



Things to Know About Warranty Store Version 4

This bulletin has been prepared to answer many questions about Warranty Store, Expert Protection's service policy submissions site.

Q: What payment methods are available to pay for contracts with the site?

A: You have the option to pay by check (Electronic Fund Transfer, also known as EFT) or credit card.

Q: Do I have to get set up for EFT?

A: Yes, and Expert Protection makes it easy. At the Order Information screen, simply click on "Apply for a new EFT Account" and follow the on-screen instructions.

Q: What do I do if my credit card does not have my first and last name on it, but only my company name?

A: Enter your company name exactly as it appears on your credit card statement in both the "First Name on Card" and "Last Name on Card" fields. It is also necessary to enter your address exactly as it appears on your credit card statement in the "Billing Address of Card" field.

Q: Do I have to re-enter my banking or credit card information during each submission session?

A: No. This site will retain your information making it unnecessary for you to re-enter your information during each session.

Q: Will I be given payment verification when paying for contracts?

A: Yes. If paying by credit card, enter your email address in the email address field at the bottom of the Order Information screen. You will be instantly emailed verification of all pertinent details of your order. If paying by EFT, make sure to enter your email address as part of the Account Holder Information when initially setting up the EFT in the website. At the time of the draft, an email notifying you of the draft will be sent to the address you provided and will include all of the pertinent details of the draft.

- Q: When do the transactions hit my credit card or bank account?
A: Credit card transactions are real time for security purposes. The EFT is sent to the bank on Sundays and will post to your bank account on Mondays, however the first time you use EFT the draft will happen the next business day to verify the accuracy of the information you entered.
- Q: How will the transactions appear on my credit card or bank statement?
A: Credit card and EFT transactions will appear as a lump charge for the group of contracts entered. For example, a submission that consists of ten \$45.00 contracts will appear as a single \$450.00 transaction.
- Q: How secure is the payment process?
A: It is completely safe and protected. For complete details on the administrator's Privacy Policy and security precautions click on "Privacy Policy" at the bottom of any page in the submissions site.
- Q: Can I add contracts to my shopping cart and pay for them at the time of my choosing?
A: Yes. The site will hold up to 100 contracts for up to 45 days.
- Q: How do I view contracts that I have entered during previous sessions?
A: After clicking on "Buy Contracts" at the left of the screen, a message will appear at the top of the screen alerting you that you have items in your cart that are unpaid for. Click on the link in that sentence and your previously entered contracts will be displayed.
- Q: How long can I be away from the computer while entering contracts?
A: Warranty Store will "time out" after 1 hour. After 1 hour has elapsed, you will be dropped from the site, but your entered contracts will be saved in your Shopping Cart. To re-enter Warranty Store, enter through your Brand Source Backroom (Brand Source dealers) or www.expertprotection.waca.com (Maytag Source dealers).
- Q: What do I do if I am being kicked out of the website while entering a contract?
A: At the top of your web browser, click on "Tools", and then select "Internet Options". Next click on "Delete Cookies" and select "Yes". Next, click on "Delete Files" and select "Yes". If you have the website saved in your favorites, delete it and re-save it after following the process above. You need only go through this process once.
- Q: Does the administrator mail a contract to the customer?
A: No. You have 4 options available to you to get the contract to the customer. **Option 1** is to enter the customer's email address while keying in the customer information. If you do this, you will have the option to email the

contract to the customer from the website after you have checked out.
Option 2 is to give the customer a copy of the sales invoice with the Expert Protection policy itemized on it along with an Expert Protection Passport. The combination of the invoice and the Passport constitutes a contract.

Option 3 is to print the contract from the website and mail it to the customer.

Option 4 is to take advantage of a print and mail service that is available.

This service is provided for a small fee. For more information please email info@expertprotection.com.

Q: I have an employee enter the contracts for me. I'm not comfortable giving the employee the power to initiate a financial transaction. What can I do?

A: The best solution is to use EFT and check your order history on Friday morning, prior to the Monday morning draft. This will allow you to verify that the contracts entered during the week should be paid for.

Q: What can I do if I discover errors in the contracts that are set for drafting from my bank account on Monday?

A: You should email the administrator at request@waca.com, inform them of the correction, and the administrator will make the correction.

Q: What do I do if I need to cancel a contract?

A: Click "Contract Cancellation" at the left side of the screen, search the contract and click "Cancel". You will be refunded by check. The amount due you will vary depending on how long after the purchase you are canceling the contract.

Q: Who do I call if I am having problems with the new website?

A: You should contact Eileen Black at (800) 822-9222. Eileen is available during normal business hours Eastern Time

If you have any other questions about the site or the contract submissions process, please contact your Brand Source National Market Manager