



XTENDED SERVICE AGREEMENT PROGRAMS



About Us

We proudly provide Canadians with high quality service agreement coverage.

Our agents and Dealers work hard to make sure you receive Tier 1 service, whichever product you choose. All our products are designed to help you protect both your investment, and your family.

We're not just your provider – we're your *partner*.

At Xtended, your voice matters.



Since 2008 we have

Administered over **1.7 million** contracts

Processed over **350,000** claims

Paid over **\$280 million** claim dollars





CLAIMS

- Fully Automated Claim Adjudication Process
- Online Claims submission available
- MSRP on parts
- Pay posted door labour rate
- Diagnostic costs on all covered repairs
- Payment via credit card available upon request



ADMINISTRATION

- Online contract generation
- Online remittance
- Contracts are transferrable to subsequent owners
- Customers have access to Toll-Free Assistance



ADMINISTRATOR

Cornerstone United, Ltd.
931 Commissioners Road E., Suite 201
London, ON N5Z 3H9

Customer Service:

1-866-451-1327

Monday through Friday- 8:00am- 8:00pm ET
Saturday 9:00am- 1:00pm ET





POST SALE

- By selecting the Post Sale option and applying the surcharge, Xtended coverage can be sold on USED vehicles AFTER the vehicle time of sale
- USED vehicles are vehicles with less than 30 days Manufacturer's Warranty
- To access the Post Sale program on the portal
 - Select USED
 - Enter TODAY'S DATE in the CONTRACT PURCHASE DATE field
 - Enter ORIGINAL VEHICLE PURCHASE DATE in the PRODUCT PURCHASE DATE field
- Surcharge applies



PROFIT SHARING

- Tiered program where participation is based on production levels
- Qualify with a minimum of 30 service agreements (net of cancellations) and maintain a loss ratio for each years production of under 100%
- Percentage of participation
 - 0-29 contracts Ineligible
 - 30-74 contracts 25%
 - 75-124 contracts 50%
 - 125+ contracts 75%



PROFIT SHARING

- Production is isolated in annual bands where each years production is paid beginning the year after 50% of the reserve is earned
- Service agreement terms of 6 months and under do not contribute towards the qualifying production requirement

$$\bullet \text{Profit} = (\text{Reserve}) - (\text{All paid claims})$$

|



LOYALTY TRANSFER CREDIT

- In the case of a non-cancellable contract, if the customer returns to the selling dealer, they will be given a credit to put towards a new service agreement
- This can only be done once per customer
- No money will be refunded to the dealer or the customer if the new agreement purchased is less than the credit amount

Example:

Customer wants to trade in vehicle, but there is still coverage left on their non-cancellable service agreement. Xtended will determine a pro-rated amount that can be used as a credit towards a new service agreement as long as they return to the selling dealer.

Credit= \$2500

New Service Agreement amount \$1500- Customer/Dealership do not pay any additional amount. No money will be refunded.

New Service Agreement amount \$3000- Then \$500 dollars will need to be paid by the customer/dealership towards the new agreement.



CHARGEBACK PROTECTION

- Protects the Dealer's profit in the case of a cancelled contract
 - Protection starts 90 days after the date of sale
 - \$150 is added to each contract price that covers up to \$1,250 of the dealer mark up per contract
 - Must be applied to all contracts
 - Protection is extended to contracts cancelled due to a vehicle repossession or write off past 90 days after sale date
- 



CHARGEBACK PROTECTION

- A customer submits a cancellation request 91 days after purchasing Xtended coverage with chargeback protection. If the Dealer profit is in excess of the protected \$1,250, the Dealer will be required to refund a portion of the profit.

Example:

Contract purchase price of \$5,000 with 3,000 of that being Dealer profit. If the contract is 50% earned; the refund would be approximately \$2,450 (50% - cancellation fee).

Xtended Refund $\$1,000 \text{ cost} + \$625 \text{ NCB} - \$25 \text{ Fee} = \$1,575$

Dealer Refund Portion $50\% \text{ of Additional Profit} = \$3,000 - \$1,250 = \$1,750 * 50\% = \$875$



XTENDED SERVICE AGREEMENT PROGRAMS



GENERAL PROGRAM OVERVIEW

- We are underwritten by Trisura Guarantee Insurance Company, an A-rated Canadian insurer.
- Exclusionary and Component coverage available
- Customer can use any licensed repair facility
- Multiple deductible options, including \$0 and disappearing
- Consumer facing website that highlights Xtended program offering
- Coverage across North America
- Contracts are transferrable to subsequent owners
- Online Remittance portal
- Customers have access to Toll-Free Assistance
- Post Sale Program



***NEW* ELIGIBILITY**

Any unit being registered with the manufacturer for the first time regardless of model year with less than 20,000 Kilometers (for motorhome coverage)





***NEW EXTENDED*
ELIGIBILITY**

MOTORHOMES

- No more than current model year +3 years
- Have less than 60,000 kms on the odometer

TOWABLE/ PARK MODELS

- No more than current model year +2 years



***USED* ELIGIBILITY**

MOTORHOMES

- More than current model year +3 years AND/OR
- More than 60,000 kms and under 160,000 kms on the odometer

TOWABLE & PARK MODELS

- More than current model year +2 years



LIMITS OF LIABILITY

- Each claim/repair visit will in no event exceed the actual cash value of the unit before the mechanical breakdown.
- The aggregate of all coverage and benefits will not exceed the price paid for the unit or \$75,000, whichever is less.

PROGRAM OFFERINGS



TOWABLE



MOTORHOME



PARK MODEL





TOWABLE/PARK MODEL





PROGRAM HIGHLIGHTS

- 2 coverage levels, *Select* (Component coverage) and *Ultimate* (Exclusionary coverage)
- Standard deductible of \$100 with \$0, \$50, \$200 and \$250 deductible options available
- Post Sale Program (surcharge applies)
- Surcharge for Used current model year +9 years and older
- Coverage options for slide out rooms, leveling system and commercial usage



***NEW* TERMS**

- Never registered units maximum term available is 96 months
- Current +1 model year maximum term available is 84 months
- Current + 2 years maximum term available is 72 months



USED TERMS

- Maximum 72-month term available
- Maximum 48-month term available for units older than 10 model years
- 60- and 72-month plans are only available up to current model year +10
- Current model +9 to +10 require an additional surcharge



ADDITIONAL BENEFITS

- Service Calls
- Trip Interruption
- Food Spoilage
- Towing
- Roadside Assistance

OPTIONAL COVERAGES

- Deluxe Electronics Package
- Enhanced Service Call Benefit
- Mobility Equipment Package
- \$1,000 Towing Benefit
- \$500 Towing Benefit (*included in Ultimate*)
- Deluxe Component Package (*included in Ultimate*)
- Audio Visual Package (*included in Ultimate*)
- Seals and Gaskets (*used units with select coverage only*)
- Tire and Wheel Coverage



MOTORHOME





PROGRAM HIGHLIGHTS

- 4 coverage levels: *Select* (Component coverage), *Ultimate* (Exclusionary coverage), Coach Only and Diesel Wrap
- Standard deductible of \$100 with \$0, \$50, \$200 and \$250 deductible options available
- Post Sale Program (surcharge applies)
- Surcharge for Used current model year +9 years and older
- Coverage options for diesel engine, four-wheel drive, slide out rooms, leveling system and commercial usage



***NEW* TERMS**

- Current +1 model year and/or 20,001 – 30,000 KM maximum term available is 84/120,000
- Current + 2 years and/or 30,001 – 40,000 KM maximum term available is 72/160,000
- Current +3 years and/or 40,001 – 60,000 KM maximum term available is 60/125,000



***USED* TERMS**

- Maximum 72 month/80,000 km term available
- 60- and 72-month plans are only available up to current model year +10
- Current model +9 to +10 require an additional surcharge

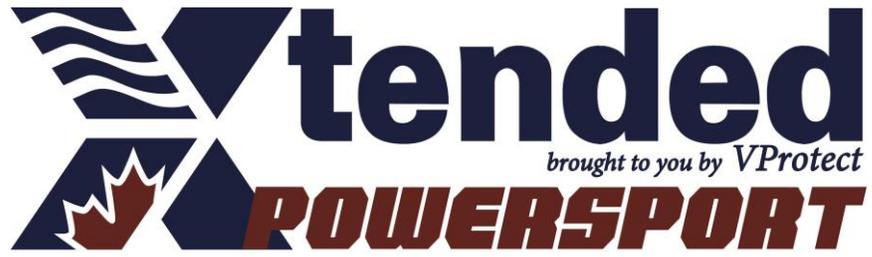


ADDITIONAL BENEFITS

- Rental Expense and Additional Rental Expense
- Service Calls
- Trip Interruption
- Food Spoilage
- Towing
- Roadside Assistance

OPTIONAL COVERAGES

- Deluxe Electronics Package
- Enhanced Service Call Benefit
- Mobility Equipment Package
- \$1,000 Towing Benefit
- \$500 Towing Benefit (*included in Ultimate*)
- Deluxe Component Package (*included in Ultimate*)
- Audio Visual Package (*included in Ultimate*)
- Seals and Gaskets (*used units with select coverage only*)
- Tire and Wheel Coverage



XTENDED SERVICE AGREEMENT PROGRAMS





GENERAL PROGRAM OVERVIEW

- Exclusionary coverage
- Customer can use any licensed repair facility
- \$0 deductible options for New Units, \$50 for Used Units with the option to buy down the deductible to \$0.
- Consumer facing website that highlights Xtended program offering
- Coverage across Canada and the United States

GENERAL PROGRAM OVERVIEW

- Terms add on to the manufacturer's warranty term
- Post Sale Program – allows the sale of a service contract on a used vehicles after the point of sale of the vehicle
- Roadside Assistance included for On-Road Motorcycles and Scooters
- Profit Share Program
- Loyalty Transfer Credit program
- No Charge Back Protection option



ELIGIBILITY

- On-Road Motorcycles current +13 previous model years (older unit surcharge available for limited terms)
- Off-Road Motorcycles, ATV, UTV, Scooters, Snowmobiles and PWC current +6 previous model years (older unit surcharge available for limited terms)

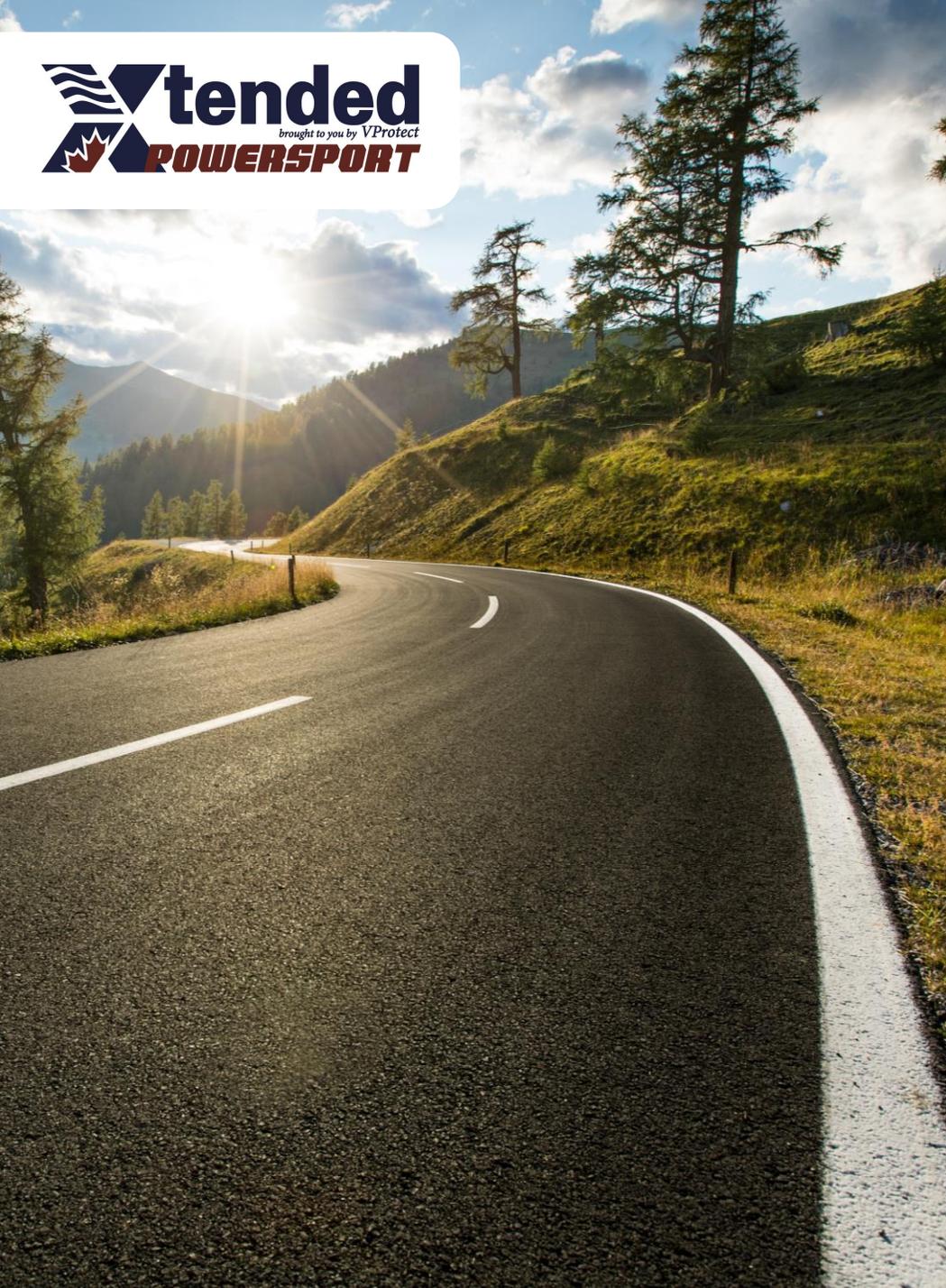


INELIGIBILITY

- If the vehicle is or was used for any form of competitive driving or racing, or the vehicle had been declared a total loss, salvaged or junk vehicle.
- Diesel units (except UTV)
- Only listed manufacturers are eligible for On-Road Motorcycles
- On-Road Motorcycles/Snowmobiles
 - Units with less than 12 months original manufacturer's warranty
- Scooter
 - Units with less than 1 month original manufacturer's warranty
- All other products
 - Units with less than 6 months original manufacturer's warranty

Eligible Vehicle Coverage for:

- Electric/Hybrid Vehicles
- Heating and Air Conditioning (HVAC)
- Powertrain Performance Modifications
- Suspension and Tire Modifications
- Turbo/Supercharger
- Commercial Usage
- Snow Plow Usage



ELECTRIC / HYBRID VEHICLE:

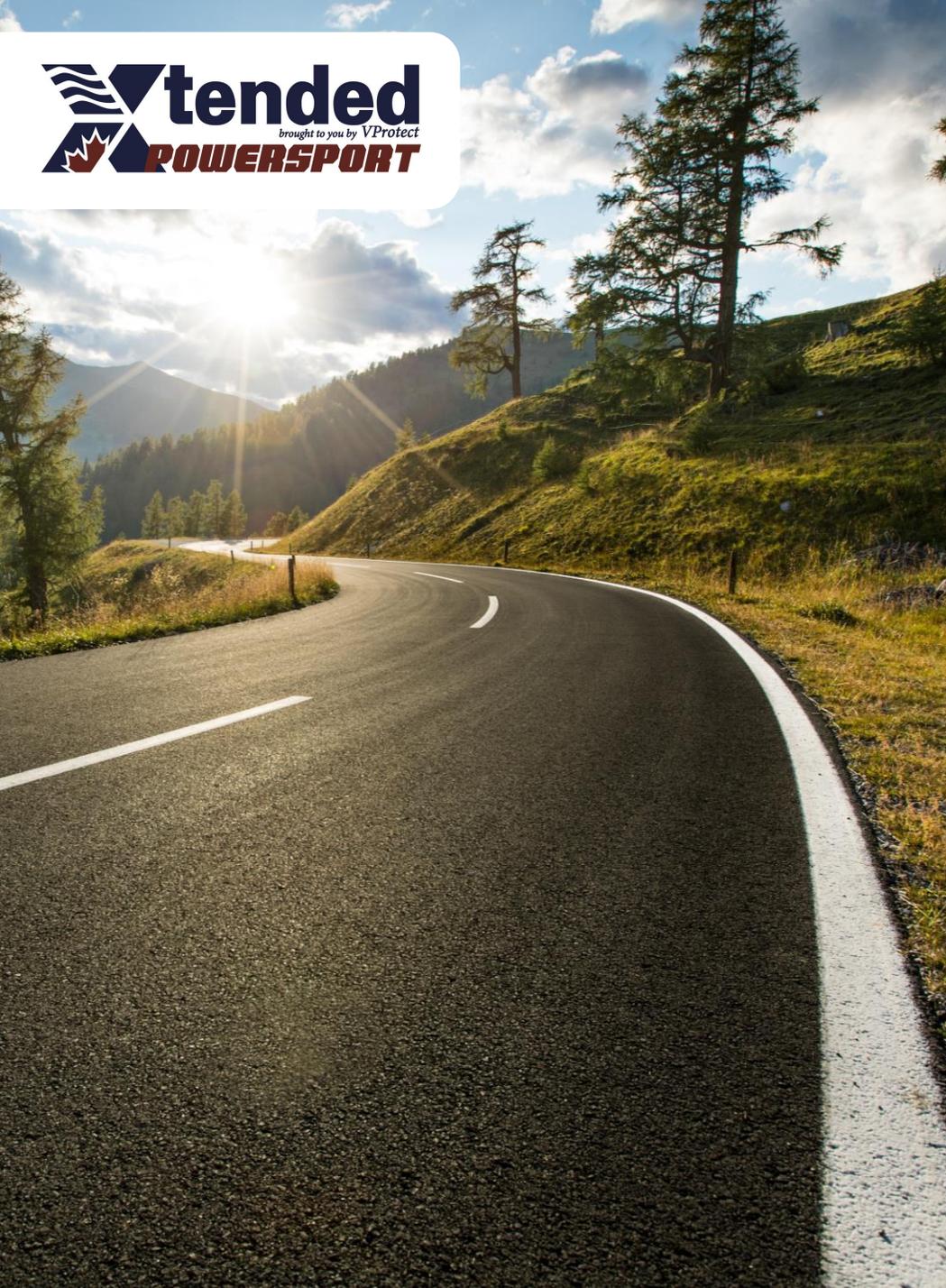
Coverage is provided for the propulsion battery. The propulsion battery pack has suffered a Mechanical Breakdown only with it retains less than 70% of its original charge-holding capacity. The propulsion battery pack may be repaired, replaced with a rebuilt unit, replaced with aftermarket unit, or replaced with a new unit at the sole discretion of the Administrator.

HEATING AND AIR CONDITIONING (HVAC):

Coverage for vehicles equipped with an original equipment or an aftermarket heating, ventilation and air conditioning (HVAC) system.

POWERTRAIN PERFORMANCE MODIFICATIONS

- Modified vehicles with any of the listed powertrain modifications are eligible for Xtended coverage
- Surcharge applies
- Eligible modification;
 - ✓ Performance Tuners / Chips
 - ✓ Engine Enhancements to include pistons, crankshaft, bearings, connecting rods, lifters, camshafts and pulleys
 - ✓ Fuel Management Systems
 - ✓ Aftermarket Turbocharger / Supercharger (housing and internal components)
 - ✓ Exhaust Header / Manifold and Muffler
 - ✓ Intake Manifold
 - ✓ Air Intake Tube / Pipe(s)
 - ✓ Throttle Body
 - ✓ PVT / CVT Drive / Driven Clutches (excluding wear parts)
 - ✓ Trike Kit (excluding body parts / components)
 - ✓ CV Drive Axles



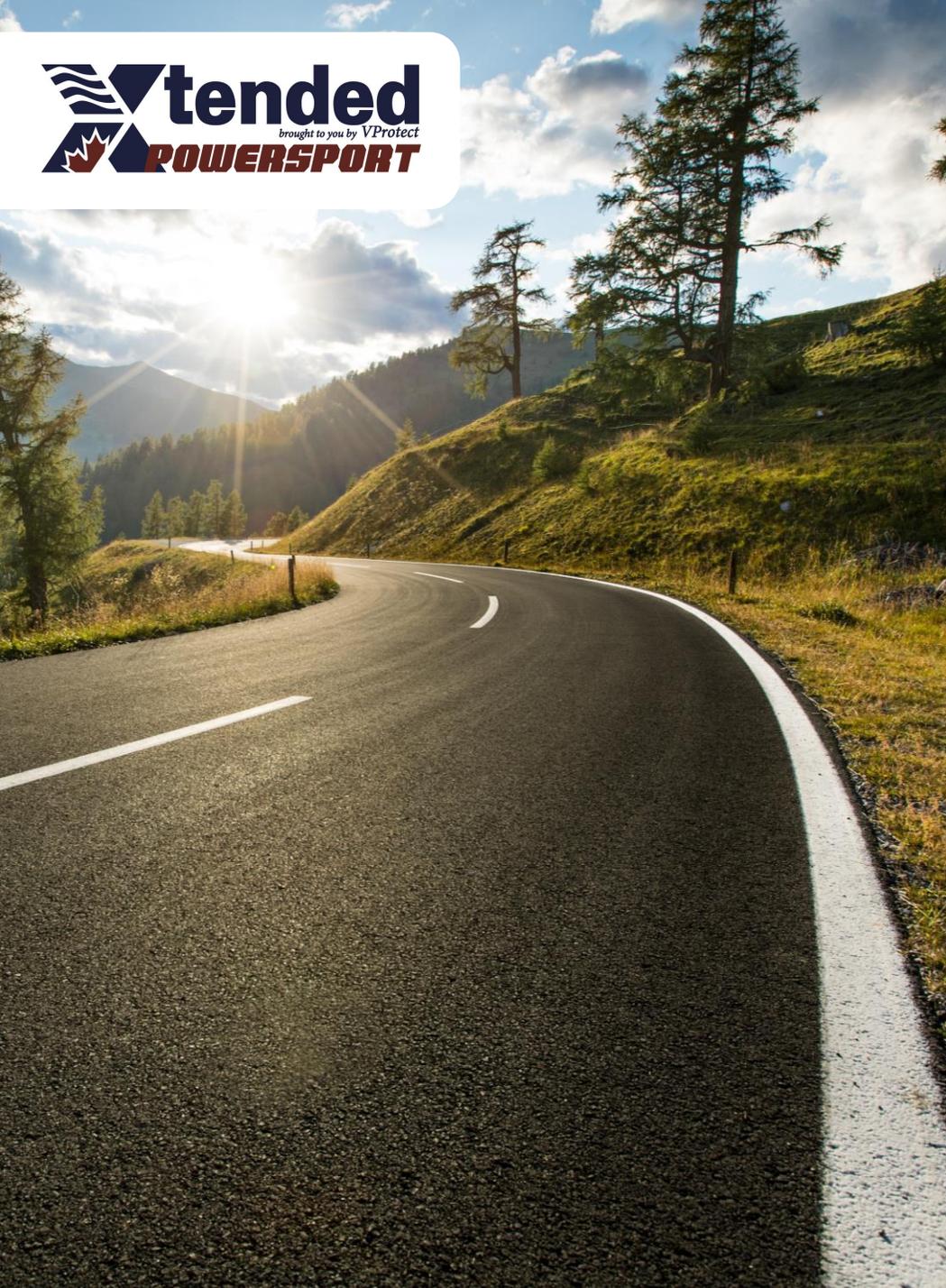
SUSPENSION AND TIRE MODIFICATIONS :

Surcharge NOT required

- Vehicles with lifts less than 2 inches
- Vehicles with tires less than 2 inches larger than factory tires

Surcharge Required

- Vehicles with tires more than 2 inches larger than factory tires to a maximum of thirty-six (36) inches in diameter
- Vehicles with lifts more than 2 inches to a maximum of ten (10) inches
- Coverage includes aftermarket suspension control arms, sway / stabilizer bars and end links, springs, shocks; extended swing arms; roll cage
- Add-on lift kit parts and components such as spacers and portal units are NOT covered
- All modifications covered under the Suspension / Tire Modification surcharge must be made by the selling dealer or a licensed repair facility
- The Suspension / Tire Modification surcharge must be purchased on the contract purchase date



TURBO / SUPERCHARGER:

Coverage for vehicles equipped with an original equipment or an aftermarket Turbocharger or Supercharger.

COMMERCIAL USAGE:

Coverage for Commercial Use vehicles. Emergency Roadside Assistance Benefits are not available on any Commercial Use vehicles.

SNOW PLOW:

Coverage for vehicles equipped with a snow plow or snow plow attachments used for plowing. The snow plow and its associated attachments are not covered.



TERMS

On-Road units:

New 12-72 months*

Used 12-48 months

*60 month terms not available for units with original manufacturer warranty greater than 24 months.

72 month terms not available for units with original manufacturer warranty greater than 12 months.

Off-Road units:

New 6-60 months*

Used 12-36 months

*60 month terms not available for units with original manufacturer warranty greater than 12 months.

Scooters/Snowmobiles/PWC:

New 12-60 months

Used 12-36 months



LIMITS OF LIABILITY

- Per claim Value at the time of breakdown
- Aggregate Original vehicle purchase price

ADDITIONAL BENEFITS

RENTAL

In the event of a covered Mechanical Breakdown, we will reimburse for actual expenses incurred for substitute transportation at a maximum daily rental rate of twenty dollars (\$20), not to exceed a total of six (6) days. One (1) day's rental shall be allowed for each eight (8) hours, or portion thereof, of labour hours required as listed in the applicable rate repair manual.

PICK-UP

In the event of a covered Mechanical Breakdown, we will reimburse for reasonable pick-up charges, not to exceed fifty dollars (\$50), to have the vehicle picked up and taken to a repair facility.

EMERGENCY ROADSIDE ASSISTANCE (On-Road Motorcycles and Scooters Only):

24-Hour Emergency Roadside Assistance up to one hundred dollars (\$100.00) per occurrence with a limit of five (5) occurrences. Includes the following services:

- **Towing Assistance**
- **Flat Tire Assistance**
- **Fuel, Oil, Fluid or Water Delivery Service**
- **Lock-Out Assistance**
- **Battery Service**



XTENDED SERVICE AGREEMENT PROGRAMS





GENERAL PROGRAM OVERVIEW

- Underwritten by Trisura Guarantee Insurance Company, an A rated Canadian insurer.
- Exclusionary coverage
- Customer can use any licensed repair facility
- \$0 deductible options for New Units, \$50 for Used Units with the option to buy down the deductible to \$0
- Consumer facing website that highlights Xtended program offering
- Coverage across Canada and the United States
- Post Sale Program – allows the sale of a service contract on a used unit after the point of sale of the unit
- Profit Share Program
- Loyalty Transfer Credit program
- No Charge Back Protection option



ELIGIBILITY

- Current +6 model years (older unit surcharge starts at +5 model years with limited terms)
- Unit must have a minimum of 30 days remaining on the manufacturer's full warranty to qualify for New rates



INELIGIBILITY

- If the vehicle is or was used for any form of competitive driving or racing, or the vehicle had been declared a total loss, salvaged or junk vehicle.
- Units that are part of a golf course fleets or golf course fleet use.
- Units with less than 6 months original manufacturer's warranty



Eligible Vehicle Coverage for:

- Electric/Hybrid Vehicles
- Powertrain Performance Modifications
- Suspension and Tire Modifications
- Turbo/Supercharger
- Commercial Usage
- Snow Plow Usage



ELECTRIC / HYBRID VEHICLE:

Coverage is provided for the propulsion battery. The propulsion battery pack has suffered a Mechanical Breakdown only with it retains less than 70% of its original charge-holding capacity. The propulsion battery pack may be repaired, replaced with a rebuilt unit, replaced with aftermarket unit, or replaced with a new unit at the sole discretion of the Administrator.

TURBO / SUPERCHARGER:

Coverage for units equipped with an original equipment or an aftermarket Turbocharger or Supercharger. Units with aftermarket equipment also attract the mandatory modification surcharge.

COMMERCIAL USAGE:

Coverage for Commercial Use units. Emergency Roadside Assistance Benefits are not available on any Commercial Use units.

SNOW PLOW:

Coverage for units equipped with a snow plow or snow plow attachments used for plowing. The snow plow and its associated attachments are not covered.



POWERTRAIN PERFORMANCE MODIFICATIONS

- Modified vehicles with any of the listed powertrain modifications are eligible for Xtended coverage
- Surcharge applies
- Eligible modifications;
 - ✓ Performance Tuners / Chips
 - ✓ Engine Enhancements to include pistons, crankshaft, bearings, connecting rods, lifters, camshafts and pulleys
 - ✓ Fuel Management Systems
 - ✓ Aftermarket Turbocharger / Supercharger (housing and internal components)
 - ✓ Exhaust Header / Manifold and Muffler
 - ✓ Intake Manifold
 - ✓ Air Intake Tube / Pipe(s)
 - ✓ Throttle Body
 - ✓ PVT / CVT Drive / Driven Clutches (excluding wear parts)
 - ✓ CV Drive Axles



SUSPENSION AND TIRE MODIFICATIONS

Surcharge NOT required

- Vehicles with lifts less than 2 inches
- Vehicles with tires less than 2 inches larger than factory tires

Surcharge Required

- Vehicles with tires more than 2 inches larger than factory tires to a maximum of thirty-six (36) inches in diameter
- Vehicles with lifts more than 2 inches to a maximum of ten (10) inches
- Coverage includes aftermarket suspension control arms, sway / stabilizer bars and end links, springs, shocks; extended swing arms; roll cage
- Add-on lift kit parts and components such as spacers and portal units are NOT covered
- All modifications covered under the Suspension / Tire Modification surcharge must be made by the selling dealer or a licensed repair facility
- The Suspension / Tire Modification surcharge must be purchased on the contract purchase date



TERMS

New 12-60 months*

Used 12-36 months

*60 months terms not available for units with original manufacturer warranty greater than 12 months.

LIMITS OF LIABILITY

Per claim Value at the time of breakdown

Aggregate Original vehicle purchase price

ADDITIONAL BENEFITS

PICK UP (non-commercial units only)

Reimbursement up to one hundred dollars (\$100) per occurrence with a limit of five (5) occurrences in the event of a covered repair



XTENDED SERVICE AGREEMENT PROGRAMS



GENERAL PROGRAM OVERVIEW

- Underwritten by Trisura Guarantee Insurance Company, an A-rated Canadian insurer.
- Coverage across Canada and the United States
- Customer can use any licensed repair facility
- New units have a choose of a \$0, \$100 or \$500 deductible, while used units have a \$100 deductible.
- Selling Dealers do not require pre-authorization for covered repairs under \$1,500
- Consumer facing website that highlights Xtended program offering



ELIGIBILITY

- **NEW PRODUCT ELIGIBILITY:** Crafts must have an original manufacturer's warranty of at least one (1) year and cannot be longer than sixty-five (65) feet in total length.
- **USED PRODUCT ELIGIBILITY:** Crafts must have had an original manufacturer's warranty of at least one (1) year to qualify for Extended coverage. Used coverage is not available for Optimax, Diesel or commercial engines.
- **CRAFTS WITH INBOARD, STERN DRIVE AND OUTBOARD ENGINES:** For eligible crafts, up to 7+ model years.
- **PERSONAL WATERCRAFT:** For eligible crafts, up to 4+ model years



TERMS

NEW Inboard, Stern Drive, Jet Boat and Outboard
USED Inboard, Stern Drive, Jet Boat and Outboard

36 months to 84 months
12 months to 48 months

NEW Personal Water Craft
USED Personal Water Craft

24 months to 72 months
12 months to 24 months



LIMITS OF LIABILITY

- Per claim Value at the time of breakdown
- Aggregate Original vehicle purchase price

ADDITIONAL BENEFITS

HOIST/HAUL-OUT: A maximum of one hundred (\$100) dollars per occurrence, to facilitate diagnosis or repairs any time a covered component fails.

TOWING: One hundred (\$100) dollars per occurrence, for towing any time a covered component fails requiring the craft to be towed either in water or on land.

PICK-UP/DELIVERY: Coverage to Pick-up/Deliver the craft, limited to crafts up to 25 feet in length, if required to facilitate diagnosis or repairs any time a covered component fails.

OPTIONAL ACCESSORY PACKAGES

Accessory packages can be purchased as additional coverage to an Xtended Marine plan or as standalone coverage. The optional accessory packages available are:

- Cruising Package
- Navigation Package
- Runabout Package
- Sailboat Package
- Ski Boat Package
- Sport Fishing Package
- Trailer Package
- Generator Package

