



**CLAIMS PROCESSING PROCEDURES  
FOR ALL ESA'S PURCHASED PRIOR TO JANUARY 1, 2010**

December 31, 2009

Dear Equiguard Service Contractor:

As a result of Equiguard Inc.'s bankruptcy and related sale of substantially all of its assets, affiliates of Assurant Solutions ("Assurant"), the insurer for Equiguard's Service Contract program, will be administering all future claims on contracts sold prior to January 1, 2010. If you have claims in the mail to Equiguard as you receive this notice, Equiguard will forward these on to the Special Claims Handling department at Assurant. Any and all questions regarding the status of the effected 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 service contracts.

All future claims must be pre-authorized by Assurant prior to any work being done. When contacting Assurant you will need to have the following information available:

- ☐ Agreement Number
- ☐ Policy Holder Name and address
- ☐ Equipment information including serial number

Once the repair has been completed and the work order has been signed, forward the following documents to the address shown below:

- ☐ Copy of the Extended Service Agreement terms and conditions
- ☐ Proper invoice and work order
- ☐ The invoice for any part that has been replaced or the invoice from the service provider which identifies the part and the cost of the part
- ☐ Current payment terms for servicer

Mail to: Equiguard Special Claims Handling  
P.O. Box 21647  
St. Petersburg, FL 33742  
Phone: 800-235-5121

- ☐ Maintenance records to be made available upon request

Again, if you have any questions or require any assistance with the above requirements please, do not hesitate to contact Assurant at the above phone number.

Sincerely,

Peter Dikeos  
Equiguard, Inc.