



September 14, 2009

Dear Valued HELP Dealer:

We have received additional information from Equiguard regarding claims. Please reference their attached letter. Here are the pertinent details that we know at this time:

1. Claims already submitted to Equiguard

- a. If contract was *purchased before 10-1-2004*, these will be returned to you to resubmit to Assurant Solutions:

Equiguard Special Claims Handling;
P.O. Box 21647, St. Petersburg, FL 33742

All questions on these claims should also be directed to Assurant Solutions:
Mike Saint, Claims Supervisor
hvac.assurant@assurant.com
800-235-5121

- b. If contract was *purchased 10-1-2004 or after*, these will be retained at Equiguard for processing & you will be notified if any further action is required prior to payment.

2. Future claims

- a. If contract was *purchased before 10-1-2004*, claims should be submitted to Assurant Solutions per the above address; all questions on these claims should also be directed to Assurant Solutions, not Equiguard.

- b. If contract was *purchased 10-1-2004 or after*, claims should be submitted to Equiguard for processing & you will be notified if any further action is required prior to payment.

Equiguard; P.O. Box 3368, Oak Brook IL 60522-3368

3. If you are uncertain which way to handle your claim, please contact Equiguard Claims department at (800) 886-9363.

At this time, we do not have any information that outlines the payment 'time-frame'. As Assurant Solutions and Equiguard work through the details of the claims process and notify us, we will get that information to you immediately. We are also working directly with the Assurant Solutions Claims Group to fully understand their process and will keep you updated as we get more details.

You and your business are very important to ICP. We will keep you advised as we get further details. Please check your Go! Online Dealer Resource Center for complete details. Thank you for your patience as we work through this.

Sincerely,

A handwritten signature in cursive script, appearing to read "Lisa Townley".

Lisa Townley,
ICP Brand Marketing