site service.

Worldwide service on product with USA warranties begins after the shortest portion of the manufacturer's warranty has expired..

There is a contract available (RMEXP) which will provide international warranty during the first year of the manufacturer's USA warranty. Please ask your sales associate for details.



Memorandum

To: ALL WARRANTECH DEALERS

Date: May 1, 2005

Re: Sale of RepairMaster Service Plans

Effective immediately the policy for selling extended service plans after the sale of product is:

Manufacturers Warranty 90 labor, 1-year parts

Service plans may be sold within the first 30 days after the sale of the product.

Manufacturers Warranty 1-year labor, 1-year parts and beyond

Service plans may be sold up to 90 days prior to the expiration of the labor portion of the original manufacturer's warranty.

Cellular Telephone Theft Protection / Notebook Laptop Screen Protection

Both of these service plans must be sold at the same time the product is sold. Sales of these models after the sale of the product are *not* valid and will not be honored.

Note:

Customers will not be able to register service plans purchased after the allowable timeframes.



RepairMaster Replacement Procedures

May 2005

CUSTOMER

1. Customer registers RepairMaster Service Contract in the instructed 10 days from the purchase of the product with the correct product and consumer information. Customer retains the "Membership Number" located inside on the bottom of the RepairMaster Service Contract Booklet. It may be registered on the Internet address – www.warrantech.com, by calling 1-877-263-7403 or by mailing to the address on enclosed registration card. If the customer fails to register their RepairMaster Service Contract prior to the time of a claim, there will be a 24-hour processing time before authorization for service maybe obtained.
2. When the customer experiences a problem with their product, they call the toll-free number 1-800-292-7726. Customer may obtain a return authorization through the RepairMaster IVR System and will be instructed where to return the product to obtain a replacement.
3. Customer returns the product to the fulfillment dealer who verifies the defect (product that has been abused or destroyed do not qualify) and calls for the exchange authorization at 1-800-292-7726. Once verified, dealer presents customer with a replacement and explains to the customer that their RepairMaster Service Contract has been fulfilled per the terms of the agreement and that a new RepairMaster Service Contract may be purchased for the newly replaced product.

DEALER

1. Dealer will then prepare an invoice for the replaced product with the "Authorization Number" clearly noted and send to: Claims Department, 2200 Highway 121 Bedford, TX 76021.
2. Replacement claims will be processed on a monthly basis and payments made to fulfillment dealer.
3. Replacement cost will be based on the pre-agreed amount (cost plus 10%) and shall at no time exceed the original purchase price of the product. If product is not available at the approved price, dealer is to call 1-800-292-7726 before proceeding with replacement.

Dealer is to hold product for 30 days for possible Insurance Company inspection and at the end of the 30 days product may be field destroyed.



Memorandum

To: ALL WARRANTECH DEALERS

Date: May 13, 2005

Re: Sale of Extended Service Plans on products designed for commercial application

There seems to be some confusion as to sale of extended service plans on product designed for commercial use. Below please find the criteria to be used to determine if a service plan can be sold.

Home Office / Computers

CPU and Monitor	Zip Drive
Printers	Modem
Printer/Scanner/Facsimile	Hard Drive
Facsimile Machine	Hand Held Computer
Monitors	Laptop
Scanner	Notebook
	Copier

Extended Service plans maybe sold on the products listed above for both personal and commercial use.

Electronics

Warrantech Electronics product can now be sold in the following commercial applications at no extra charge:

- conference / board rooms
- schools
- churches
- police departments
- fire departments

Sales of service plans for commercial use on electronics product in any other category is not available at this time.