Authorized Servicer Agreement

Greetings,

Thank you for your interest in becoming an authorized service provider for Safeware.

Please follow these instructions when completing the attached documents:

Review, complete, and sign (where applicable) all required fields of information and return for review:

1. **The Agreement**
2. **Repair Center Information (Exhibit B)**
3. **Exhibits C (zip code) & D (mfg's information).**
4. **Exhibit E.**
5. **W-9 Tax Form**
6. **Proof of Insurance (Certificates of Insurance, attached to document envelope, send General & Automobile Liability, and Workers Compensation or waiver) For standard .pdf versions Certificates of Insurance should be sent under separate cover to our compliance department to: Attn: Heather Laird**

We look forward to working with you in the future. You will have access to review your documents at any time and in addition, once approved and signed, you will be notified via email and have access to a completed copy of your Authorized Servicer Agreement. If you have any questions regarding the Authorized Servicer Agreement, please contact the Service Recruitment Department toll-free at 800-800-1492.

Sincerely,

Service Recruiting Department
6500 Busch Boulevard, Suite 233
Columbus, OH 43229
Attention: Service Recruiting Department

AUTHORIZED SERVICER AGREEMENT

This AUTHORIZED SERVICER AGREEMENT ("Agreement") is made and entered into this_____ Day of _____ , _____ by and between _____ _____, located at (Address, City, ST ,& Zip)_____("Servicer"), and Safeware The Insurance Agency, 6500 Busch Boulevard Suite 233, Columbus, OH 43229 ("Company").

WHEREAS, Company, among other things, administers and provides services for the repair and replacement of products covered under service contracts and manufacturer's warranties ("Products");

WHEREAS, Company desires to engage Servicer as an authorized provider of repair and/or replacement service for Products ("Service"); and **WHEREAS**, Servicer desires to provide such Service.

NOW THEREFORE, in consideration of the promises and mutual covenants contained herein, the sufficiency of which is acknowledged, the parties agree as follows:

1.Exhibits. The following are the Exhibits to this Agreement, each of which shall be incorporated herein by reference:

Exhibit A – Policies and Procedures Guide
Exhibit B – Business Owner and Repair Center Information
Exhibit C – Area Coverage
Exhibit D – Brand and Product Coverage
Exhibit E – Scope of Service and Rates

2. Definitions.
"**Carry-in Service**" shall mean the Product Service performed at the location identified by Company, in which the Customer will be instructed by Company to deliver their product requiring service to Servicer.
"**Client**" shall mean (i) a retail seller of Service Contracts or (ii) a manufacturer of a Product for which Company provides service under the OEM Warranty.
"**Customer**" shall mean individuals who own a Product covered under a Service Contract or OEM Warranty, as applicable.
"**Effective Date**" shall mean the later of the dates of execution by the parties.
"**Expired Claim**" shall mean a claim that is not submitted in accordance with the timeframes listed in Section 8(d).
"**In-Home Service**" shall mean the Product repair Service performed in the Customer's home.

"**OEM Warranty**" shall mean the original equipment manufacturer's warranty on the Product.
"**Policies and Procedures Guide**" shall mean the additional requirements for Servicer set forth in Exhibit A.
"**Product(s)**" shall have the meaning set forth in the recitals.
"**Repair Type**" shall mean the difficulty classification of the repair performed and defined in Exhibit E.
"**Service**" shall have the meaning set forth in the recitals.
"**Service Contract**" shall mean an extended service plan provided by Company or one of its affiliates for a Product.
"**Term**" shall have the meaning set forth in Section 12.
"**Turn-around Time**" shall mean the number of calendar days from the date the Service call is assigned to Servicer to the date the Servicer completes the repair.

3. Agreement. Servicer shall be designated by Company as a provider of Service under either Service Contracts or OEM Warranties or both. Servicer agrees to provide the Service assigned and authorized by Company as set forth in, and subject to the provisions of Section 5 of this Agreement and the Policies and Procedures Guide, the current form of which is attached as Exhibit A. The Policies and Procedures Guide may be revised from time-to-time by Company, in its sole discretion, and any such changes may be made without the need to amend Exhibit A to this Agreement. A modified Policies and Procedures Guide will be redistributed to Servicer thirty (30) days prior to implementation. Servicer shall complete the "Business Owner and Repair Center Information" form attached as Exhibit B. Company agrees to pay for Service pursuant to the terms and conditions of this Agreement.

4. Products Eligible for Service. The Products for which Servicer is authorized to provide Service on behalf of Company are listed on Exhibit D, which may be amended from time to time as Company and Servicer mutually agree.

5. Service.

(a) Service Methods. Servicer shall provide Service at the location identified by Company. If applicable, Servicer agrees to provide the Service in accordance with the following: i) In-Home Service. If Servicer is authorized to provide In-Home Service for Customers, Servicer will provide such Service in the designated areas listed in Exhibit C and on the brands and Products identified in Exhibit D. Servicer shall make every reasonable effort to contact the Customer within one (1) business day after receiving a request for Service from Company, unless Servicer has provided their availability for Company to schedule appointments on behalf of Servicer. Servicer must notify Company if it is unable to contact the Customer after three (3) attempts over a period of five (5) business days. Servicer shall make every reasonable effort to complete the Service repair within the Turn-around Time period specified in Exhibit E. ii) Carry-in Service. If Servicer is authorized as a provider for Carry-in Service, Servicer shall make every reasonable effort to complete Product repairs within the Turn-around Time period specified in Exhibit E.

(b) Service Defined. Only the Service defined and performed in accordance with this Agreement, the terms and conditions of the applicable Service Contract or OEM Warranty, and the Policies and Procedures Guide constitutes Service. Maintenance adjustments and other service, which does not affect a repair to or replacement of the Product are not part of this Agreement, unless otherwise provided for in the Service Contract. Servicer shall accept sole responsibility for any work performed for a Customer on any Company denied items or any non-covered items.

(c) Replacement of Servicer. In the event that Servicer fails to contact the Customer, initiate the Service, or take steps to ensure that every good faith effort is made to complete the Service within the timeframes set forth herein, Company reserves the right in its sole and absolute discretion, without further notice to Servicer, to engage another service provider to complete the Service; in such event Company shall be released by Servicer from any incurred charges for such event including, but not limited to, the initial dispatch or repair attempt. Company shall not be relieved of its obligation to Servicer under this Section 5(c) if Servicer's failure to perform within established timeframes is due to circumstances entirely outside of Servicer's control, such as documented parts unavailability. Servicer shall maintain regular communication with Customers and Company with regard to any delays in providing Service, whether or not such delays are due to circumstances within Servicer's control. Whether Service has been initiated or completed, Servicer shall, upon request of Company or any Customer, release the Customer's property to his or her custody without delay.

6. Obligations of Servicer. Servicer agrees to adhere to, and perform according to the following standards set by Company:

(a) Conduct business in an ethical, professional, courteous, safe and expeditious manner, and utilize technicians who are knowledgeable and competent to perform the required service diagnostic and repair functions.

(b) Conduct a nationwide, state and local criminal background check on any employee, agent, contractor or subcontractor (each a "Servicer Representative") who will enter a Customer's home. Servicer shall only permit Servicer Representatives to enter a Customer's home on behalf of Company (i) who do not have any record of a theft related conviction, sex related conviction, conviction for a crime violent in nature or a felony drug related conviction; (ii) for which Servicer has performed a Social Security Number verification; (iii) for which Servicer has completed an Employment Eligibility verification (I-9) form; and, (iv) who does not appear on the comprehensive list of terrorists and groups identified under Executive Order 13224 as amended and updated from time to time and located at: http://www.treasury.gov/offices/enforcement/ofac/programs/terror/terror.pdf (see this link for further information).

(c) Conduct any and all activities pursuant to this Agreement in strict compliance with all applicable laws, rules and regulations of all governmental authorities consistent with the highest standards of fair trade, fair compensation and business ethics. Servicer specifically agrees to obtain, maintain, comply and pay for all required federal, state and local licenses, certifications and permits and provide proof of such compliance upon signing this Agreement and at each renewal thereof or upon renewal of any license, certification or permit, whichever occurs first. Comply with all building codes, hazardous

waste recapture and removal and disposal laws and keep accurate books and records as required by any such laws. Comply with all federal, state and local insurance laws in addition to the insurance requirements required in Section 10 of this Agreement and provide proof of insurance upon the request of Company.

(d) Obtain the Customer's signature on the Service invoice and provide a copy of the Service invoice to the Customer that includes a complete description of the work performed and an itemized list of any parts used to complete the repair.

(e) Maintain on file proper documentation of all claims, including parts invoices, Service invoices and any other related documents associated with the Service, for a minimum period of two (2) years after the Service completion date, or longer if required under federal, state and local document retention laws.

(f) Warrant labor charges for Service for the period identified in Exhibit E and warrant replacement parts for the minimum period identified in Exhibit E, each calculated from the completion date of the repair. Notwithstanding the foregoing, if Servicer has a warranty period greater than the time period specified in Exhibit E for a replacement part, Servicer shall honor the greater replacement part warranty.

(g) Inform Company promptly, but in no event later than forty-eight (48) hours after receipt, of any Customer complaint filed with any government consumer affairs agency or any litigation filed in connection with Service provided under this Agreement.

(h) Not falsify, alter, modify, waive or change any of the terms, rates, conditions, exclusions or limitations of liability of any Service Contract (if applicable), or any Client OEM Warranty (if applicable), or any applications, advertisements, brochures, or promotional materials of Company or its Clients in any respect.

(i) Maintain the original equipment manufacturer authorizations listed in Exhibit D.

(j) Retain a copy of this Agreement, along with the accompanying exhibits, including the Policies and Procedures Guide, on site at its business locations, and update and maintain the Policies and Procedures Guide as updates are provided by Company.

7. Reputation. Servicer shall represent Company and Company's Clients in a professional manner to the Customer and shall not make any representations (either direct or implied) to the Customer which are negative or defamatory in nature toward Company or its Clients. Servicer's personnel shall not willfully perform any act to damage the reputation of or detract from Company or its Clients.

8. Prices and Payments.

(a) Customer Charges. Servicer shall not charge the Customer for Service provided pursuant to the provisions of this Agreement and in accordance with the terms and conditions any Service Contract or OEM Warranty, as applicable. Servicer may be required to collect a deductible, service fee or co-pay if such charges are clearly articulated in any Service Contract. Servicer may offer and solicit work not covered under any Service Contract or OEM Warranty, as applicable, chargeable to the Customer only with the express written consent of the Customer and may solicit upgrades to services covered under any Service Contract or OEM Warranty. Servicer and Servicer's agents expressly forfeit any right to levy any liens against the Customer or Customer's

property or to refuse to release such property to a Customer in connection with Service performed under this Agreement. In situations where Servicer is unable to reconcile an outstanding claims payment, they may escalate their concerns as outlined in Exhibit A.

(b) Rates. Servicer will submit its requested labor prices on the form attached as Exhibit E to Company prior to execution of this Agreement for review and approval. Approved rates, as agreed upon and stated in Exhibit E and categorized by Repair Type, as defined in Exhibit A, will be deemed the Servicer's rates payable for all Service and a final approved Exhibit E will be attached to this Agreement. Such rates will be paid to Servicer regardless of the actual costs to Servicer for the specific repair involved.

(c) Parts. Where applicable, Company will reimburse Servicer for its cost of replacement parts plus a markup specified in Exhibit E. Servicer shall utilize parts of quality equal to factory replacement parts or original parts. Use of any parts of inferior quality does not constitute repair Service that is eligible for compensation under this Agreement. Servicer shall maintain purchase records for parts (invoice copies) which shall be made available upon Company's request to verify parts costs. Servicer will retain replaced parts after performing the Service for the period specified in Exhibit E, unless state or federal law requires other disposition of the parts.

(d) Claims. In accordance with the Exhibit A, Servicer shall submit all claims for Service rendered within sixty (60)days of the Service completion date to Company. All claims not submitted by Servicer for payment within ninety (90) days of the authorization creation date shall become Expired Claims and be rejected by Company unless delays are beyond Servicer's control and Company is notified of such delay by Servicer prior to the elapse of the ninety (90) days and Servicer receives from Company a late submission pre-approval. In situations completely outside the control of the Servicer, where claims have expired due to elapse of the ninety (90) days, Servicer may escalate their expired claims concerns as outlined in Exhibit A. Servicer specifically acknowledges that it will not bring legal action or any other proceeding against Company to collect on Expired Claims. Company shall pay claims for Service performed by Servicer within thirty (30) days from the date submitted, provided the Service is fully completed, the claim is submitted properly and meets all relevant provisions in Sections 5 and 6, Exhibit E and Exhibit A. If a claim is rejected or returned, Servicer has sixty (60) days from the date of rejection to correct and resubmit the claim or it shall become an Expired Claim. Any labor or materials provided by Servicer for the Customer that do not constitute Service as defined in this Agreement will not be paid for by Company.

(e) Products Not Cost Effective to Repair. During the labor warranty period, if additional service is required to repair the Product that (i) was not part of the original Service claim; (ii) is necessary due to an incomplete or unsuccessful repair, as determined by Company; and (iii) the Product is not cost effective to repair, as determined by Company, then Servicer shall refund to the Company, the total amount of any claim paid for Service, excluding the appropriate diagnosis fee listed in Exhibit E, or, if the claim has not been previously submitted or paid, Servicer will adjust the amount of the claim to exclude all costs except for the appropriate diagnosis fee prior to submission.

(f) Service Contract. If Servicer is authorized by a manufacturer to perform work on a Product, and the Servicer is providing Service to such a Product under a Service Contract, Servicer will not charge Company for any work or materials covered under a manufacturer's warranty or manufacturer's rework program.

9. Indemnification. Servicer agrees to indemnify and hold harmless Company, its contractors, agents, officers, directors, successors and assigns, from any and all liability, claims, demands, damages (whether direct or indirect, incidental, consequential or otherwise), causes of action and expenses (including any court costs, witness costs, and attorneys' fees) of any type or kind, which, either directly or indirectly, result from or are in any way related to (i) Servicer's breach of any material term or condition of this Agreement; (ii) the performance of Services under this Agreement by Servicer, its agents, contractors or employees including, without limitation, liability based upon death or injury to any person or damage to property resulting from repairs and replacements performed by Servicer, its agents, contractors or employees; (iii) Servicer's violation of any governmental laws; or (iv) Servicer's failure to comply with the provisions of Section 19 (Taxes).

10. Insurance. Servicer shall maintain the minimum amount of insurance coverage listed on Exhibit E.

11. Confidentiality.

(a) Nondisclosure to Third Parties. To the extent necessary to perform the obligations related to this Agreement, a party (the "Disclosing Party") may share with the other party (the "Receiving Party") certain documents and information including, but not limited to, information pertaining to products, business practices, schedules, services, methods, data, processes, financial information and operating procedures which the Disclosing Party considers to be, and treats as, confidential ("Confidential Information"), whether or not specifically identified as such. For purposes of this Section 11(a), the Service Contract or OEM Warranty data and related Customer information is deemed to be Company Confidential Information. The Receiving Party shall maintain the Disclosing Party's Confidential Information, in confidence, and shall protect it with the same degree of care which it uses to protect its own Confidential Information (which shall be not less than reasonable care), and shall use it for the sole purpose of performing under this Agreement. Confidential Information shall not be distributed, disclosed, conveyed or in any other manner made available to any consultant, subcontractor or any third party unless such party is contractually obligated to maintain the confidentiality of such Confidential Information in the same manner as Receiving Party hereunder. At the conclusion of this Agreement, the Receiving Party shall either return the Disclosing Party's Confidential Information in its possession (including all copies) or shall, at the Disclosing Party's direction, destroy the Receiving Party's Confidential Information (including all copies) and certify its destruction to the Disclosing Party.

(b) Injunctive Relief. Each party agrees that this confidentiality covenant applies to all Confidential Information disclosed to it during the term of this Agreement and for a period of twelve (12) months after termination. If this covenant is violated, the Disclosing Party would be irreparably injured and, in addition to other relief, would be entitled to injunctive relief to enjoin the Receiving Party from such disclosure and use of Confidential Information.

12. Term and Termination.

(a) Term. This Agreement shall be for an initial term of one (1) year commencing on the Effective Date and will automatically renew for successive one (1) year periods (the initial term and any renewal periods the "Term") unless terminated earlier as follows:

(b) Breach. If either party is in breach of its obligations hereunder and such breach has not been cured within thirty (30) days from the date on which written notice specifying in reasonable detail such breach is received by the breaching party, then, in addition to such remedies as the other party may have in respect of such breach, such other party shall be entitled to terminate this Agreement immediately.

(c) Termination by Company. Company may terminate this Agreement immediately for a material violation of Section 6(a) or 6(b) by Servicer or as set forth in Exhibit A.

(d) Termination by Either Party. Either party may terminate this Agreement without cause at any time upon one hundred twenty (120) days prior written notice to the other party.

(e) Survival Upon Expiration or Termination. In addition to Servicer's and Company's continuing obligations upon expiration or termination of this Agreement, the following provisions shall survive the expiration or termination of this Agreement: Section 9 (Indemnification); Section 11 (Confidentiality); and Section 16 (Arbitration). In addition, the provisions of this Agreement shall continue to apply with respect to Services performed prior to the expiration or termination of this Agreement and shall govern the relationship between the parties with respect thereto.

13. Force Majeure. Servicer shall not be liable to Company for any failure by it to perform its obligation under this Agreement by reason of war, civil commotion, strikes or labor disturbances or disputes, abnormal weather conditions or any other case outside the reasonable control of the Servicer.

14. No Assignment. This Agreement requires the personal service and expertise of Servicer and Servicer shall not assign or transfer any of its rights or delegate any of its obligations hereunder, including subcontracting, without the express prior written consent of Company.

15. Non-Exclusivity. This Agreement is nonexclusive. Nothing herein shall be deemed to give Servicer any exclusive territory or Customer.

16. Arbitration. If any dispute shall arise between Company and Servicer with reference to the interpretation of this Agreement or their rights with respect to any transaction involved, the dispute shall be settled by arbitration in accordance with the rules of the American Arbitration Association. The dispute shall be referred to three (3) arbitrators who are unaffiliated with Company and Servicer. One arbitrator shall be chosen by each party and the two chosen shall promptly select a third arbitrator. If either party refuses or neglects to appoint an arbitrator within thirty (30) days after the receipt of written notice from the other party requesting arbitration and naming its arbitrators, the requesting party may name an arbitrator for the other party. Each party shall submit its case to the three (3) arbitrators within thirty (30) days of the appointment of the third arbitrator unless

such time is extended by the arbitrators or a majority of them or by agreement between the parties. The decision of a majority of the arbitrators shall be final and binding on both Company and Servicer. Company and Servicer shall each bear the expense of its own arbitrator, or one-half of the expense of two (2) arbitrators if both are appointed by the requesting party as provided above, and shall jointly bear and equally bear with the other the expense of the third arbitrator and of the arbitration. Any such arbitration shall take place in Chicago, Illinois. This Section 16 shall survive the termination of this Agreement.

17. Audit by Company. Company may, at reasonable times during normal work hours, audit Servicer's books and records pertaining to Service invoicing and claims and performance under this Agreement, either by physical on-site audit or by request and submission from Servicer of related invoicing and claims documentation. If on-site audit is performed, Company shall be permitted to make copies, at Company's expense, of any Agreement related invoices, purchase orders, books or other records. Company shall have the right to suspend any Servicer for the duration of the audit, or for some other period of time based on the audit findings in lieu of termination of this Agreement.

18. Applicable Law. This Agreement shall be governed by the law of the State of Illinois without regard to conflict of law principles.

19. Taxes. Servicer shall be solely responsible for calculating, collecting, reporting and remitting any sales taxes applicable to the Services rendered hereunder. Servicer shall include details and evidence of its compliance with sales tax requirements in each invoice submitted to Company. In addition, Servicer shall be solely responsible for all taxes (such as payroll taxes) that are applicable to Servicer's business and not directly related to the Services rendered hereunder.

20. No Agency Granted. Nothing herein contained shall constitute either party as an agent for the other party. No party shall have any right or authority to assume or create any obligation or responsibility, express or implied, on behalf of or in the name of any other, or to bind the other in any manner.

21. Notices. All notices required or permitted under this Agreement shall be made in writing and mailed (registered or certified mail, return receipt requested, postage prepaid), sent by overnight courier (charges prepaid), or personally delivered, to the respective addresses provided in the preamble to this Agreement.

22. Trademarks. Servicer shall not make use of Company's trademarks, trade names or service marks, or those of its affiliated companies, without prior written notice. Company shall not make use of Servicer's trademarks, trade names or service marks, or those of its affiliated companies, without prior written notice.

23. Amendments; Waivers. Excluding the Policies and Procedures Guide which is subject to change, no amendment, modification or discharge of this Agreement hereunder, shall be valid or binding unless set forth in writing and duly executed by the

party against whom enforcement of the amendment, modification or discharge is sought. The failure by either party to enforce any provision of this Agreement does not constitute a waiver of that provision. Waiver by Company or Servicer of any specific term or condition of this Agreement will be in writing and does not waive any other term or condition hereof.

24. Entirety of Agreement. This Agreement and the exhibits referred to herein contain all the terms and conditions agreed upon by the parties hereto with respect to service and no other agreements, oral or otherwise, regarding the subject matter hereof shall be deemed to exist or bind the parties hereto unless in writing and executing by both.

IN WITNESS WHEREOF, the parties have caused this Agreement to be duly executed by their respective authorized representatives effective as of the Effective Date.

SAFEWARE THE INSURANCE AGENCY	_____
("Company")	**("Servicer")**
By: _____	By:_____
Authorized Signature	Authorized Signature
Printed Name_____	Printed Name_____
Date: _____	Date: _____

EXHIBIT A
POLICIES & PROCEEDURES

Dispatching
Service providers are identified by service area and product type and selected based on quality and costs. Servicer Companies will receive a dispatch by fax or e-mail as determined by capabilities and the Vendor profile set up. (Please refer to the last page of this exhibit for an example of a service dispatch).

Customer Care
Technicians must be qualified and properly equipped to provide quality and professional service. Service providers must meet commitments and keep the customer and Safeware informed of any delays in completing repairs. All service providers must also undergo a background check administered by Safeware or a designated company or provide a copy of a valid background check previously completed by other sources. No providers will be dispatched for in home service without a completed and acceptable background check. Any questions related to compliance and any other contractual issues should be directed to the Safeware Service Recruitment department. Service Recruitment 800-800-1492 8am-7pm ET.

Coverage
Program coverage generally excludes any maintenance, cleaning, consumables, cosmetics, rust, corrosion, upgrades, or failures caused by misuse or accidental damage. Payment will not be made for non-covered repairs. The Safeware Claims department should be contacted with any denials or coverage questions. Claims Department 800-00-1492 Mon-Fri 8am-7pm EST

Authorization
The initial dispatch is pre-authorized for covered repairs up to the listed amount only. If the total charges will exceed the pre-authorized amount the claims department must be contacted with detailed failure and repair cost information. This information must be accurate to support an appropriate decision. If additional charges are approved the pre-authorized amount will be increased to the approved repair cost. If denied the pre-authorized amount will be decreased to reflect the profiled diagnostic charges.

Invoicing (Online Claims)
The preferred method of invoicing for all Safeware dispatches is the online claims center accessed via claims.safeware.com Upon entering this portal you will enter your unique service provider ID and password that was chosen when your profile was created. (If you need to establish a password, contact Service Recruitment). Once your information is validated, you will be directed to enter the authorization number. The claim information will then be accessible for you to enter in all requested information and submit the invoice for payment. The deductible or co-pay, when applicable, will be deducted from the invoiced amount and should not be removed before invoicing. For your convenience, there is a user's manual in the upper right corner of the sign on page. If you choose to

mail your claims in, all labor and parts charges must be itemized and the authorization number must be clearly visible. Any invoices that are incomplete or exceed the authorized amount will be rejected. Service Invoice Filing instructions are included below.

Repair Types & Definitions

Consumer Electronics

Diagnostic Only Services – diagnostic services have been performed on the product by Servicer, but final repair of the product has not been completed. Estimate and/or assessment of product has been provided by the Servicer to Company and Company has determined to end the repair event, without final repairs being made to the product.

Minor Repair – repairs requiring the replacement of consumable parts covered by the Service Contract, such as batteries, bulbs, lamps, filters, etc.; in addition, repairs that do not constitute the replacement of parts (excluding consumable parts), or repairs that do not require soldering. Examples: adjustments, consumer education, external wiring/connections, house wiring, satellite/cable hook ups, etc.

Intermediate Repair – repairs usually performed in less than 30 minutes, which require the removal of panels to gain access to the interior electrical or mechanical components. Examples: interior filter replacements, mechanical adjustments, electrical/electronic adjustments, etc.

Major Repair – repairs usually requiring more than 30 minutes, which require the removal of panels to gain access to the interior electrical and mechanical components and also require the repair and/or replacement of electronic circuit boards, mechanical assemblies or subassemblies, solder connection, wiring connections, ribbon connections, or time consuming alignments/cleanings.

Major Appliances

Diagnostic Only Services – diagnostic services have been performed on the product by Servicer, but final repair of the product has not been completed. Estimate and/or assessment of product has been provided by the Servicer to Company and Company has determined to end the repair event, without final repairs being made to the product. **Normal repairs** – any repairs, adjustments, alignments or consumer education covered by the Service Contract, excluding sealed system repairs

Sealed system repairs – repairs that require the replacement of hermetically sealed components such as, but not limited to, compressor, evaporator, filter dryer, access valve, reversing valve, check valve and which also require the use of an approve refrigerant.

Servicer Invoice Filing Instructions
With Safeware for Payment

Procedures:

1. Upon customer calling in a claim to Safeware and receiving authorization, Safeware will email or fax an inspection work order to the servicer up to the authorized amount of $200.00.

2. After Servicer has completed the initial pre-authorized Inspection and the damage is covered under the contract terms and conditions, servicer may proceed to repair if cost is within the authorized $200.00. If it is determined that the repairs will go over the $200.00 authorization, then a secondary authorization will be needed from Safeware.

3. Upon completion of repairs Servicer will provide Safeware a final invoice detailing the following:

   - Contract Holder's first and last name, address, phone, claim number and Safeware Authorization number.
   - Technician's report describing the nature of the damages and repair options.
   - Itemize all costs for work performed (i.e. labor, parts, taxes, etc.).
     - Parts will be paid at vendor cost plus _____ markup.
     - Taxes will be paid on parts only, unless states requires tax on labor.
     - A copy of the Vendor invoice for parts must be attached.
   - If item is not repairable, Safeware will contact selling Dealer for replacement options. Inspecting Servicer will invoice Safeware for Inspection Only.

NOTE: INVOICES SUBMITTED WITHOUT A PRIOR AUTHORIZATION FOR REPAIRS WILL NOT BE PAID. ALL AUTHORIZATIONS WILL EXPIRE 90 DAYS FROM THE DISPATCH DATE. LATE SUBMISSION PRE-APPROVAL IS REQUIRED FOR PAYMENT AFTER 90 DAYS.

The following options are available for submitting your service invoices to Safeware Inc.:

Email	**claims@safeware.com**
Fax	**614-781-2588**
Mail	**6500 Busch Blvd Ste 233** **Columbus OH 43229**

If your service rates have changed, it is your responsibility to update Safeware of the Changes prior to submitting your invoice. If you fail to do so, Safeware is only responsible for paying what you have previously submitted.

Send rates updates to: **Safeware, The Insurance Agency Inc**
6500 Busch Boulevard, Suite 233
Columbus, OH 43229
Attn: Service Recruiting Department
Phone: 614-781-1492 – Fax: 614-781-2588

EXHIBIT "B"

SAFEWARE SERVICE CENTER PROFILE

Service center ID #:
(Administrators Use Only) _____ **Date:** _____

Your Business Name: _____

DBA: (Doing Business As) _____

Federal Tax I.D. # (EIN): _____

Type of Business: Corporation ( ) Partnership ( ) Sole Proprietorship ( )

Mailing Address

Address: _____
City: _____
State/Prov.: _____
Zip/Postal Code: _____

Billing Address

Address: _____
City: _____
State/Prov.: _____
Zip/Postal Code: _____

Hours/Days of Operation

Monday – Friday: _____

Saturday & Sunday: _____

Owner's Name: _____
Service Manager: _____
Contact Person: _____
Emergancy Contact Person: _____

What kind of work can your service facility complete?
(Please check all that apply)

- In Home Service Calls ( )
- Customer Carry in ( )
- Depot ( )
- Shipper ( )

Which items describe your business: _____
_____

Type of Services: _____
_____

List all Trade Associations, Aliances, or Industry Groups of which you are associated with, particiapte in or are a member of: _____
_____
_____

What is your preferred method of being contacted about a service call?
(Please check your preferred method and fill in the contact info beside each selection)

E-mail ( ) _____
Phone ( ) _____
Fax ( ) _____

SAFEWARE SERVICE CENTER PROFILE (continued)

Company Website Address: _____

Credit Cards Accepted? ( ) Yes ( ) No (if so which ones?)

Do you currently sell Service Contracts? ( ) Yes ( ) No
If so which program?

_____

If you sell one of Safeware's administered contracts would you please provide your

Safeware Dealer ID#: _____

Insurance: _____

Please ask your insurance company to provide us with a copy of your Certificate of Insurance or an Acord Form.
Please list your insurance providers and policy numbers below:

	COMPANY	POLICY #
FIRE INSURANCE		
THEFT INSURANCE		
LIABILITY		

If you have other locations that you want listed in our database, please list below:

ADDRESS _____ **PHONE #** _____

_____ **FAX #** _____

_____

ADDRESS _____ **PHONE #** _____

_____ **FAX #** _____

_____

ADDRESS _____ **PHONE #** _____

_____ **FAX #** _____

_____

Exhibit C – Designated Service Area

Name:	**Dealer ID:**

Applicable Time Zone: ☐**Eastern** ☐**Mountain** ☐**Central** ☐**Pacific**

Service is dispatched by using either specific zip codes, a radius from a given zip code, or by the entire state. List of specific zip codes, Radius from a given zip or Entire State(s). I will provide Company with a text file or excel file contains all my zips

List of zip codes representing your coverage area

Entire States you cover:

Check the box below if you would prefer we obtain this information from your existing client list

☐

This list of states may be adjusted as SERVICER'S domestic coverage area expands in the future

Dealer ID: _____

Exhibit D – Products Eligible for Service

LIST ALL PRODUCTS FOR WHICH YOU ARE AN AUTHORIZED MANUFACTURER SERVICER *(Attach additional sheet if necessary)*														
Product	***LIST BRANDS SERVICED BELOW***													
(LIST EACH PRODUCT FOR WHICH YOU ARE MANUFACTURER AUTHORIZED) *Include copy of License*	Date MFG Authorized													

Please describe if you service other types of equipment not listed above:_____

_____

EXHIBIT E

SCOPE OF SERVICE AND RATES

In-Home Service – Turn-around Time (Section 5a i): _____ (number calendar days)
Labor Warranty Period (Section 6f): _____ (number calendar days)
Replacement Parts Warranty (Section 6f): _____ (number calendar days)

Rates (Section 8b):

In-Home Service:
Trip/Diagnostic fee: $ _____
*Repair Type:

*Minor repair: $ _____
.
*Intermediate repair: $ _____
.
*Major Repair: $ _____
.

Company reserves the right to supply parts and or equipment at our cost.

Replacement parts mark-up percent (8c): _ __/with $250 part cap per claim
Replaced parts retention period (Section 8c): __90__ (number calendar days)

*Labor rates include trip and diagnostic charges
*Only approved claims for covered repairs are payable

SAFEWARE THE INSURANCE AGENCY INC	_____
("Company")	**("Servicer")**
By: _____	By: _____
Authorized Signature	Authorized Signature
_____	_____
Printed Name	Printed Name
Date: _____	Date: _____