This is a summary of the benefits offered. Not all plans are available in all areas and coverage may vary by state. Ask your EasyCare representative for the actual contract for complete terms, conditions, exclusions and state-specific language.
EasyCare’s RV Appearance Protection, powered by ResistAll NG2, is designed to protect the treated interior and exterior surfaces of motor homes and towables from damage caused by environmental factors, spills, tears and burns for the term of the warranty.

ResistAll NG2 is a spray-on sealant that was developed to provide the most efficient method of applying a durable, protective and appearance-enhancing coating to the interior and exterior of the RV. Once enrolled, an initial order of supplies, including chemicals and application tools, are provided to the dealer at no cost; shipments are sent via FedEx/Truck Line, and freight cost will be charged to the dealer.

RV Appearance Protection has two coverage levels: Basic and Preferred. Basic is a preload benefit that should be loaded on all eligible RVs in the dealer’s inventory; the dealer must choose a single, fixed term from 1-7 years for preload. Preferred, which includes more extensive coverage, can be offered in F&I as a stand-alone benefit with term options from 1-7 years.
# Program Summary

<table>
<thead>
<tr>
<th>Interior Protection – Creates a Stain Barrier</th>
<th>Exterior Protection – Seals and Protects</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Basic (preload) Coverage</strong></td>
<td><strong>Preferred Coverage</strong></td>
</tr>
<tr>
<td>Maximum aggregate claim limit of $4,000</td>
<td>Maximum aggregate claim limit of $10,000</td>
</tr>
<tr>
<td><strong>Covers:</strong> Treated fabric, vinyl, and leather interior surfaces</td>
<td><strong>Covers:</strong> Treated painted exterior surfaces</td>
</tr>
<tr>
<td><strong>Protects against:</strong></td>
<td><strong>Protects against:</strong></td>
</tr>
<tr>
<td>• Permanent staining caused by food or drink</td>
<td>• Weather-induced fading or loss of gloss</td>
</tr>
<tr>
<td><strong>Preferred Coverage</strong></td>
<td><strong>Awning Coverage (new vehicles only):</strong></td>
</tr>
<tr>
<td><strong>Covers:</strong> Treated fabric, vinyl, and leather interior surfaces</td>
<td></td>
</tr>
<tr>
<td><strong>Protects against:</strong></td>
<td>• Treated surfaces of the awning are warranted against weather-induced fading, discoloration or cracking (up to $1,000 aggregate limit during the Limited Warranty term)</td>
</tr>
<tr>
<td>• Ultraviolet-induced fading/cracking or permanent staining</td>
<td></td>
</tr>
<tr>
<td>• Weather- or ultraviolet-induced punctures/burns less than one (1) inch in diameter and rips/tears less than six (6) inches (coverage limited to the cost of repair or reconditioning)</td>
<td></td>
</tr>
<tr>
<td>• Odor caused by mold or mildew as a result of food and/or drink (coverage limited to cleaning and retreating)</td>
<td></td>
</tr>
<tr>
<td><strong>Basic (preload) and Preferred</strong></td>
<td><strong>New Vehicle coverage</strong> (up to current +3 model years) includes cleaning, dyeing, polishing, detailing, restoration, repainting*, or replacement* of the damaged portion of treated surfaces.**</td>
</tr>
<tr>
<td><strong>Used Vehicle coverage</strong> (current +4 to +10 model years) includes cleaning, dyeing, polishing, or detailing of the damaged portion of treated surfaces.</td>
<td></td>
</tr>
</tbody>
</table>

*Coverage limited to cleaning to the extent reasonably possible; the combined cleaning costs for all such treated surfaces cannot exceed an aggregate amount of $250 during the Limited Warranty term*
Program Summary

Program Options

**Deductibles**
There is no deductible for RV Appearance Protection.

**Coverage Terms**
1-7 year term options; no mileage restrictions.

Coverage Exclusions

- Repairs performed without prior authorization
- Amounts exceeding applicable claim limits
- Damage from natural causes other than specifically included
- Normal wear and tear other than specifically included
- Regular cleaning and preventative maintenance
- Any damage existing prior to the application of the Appearance Protection product
- Treated surfaces that have previously been repaired or replaced, unless the Appearance Protection product is applied to the newly repaired or replaced treated surfaces
- Burn holes, cuts, rips or tears in interior surfaces other than specifically included
- Loss or damage to inside panels, carpet, railings, inside tailgates, roof areas, headliners, curtains, window coverings, wall coverings, bedding, steering wheels, seat belts, aftermarket floor mats, storage compartment and/or cargo area flooring and interior coverings, and suede or nubuck leather surfaces
- Odors caused by anything other than mold or mildew from food or drink
- Damage caused by pets (other than blood, vomit and urine)
- Damage to any untreated surface
- Damage caused by impact or collision
- With respect to the awning: scratches, bubbling, flaking, delamination, rips, tears, punctures or burns; stains or damage caused by mold, mildew, acids (other than acid rain), paints, dyes, bleaches or other corrosives; and awning slide-out covers or other awning hardware
Eligibility Guidelines

Eligibility Rules

• New RV coverage (up to current +3 model years*)
• Used RV coverage (current +4 to +10 model years*)
• Basic (preload) must be offered on all eligible RVs on the dealer’s lot; dealer must specify a term between 1-7 years for Basic warranty

Ineligible Vehicles

• Commercial, rental or fleet vehicles
• RVs older than current +10 model years*

*December 31 constitutes model year-end
Claims

All claims require prior authorization. Repairs should not begin until authorization is received from an EasyCare claims adjuster.

Steps to follow when filing a claim:

1. Determine if the customer has an EasyCare RV Appearance Protection contract.
2. Diagnose the problem(s) and the cause of the damage, and estimate the cost of the repair.
3. Call 844.225.0400 and provide the claims adjuster the nature of the damage.
4. The claims adjuster will verify coverage and adjust the claim per the terms of the contract. The adjuster may assign a third-party inspector to document the damage.
5. If ADDITIONAL covered items need to be repaired, call the claims office and have the additional repairs added to the claim.

Additional claims information

- EasyCare pays claims by single-use credit card, sent via fax.

Steps to follow if a third-party inspection is requested:

1. EasyCare claims adjuster will arrange for inspection. The inspector should be out within 24 hours of the assignment. If for any reason that does not happen, please call 844.225.0400 for assistance.
2. Do not perform any repairs before the inspection takes place and a claims authorization number is issued.

Steps to follow for claim payment:

1. Complete authorized repairs and have the contract holder sign the itemized repair order.
2. Compile any and all necessary documents to submit for payment, as applicable:
   a. Itemized repair order
   b. Sublet bill(s)
3. Fax all documents to 770.246.2415. Be sure to include your return fax number with faxed documentation. A credit card authorization form containing payment information will be sent via fax within two to four hours.
Cancellations

EasyCare RV Appearance Protection is permanently installed on the RV and is therefore non-cancelable and non-refundable.

Transfers

EasyCare RV Appearance Protection may be transferred to a new owner of the covered RV in the event of a private sale. Coverage cannot be transferred to another RV or to an RV dealer. For transfer terms and conditions, and applicable fees, the customer should reference their contract.

Procedures

To request a transfer, the customer must contact EasyCare and submit the following:

1. A written request for transfer of the contract to the new owner, signed by the original contract holder.
2. Check or money order for the applicable transfer fee, made payable to EasyCare (refer to customer contract for specific terms and conditions).
3. A copy of documentation evidencing change of ownership and mileage at time of sale (Bill of Sale or transferred title).

Conditions

1. Request for transfer must be made by the current owner.
2. Transfer must take place within 30 days of change of ownership.
3. All remaining underlying warranties should be transferred to the new owner, and written evidence verifying all maintenance requirements have been met should be provided to the new owner.
4. Transfers are permissible only in the event of a private sale; trade-ins are not eligible.

For inquiries regarding transfers, contact EasyCare Transfers at 800.458.7070.
Electronic Contract Processing and Remittance

All EasyCare business can be rated, contracted and remitted electronically through EasyCare Online (ECO) at https://online.easycare.com. Additionally, DMS integration and menu options are available. Contact dealermaintenance@easycare.com for pricing and setup options.

EasyCare is also an integrated partner with over 20 different eContracting and menu solutions such as Dealertrack, DocuPad, Darwin and many others. Contact ebs@easycare.com to inquire if your current or prospective menu system integrates with EasyCare.

All eContracts are active immediately upon entry; however, dealers may void or place contracts on hold prior to remittance. Dealers should not mail in paper copies of eContracts to EasyCare, as this may result in double billing. Dealers should, however, retain paper copies of eContracts and should provide copies to EasyCare upon request.

EasyCare processes remittance for all electronically-submitted business via electronic funds transfer (ACH). eContracts can be remitted via ACH on demand anytime throughout the month. On the 5th of each month, unremit eContracts from the prior month are automatically remitted, and an ACH is initiated for the cost of all unpaid eContracts. Prior to remit, eContracts can be voided or placed on hold, which must be done by the end of the day on the 4th of each month. eContracts placed on hold will be held for one billing cycle, after which they will be queued for remittance on the following billing period.

For inquiries regarding our electronic contracting and remittance solutions, contact EasyCare Electronic Business Solutions (EBS) at 866.225.4356 or via email at ebs@easycare.com.

Paper Contract Processing and Remittance

EasyCare offers paper remittance for some products (laser and multi-part forms are available). Paper business should be batched with a check and mailed to EasyCare on a weekly or semi-monthly basis; all paper business must be received by EasyCare no later than 10:30 AM ET on the first business day of the month in order to be processed for the prior month’s business.

EasyCare paper business should be remitted to:

**Regular Mail**

EasyCare
PO Box 8058
Norcross, GA 30091-8058

**Overnight Mail**

EasyCare
6010 Atlantic Boulevard
Norcross, GA 30071-1303

For inquiries regarding paper contracting and remittance, contact EasyCare Business Processing at 800.458.7070.
Appendix - Contracting and Remittance

Dealer Statements

EasyCare closes all business on the 10th of each month, and dealer statements are available via EasyCare Online (ECO) on the 11th. The statement itemizes amounts due for unpaid contracts as well as credits/debits as applicable for cancellations, adjustments, and miscellaneous charges (supplies, integration charges, etc.).

- If a net balance is due to EasyCare, the dealer should remit payment by check within 15 days of statement receipt.
- If a net credit is due from EasyCare, and there are no outstanding prior balances, the dealer will receive a refund check on or around the 15th of the month.

For inquiries regarding dealer statements, contact EasyCare Business Processing at 800.458.7070.
RV APPEARANCE PROTECTION
PROGRAM GUIDELINES

Administered by
AUTOMOBILE PROTECTION CORPORATION - APCO
P.O. Box 88230 • Atlanta, GA 30356-8230

www.easycare.com

CONTACT US
Got questions? We’ve got answers. Contact us at one of the numbers below.

RV Appearance Claims 844.225.0400
RV Appearance Claims Fax 770.246.2415
EasyCare Online (ECO) Support 866.225.4356
Remittance & Dealer Statements 800.458.7070
Transfers 800.458.7070

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