

Attention, Dealers!

SECOND-CHANCE OPPORTUNITY TO SELL VSCs



Due to the challenges presented by the Covid-19 virus, we have a special offer for our contract holders: They now have up to 90 days to extend their coverage against the cost of future repairs!

Our existing **Future Contract Guarantee** enables vehicle owners to purchase a new VSC if their current one has not expired by time or mileage.

Here's what's new: We are honoring that option beyond the contract expiration date, giving your customers **a second chance to buy from your dealership.**

Contracts that expire from March 1-May 31, 2020, are eligible.

To help you take advantage of this unique opportunity, we've developed phone scripts to assist with your customer calls.

Please see reverse side for details, and contact your CNA National representative to learn more.



800-345-0191 x450

Extended!

Future Contract Guarantee

How It Works

- Customers with CNA National vehicle service contracts with expiration dates between March 1, 2020, to May 31, 2020, have an additional 90 days to exercise their option to purchase a new one under the Future Contract Guarantee clause.

Examples:

Contract expires:	Eligible to purchase new VSC until:
March 1	May 31
April 1	June 30
May 1	July 31
May 31	August 31

- Current underwriting guidelines apply, including the requirement that the VSC's mileage limit has not been exceeded.
- If the vehicle qualifies, you can sell the customers a new CNAN service contract and submit it as you normally would.
- Use your DMS or internal sales system to run a report to identify customers who meet the criteria.
- Word tracks for phone calls to customers are available from CNAN on request from your representative.
- See the actual contract for further details, including limitations, terms and conditions.