



CLAIMS APPROVAL AND PAYMENT PROCEDURES FOR
ALL ESA'S PURCHASED PRIOR TO OCTOBER 1, 2004

Dear Equiguard Service Contractor:

As you know, Equiguard, Inc. filed for Chapter 11 Bankruptcy Protection on August 28, 2009. We have sent announcements regarding the Chapter 11 filing. We want to reemphasize that all Extended Service Agreements in effect at the time of the filing are fully insured and remain insured through their expiration date.

As a result of the filing and at the direction of our insurance carrier, we have been instructed to return all unpaid claims to you for re-submission to Assurant Solutions, Inc. for their approval and payment. All claims includes ANY claim that is still open, in dispute, or needs further information. If you have claims in the mail to Equiguard as you receive this notice, Equiguard will send them back to you immediately so that you may redirect them to the Special Claims Handling department at Assurant. Any and all questions regarding the status of the effective claims must be addressed to Assurant at the contact information below. Effective immediately the following procedures must be met when submitting claims under the affected ESA's:

Contact Assurant Solutions by phone, email, or fax for procedures on submitting all returned claims and all future claims which arise from an ESA sold prior to October 1, 2004.

Mail: Equiguard Special Claims Handling
P.O. Box 21647, St. Petersburg, FL 33742
Email: hvac.assurant@assurant.com
Fax: 727-369-1622
Phone: 800-235-5121

We will notify you of any requirements that may be instituted for claims handling for ESA's purchased after October 1, 2004. Those claims may be sent to our post office box listed below or via fax 630-214-1823 at our corporate headquarters.

We regret the inconvenience this issue has caused, and we wish to remind you that the Chapter 11 filing allows Equiguard to continue its business and pursue other underwriting platforms as we go forward. It is the goal of Equiguard to continue providing you with the best fully insured products in the industry. We are continuing our business operations under Chapter 11 reorganization provisions and will continue to inform you of our progress on a regular basis.

If you have any questions or require any assistance with the above requirements please do not hesitate to contact me at 800-886-9363 or email at bkuchan@equiguard.com.

Sincerely,

Bill Kuchan
Claims Supervisor

"North America's Largest Provider of Extended Service Agreements to the HVAC/R Industry Since 1988"

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