



October 9, 2009

Dealer Valued Dealer,

We have just received information from Federal Warranty Corporation (FWC – *previously referred to as Assurant Solutions*) in regard to your claims processing and payments **for contracts purchased before October 1, 2004**. FWC has a team working hard to review the past-due claims **on those contracts** and hopes to be issuing checks **on those contracts** in less than three weeks!

Attached is their dealer packet consisting of two forms so that you can be set-up in their system for payment:

1-page dealer information sheet  
IRS W-9 form

If you have not yet submitted these completed forms to FWC, please do so as quickly as possible:

Federal Warranty Corporation:  
Equiguard Special Claims Handling;  
P.O. Box 21647, St. Petersburg, FL 33742

Fax                727-369-1622

Toll Free:        800-235-5121

FWC has also advised us that it will be asking dealers to enroll to participate as a service provider in its network of service providers (its network is not the same as Equiguard's network) in the very near future. We believe that this will involve submitting proof of meeting a new general liability insurance policy requirement and your acceptance of a new flat rate claims payment method for going forward service work. We are working with FWC to understand all of these requirements and hope to have details to you in the next week to 10-days.

We are also working diligently to get payment for the unpaid claims under the contracts purchased on or after October, 2004, but we are not yet able to report success on that issue. We hope to be able to provide more information soon.

Again, thank you for your business and for your patience as we have sorted through all the details on this.

Lisa Townley

A handwritten signature in black ink, appearing to read "Lisa Townley", written in a cursive style.

ICP Brand Marketing

Cc: JT Holtschlag, Karan Tidwell, D. Shell, R. Fletcher