
CONTRACT PROVISIONS - PART B

SECTION I. DEFINITIONS

In this Contract, certain words that appear in **bold** have the following special meanings:

“**We**”, “**Us**”, “**Our**”, “**Administrator**” and “**Service Provider**” mean Mercury Select Management Company, Inc.

“**You**”, “**Your(s)**”, and “**Contract Holder**” mean the person named as the registered owner of the covered **Vehicle** identified in the Application.

“**Vehicle**” means only the private passenger automobile or truck listed as the covered **Vehicle** in the Application, which is used solely for personal and private use. (Limited commercial usage is available at additional cost.)

“**Diesel Engine Warranty Component**” means any component originally covered by the **Vehicle** Manufacturer’s Diesel Engine Warranty issued to the first retail owner.

“**Mechanical Breakdown**” means the inability of a properly maintained component to function as intended by the manufacturer, **except as specifically set forth herein**. Note: Minor loss of fluid is considered normal and does not constitute a **Mechanical Breakdown**.

“**Repair Cost**” means the parts and labor expense necessary to repair or replace any **Covered Component** that is the result of a covered **Mechanical Breakdown**, except as specifically set forth herein. **We may use replacement components of a like kind and quality that may be rebuilt, remanufactured, or used**. Parts pricing will be determined by the lesser of **Your Vehicle** manufacturer’s suggested retail price or the suggested retail price of a like kind and quality part, whichever is authorized by **Us**. Labor will be determined by a current nationally recognized flat rate labor guide. **Repair Cost includes the required taxes associated with the covered Mechanical Breakdown, and excludes shop supplies and environmental disposal charges.**

- **For Platinum coverage, Repair Cost does NOT include excluded items.**

“**Deductible**” is the amount shown on the signed Application that **You** are responsible to pay for each covered repair visit. If a previously **Covered Component** fails for a subsequent time during the term of this Contract, no **Deductible** shall apply to those subsequent repair visits, unless additional **Covered Components** not previously covered are also being repaired.

“**Maintenance Records**” means the original verifiable receipts or invoices which confirm that all **Vehicle** maintenance has been performed as required by this Contract. Refer to Conditions of Coverage and the Vehicle Maintenance sections of this Contract.

“**Prior Authorization**” means **You** must obtain authorization and ensure that an approval number is issued by **Us** prior to any repairs being performed on the **Vehicle**. However, also see Section IV, Conditions of Coverage, Subsection 3, related to Emergency Repairs.

“**Commercial Use**” means, but is not limited to, the use of **Your Vehicle** for activities such as farming, ranching, rodeo, route work, job-site activities, deliveries, service calls, construction, hauling, daily rental, or carrying passengers for hire, whether **Your Vehicle** is licensed, registered or titled for commercial purposes or not, or licensed, registered or titled to a corporation or not.

- **Certain types of Commercial Use are allowed only if You have paid the Commercial Use surcharge at the time of application for this Contract.**
- **Surcharged Commercial Use coverage absolutely excludes Vehicles that are being used for, or will be used for, the following types of Commercial Use: taxi, rental, mail carrier, snow plow, oil field, police or security, ambulance, shuttle service, tow truck, auto transport, road construction, fire or rescue, waste removal, dump truck, winch truck, hazardous material transportation, racing or competitive driving or any military/federal/state/city/government use.**

“**Actual Cash Value**” means the average trade-in value of **Your Vehicle** as published in the Kelley Blue Book Used Vehicle Value Guide at the time of the **Mechanical Breakdown**, adjusted for the current **Vehicle** mileage, any physical damage, and factory installed optional equipment.

“**Covered Component**” under Platinum Coverage means a component of **Your Vehicle** that is not excluded in this Contract.

“**Road Hazard**” means any foreign object accidentally driven over on a public highway or road.

SECTION II. WHAT THIS CONTRACT COVERS

COVERAGE A. MECHANICAL BREAKDOWN REIMBURSEMENT

During the term of this Contract, **We** will reimburse **You**, or an authorized repair facility, the **Repair Cost** to repair or replace any **Covered Component** of **Your Vehicle** that has experienced a **Mechanical Breakdown**, less the applicable **Deductible**. **Under all Coverages the Mechanical Breakdown must occur and be reported during the term of this Contract. Coverage for any Mechanical Breakdown under any Coverage is subject to the terms and conditions of this Contract, including the Application.** In addition, **You** are responsible for paying the **Deductible** for a repair or replacement of **Covered Components** for each repair visit, and **You** are responsible for paying the cost to repair or replace any non-covered items or service.

OUR MAXIMUM LIABILITY UNDER THIS CONTRACT IS LIMITED TO THE LESSER OF THE ACTUAL CASH VALUE OF YOUR VEHICLE OR THE ACTUAL REPAIR COST, LESS ANY APPLICABLE DEDUCTIBLE.

FOR USED CAR SERVICE CONTRACTS: MINNESOTA STATUTE 325F.662, SUBD 2, PROVIDES FOR EXPRESS WARRANTY COVERAGE ON USED VEHICLES AS FOLLOWS:

- 1. IF THE USED MOTOR VEHICLE HAS LESS THAN 36,000 MILES, THE WARRANTY MUST REMAIN IN EFFECT FOR AT LEAST 60 DAYS OR 2,500 MILES, WHICHEVER COMES FIRST;**
- 2. IF THE USED MOTOR VEHICLE HAS 36,000 MILES OR MORE BUT LESS THAN 75,000 MILES, THE WARRANTY MUST REMAIN IN EFFECT FOR AT LEAST 30 DAYS OR 1,000 MILES, WHICHEVER COMES FIRST.**

ALL COVERAGE PROVIDED FOR YOUR VEHICLE UNDER THIS CONTRACT SHALL EXCLUDE COVERAGE CURRENTLY IN FORCE UNDER ANY EXPRESS WARRANTY PROVIDING THE SAME COVERAGE FOR SUCH VEHICLE AS OUTLINED ABOVE.

PLATINUM COVERAGE

Under Platinum Coverage, **We** will reimburse **You** or an authorized repair facility the **Repair Cost** to repair or replace any **Component** of **Your Vehicle**, not excluded under SECTION III. WHAT IS NOT COVERED, that has experienced a **Mechanical Breakdown**, less the applicable **Deductible**.

COVERAGE B. TOWING/ROAD SERVICE & LOST KEY/LOCK OUT

- In the event **Your Vehicle** becomes disabled or inoperable during the term of this Contract, TOWING/ROAD service is available.
- In the event the keys to **Your Vehicle** are lost, broken, or locked in **Your Vehicle** during the term of this Contract, Lost Key/Lockout service is available.
- **You** only pay for any amounts that may exceed the coverage limits, \$75.00 **per occurrence** for Towing/Road service and \$35.00 **per occurrence** for Lost Key/Lockout service.
- To report a claim involving a **Mechanical Breakdown**, or for coverage questions, please call the National Claims Service toll-free number 1-800-654-8455.
- To utilize the Towing/Road Service or Lost Key/Lock Out services call 1-888-749-6233 and provide **Your Vehicle's** Identification Number (VIN). A contractor will be dispatched to **You**, or, **You** may select **Your** own licensed contractor and submit **Your** paid receipts to **Us** for reimbursement, limited to the amounts covered by this Contract.

COVERAGE C. RENTAL VEHICLE REIMBURSEMENT

In the event a **Mechanical Breakdown** of a **Covered Component** requires that **Your Vehicle** be kept by a repair facility, **You** may wish to rent a substitute vehicle. The substitute vehicle must be rented from a licensed rental agency or the repair facility. Reimbursement is valid only for actual and verifiable expenses incurred from the date of the covered **Mechanical Breakdown** until the date repairs are completed, and excludes any expense for mileage, gasoline, maintenance or insurance charges. Rental Vehicle Reimbursement will not exceed \$180.00 per repair visit for the entire period required to complete repairs, subject to the schedule below. If repairs are delayed due to parts unavailability, which is confirmed by **Us**, **You** may receive reimbursement for up to 4 additional days of Rental Vehicle Reimbursement per repair visit (limited to \$30 per day for a maximum of \$120), provided a separate additional authorization is obtained from **Us**. Rental Reimbursement is subject to the following schedule:

Authorized Repair Cost	Maximum Cost Reimbursement
\$0 to \$200	\$30.00
\$201 to \$500	\$60.00
\$501 to \$800	\$90.00
\$801 to \$1,200	\$120.00
\$1,201 to \$1,800	\$150.00
\$1,801 and over	\$180.00

COVERAGE D. TIRE PROTECTION REIMBURSEMENT

Until the expiration of this Contract or a tread depth of 3/32 of an inch, whichever comes first, **We** will reimburse **You** for the repair or, if necessary, the replacement of any of **Your Vehicle's** tires (original equipment size only) that have become damaged or unsafe for use due to a **Road Hazard**.

- **In no event will Our liability for Tire Protection Reimbursement exceed \$125.00 per repair visit or \$500.00 during the term of this Contract.**
- Rental Vehicle and Emergency Trip Interruption Reimbursement coverage is not applicable to any claim **You** may have under the Tire Protection Reimbursement.

COVERAGE E. EMERGENCY TRIP INTERRUPTION REIMBURSEMENT

If a covered **Mechanical Breakdown** disables **Your Vehicle** overnight more than 100 miles from **Your** residence, **We** will reimburse **You** for the verifiable and receipted expenses **You** incur for food and accommodations for the first three consecutive days while **Your Vehicle** is being repaired.

- **Reimbursement will not be provided for the purchase of alcoholic beverages.**
- **Reimbursement is limited to a maximum of \$75.00 per day and will not exceed \$225.00 per occurrence.**

Note: No Deductible applies to Coverage B., C., D., or E.

COVERAGE F. SPECIAL ELECTRONICS PACKAGE

If **You** selected and paid an additional charge for the Special Electronics Package as shown on **Your** Application, the following additional components of **Your Vehicle** will be covered under this Contract: GPS/Navigation System; Night Vision system; and Video components including TV/VCR/DVD/Video Game Player.

- **This coverage applies to manufacturer-installed base units only and does not include software contained therein, cleaning/adjusting, programming, or updates. In addition, the following items are excluded under this coverage: all media (for example, digital storage media, cassettes, compact discs, DVDs, and game cartridges), subscription fees or services, and all handheld wired or remote controls or devices including wiring to handheld devices.**
- Coverage for components specifically named in this section supersedes the exclusion of those components in Section III. What is Not Covered.
- This optional coverage requires payment of a surcharge and must have been selected at the time **You** purchased this Contract.
- **Component replacements are limited to one (1) occurrence during the term of this Contract.**

COVERAGE G. CONSEQUENTIAL LOSS

Your Contract provides coverage for the repair or replacement of non-covered components which are damaged by the failure of a **Covered Component**.

- **Consequential loss coverage shall not exceed a total aggregate payment of \$2,000.00 for the entire term of this Contract.**

Consequential loss coverage shall not apply to the repair or replacement of any component damaged by the failure of a non-covered component or by any excluded causes of damage listed in this Contract.

SECTION III. WHAT IS NOT COVERED

NOT ALL COMPONENTS OF YOUR VEHICLE ARE COVERED BY THIS CONTRACT. THE COMPONENTS AND CONDITIONS LISTED BELOW ARE SPECIFICALLY NOT COVERED BY THE TERMS OF THIS CONTRACT:

1. REPAIR OR REPLACEMENT OF COMPONENTS THAT ARE RECOMMENDED OR REQUIRED SOLELY BY THE ENACTMENT OF ANY LOCAL, STATE, OR FEDERAL LAW, RULE OR REGULATION. NOR DOES THIS CONTRACT COVER ANY REPAIR OR REPLACEMENT OF COMPONENTS RECOMMENDED OR REQUIRED SOLELY BY A MANUFACTURER'S TECHNICAL BULLETIN OR MANUFACTURER UPDATE WHEN NO FAILURE HAS OCCURRED.
2. NON-MECHANICAL, NON-ELECTRICAL, NON-PNEUMATIC OR NON-HYDRAULIC COMPONENTS; AUDIO SPEAKERS; BATTERIES; WATER AND WIND/AIR LEAKS; BUMPERS; CABLES; CHASSIS; CLAMPS; FASTENERS (I.E., NUTS, BOLTS, STUDS, CLIPS, ETC.)^[1]; CONVERTIBLE TOPS AND THEIR MECHANISMS^[2]; EXHAUST/EGR SYSTEM; AIR PUMP AND CATALYTIC CONVERTER, PCV SYSTEM; FUEL VAPOR RECOVERY SYSTEM; GASOLINE FUEL INJECTORS THAT DO NOT HAVE AN ELECTRICAL FAILURE; GLASS; HOSES; LINES AND FITTINGS^[3]; MIRRORS^[4]; MANUAL CLUTCH COMPONENTS; PASSENGER/DRIVER RESTRAINT SYSTEMS; SEAT COMPONENTS^[5]; SECONDARY IGNITION COMPONENTS; SUSPENSION SPRINGS; TELEPHONES; TORSION BARS; WHEELS; INTERNET COMPUTER; TELEMATIC SERVICES AND DEVICES (I.E., ONSTAR); NAVIGATION SYSTEM^[6]; VIDEO COMPONENTS^[6]; HEADS-UP DISPLAY^[6]; NIGHT VISION SYSTEMS^[6].

SUBSECTION 2 NOTES

- [1] FASTENERS (I.E., NUTS, BOLTS, STUDS, CLIPS, ETC.) ARE COVERED IN CONJUNCTION WITH A COVERED REPAIR.
 - [2] CONVERTIBLE TOP COMPONENTS: ONLY ELECTRIC CONVERTIBLE TOP MOTOR IS COVERED.
 - [3] BRAKE LINES/FITTINGS: ONLY METAL BRAKE LINES/FITTINGS ARE COVERED. FUEL LINES: ONLY METAL FUEL LINES ARE COVERED.
 - [4] MIRRORS: ONLY MIRROR MOTORS ARE COVERED.
 - [5] SEAT COMPONENTS: ONLY SEAT TRACKS, MOTOR, AND TRANSMISSION ARE COVERED.
 - [6] NAVIGATION SYSTEM, VIDEO COMPONENTS, HEADS-UP DISPLAY, AND NIGHT VISION SYSTEMS ARE COVERED ONLY WHEN YOU HAVE PURCHASED THE SPECIAL ELECTRONICS PACKAGE.
3. NORMAL MAINTENANCE AND SERVICE ITEMS; ALIGNMENTS; ADJUSTMENTS; CALIBRATIONS; SOFTWARE UPDATES; CLEANING; NON-PUBLISHED DIAGNOSTIC LABOR; FILTERS/FLUIDS/LUBRICANTS/REFRIGERANTS^[1]; A/C ACCUMULATOR/DRIER^[2]; FUSES; LIGHTS/BULBS/LENSES ASSEMBLIES; WEAR ITEMS; ACCESSORY DRIVE BELTS; BRAKE PADS/SHOES/DRUMS/ROTORS; SHOCKS; STRUTS; TIMING BELTS THAT ARE WORN OR STRETCHED; AND WIPER BLADES.

SUBSECTION 3 NOTES

- [1] FILTERS/FLUIDS/LUBRICANTS/REFRIGERANTS ARE COVERED IN CONJUNCTION WITH A COVERED REPAIR.
 - [2] A/C ACCUMULATOR/DRIER ARE COVERED IN CONJUNCTION WITH COMPRESSOR REPLACEMENT.
4. ANY COMPONENT NOT SUPPLIED AS ORIGINAL EQUIPMENT BY THE VEHICLE MANUFACTURER.
 5. ANY MECHANICAL BREAKDOWN OR DAMAGE:
 - A. CAUSED BY IMPROPER AMOUNTS OR IMPROPER TYPES OF LUBRICANTS, COOLANTS, REFRIGERANTS OR FILTERS;
 - B. IF PRIOR AUTHORIZATION IS NOT GIVEN BY US PRIOR TO REPAIRS BEING PERFORMED (SEE CONDITIONS OF COVERAGE);
 - C. RESULTING FROM MISUSE OF, ALTERATION OF, TAMPERING WITH, DISCONNECTION OF, MISCHIEF OR VANDALISM TO, THE VEHICLE OR ANY OF ITS COMPONENTS, OR DAMAGES RESULTING FROM COLLISION, ACCIDENTS, WATER, FIRE, FREEZING, ACTS OF GOD, OR THEFT, WHILE THE VEHICLE IS OWNED BY YOU;
 - D. IF MAINTENANCE RECORDS HAVE BEEN REQUESTED BY US BUT CANNOT BE PRODUCED OR VERIFIED;
 - E. THAT OCCURS OR IS REPORTED AFTER THE EXPIRATION OF THIS CONTRACT, OR THAT OCCURS DURING THE VEHICLE MANUFACTURER'S WARRANTY PERIOD, OR A REPAIRER'S GUARANTEE;
 - F. IF YOUR VEHICLE'S ODOMETER IS INOPERATIVE, BEEN ALTERED OR TAMPERED WITH, WHILE THE VEHICLE IS OWNED BY YOU, OR AN EVENT HAS OCCURED WHILE THE VEHICLE IS OWNED BY YOU WHICH PREVENTS THE ACTUAL ACCUMULATED MILEAGE FROM BEING DETERMINED;
 - G. DUE TO CONTINUED OPERATION OF YOUR VEHICLE, OR FAILURE TO USE REASONABLE MEANS TO PROTECT YOUR VEHICLE FROM FURTHER DAMAGE, AFTER A FAILURE OCCURS (SEE CONDITIONS OF COVERAGE);
 - H. CAUSED BY ENGINE OVERHEATING OR LACK OF LUBRICATION DUE TO FAILURE OF A NON-COVERED COMPONENT.

6. WE WILL NOT COVER ANY OF THE FOLLOWING:

- A. ANY CHARGES, COSTS, EXPENSE, INCONVENIENCE, LOSS OF TIME, LOSS OF INCOME OR ANY OTHER CONSEQUENTIAL LOSSES ARISING FROM A MECHANICAL BREAKDOWN NOT SPECIFICALLY COVERED BY THIS CONTRACT, OR ANY OTHER EXPENSES YOU INCUR NOT SPECIFICALLY COVERED BY THIS CONTRACT;**
- B. IF YOUR VEHICLE IS USED FOR, EQUIPPED FOR OR IDENTIFIED AS A: SNOW PLOW, RACING, EMERGENCY, DELIVERY VEHICLE, OR COMMERCIAL VEHICLE (LIMITED COMMERCIAL USE IS AVAILABLE ONLY IF THE PROPER SURCHARGE HAS BEEN PAID);**
- C. GRINDING OF VALVES OR OTHER COMPONENT REPAIRS TO IMPROVE COMPRESSION OR CORRECT OIL CONSUMPTION WHEN A DEFINED MECHANICAL BREAKDOWN HAS NOT OCCURRED;**
- D. IF ANY ALTERATIONS OR MODIFICATIONS HAVE BEEN MADE TO YOUR VEHICLE, OR YOU ARE USING OR HAVE USED YOUR VEHICLE IN A MANNER NOT RECOMMENDED BY THE MANUFACTURER (EXAMPLES INCLUDE, BUT ARE NOT LIMITED TO: ANY CUSTOM OR ADD-ON PART; ALL FRAME OR SUSPENSION MODIFICATIONS; LIFT KITS; OVERSIZED TIRES; HEAVY DUTY TRAILER HITCHES; EMISSIONS AND/OR EXHAUST SYSTEMS MODIFICATIONS; ENGINE MODIFICATIONS; ENGINE OVER-REVVING; IMPROPER SHIFTING).**

IN THE SITUATIONS COVERED BY 5.D., 5.F., 6.B. AND 6.D. ABOVE, OR IN THE EVENT YOUR VEHICLE IS REPOSSESSED, HAS EVER BEEN DECLARED A TOTAL LOSS, IS A SALVAGE OR REBUILT VEHICLE, WE MAY CANCEL THIS CONTRACT. ALSO, SEE THE PROVISIONS CONTAINED IN SECTION V. GENERAL PROVISIONS, SUBSECTION I. CANCELLATION.

SECTION IV. CONDITIONS OF COVERAGE

You have specific duties that must be performed by **You** before **We** will be liable for payment of claims under the terms of this Contract. They include:

1. VEHICLE MAINTENANCE:

- A. In addition to the maintenance items set forth below, **You** should check **Your Vehicle's** engine oil and automatic transmission fluid levels at each fuel stop. **You** must perform the following maintenance items to qualify for coverage under this contract:
 - a. Engine oil and filter changes for non-turbo or non-supercharged engines must be performed at least every 7,500 miles.
 - b. Engine oil and filter changes for turbo or supercharged engines must be performed at least every 5,000 miles.
 - c. During engine oil and filter services all fluids and lubricant levels must be checked and filled as necessary. Additionally, CV Boots must be inspected for failure or damage and repaired as necessary.
 - d. The following services **MUST** be performed within each of the following odometer reading ranges: 30,000 - 35,000, 75,000 - 80,000 and 95,000 - 100,000 miles:
 - i. Change automatic transmission fluid and filter. Note: automatic transmission service performed between 75,000 - 80,000 is reimbursable under this Contract.
 - ii. Change lubricant in Manual Shift Transmission and adjust clutch as required.
 - iii. Change lubricant in differentials.
 - iv. Change lubricant in transfer case.
 - v. Replace air and fuel filters.
 - vi. Flush radiator and replace coolant.
 - vii. Repack wheel bearings.
 - e. Engine timing belt(s) must be replaced on or before the odometer reading of 60,000 miles.
 - f. If **Your Vehicle** utilizes a timing belt(s) and the beginning odometer reading listed on the contract application exceeds 60,000 miles, **You** must perform a timing belt(s) service within 5,000 miles of the application mileage reading.**
- B. **You** MUST retain **Maintenance Records**, as defined herein. If **You** perform maintenance on the **Vehicle Yourself**, **You** must maintain a log showing the date, mileage and type of maintenance service performed. **You** must also keep receipts for the purchase of the products used to perform the maintenance service (e.g., lubricants and filters).**
- C. In the event of a **Mechanical Breakdown**, **You** may be requested to provide all **Maintenance Records** proving that proper maintenance has been performed before a **Mechanical Breakdown** for certain components will be covered under this Contract, regardless of where or by whom maintenance is performed.**
- D. **CAUTION: Failure to provide all requested Maintenance Records may cause denial of benefits under this Contract.** A Routine Maintenance and Repair Log is provided to assist **You** in recording the maintenance services performed on **Your Vehicle**, regardless of where and by whom the maintenance is performed.**

*Refer to **Your Vehicle** manufacturer owner's manual for all recommended maintenance services. If **You** do not have a **Vehicle** owner's manual, **You** may either purchase one from a franchise dealer or **You** may contact **Us** and **We** will provide information to **You** regarding recommended maintenance service information, when it is available.*

2. WHAT TO DO WHEN A BREAKDOWN OCCURS: You are responsible for all expenses and **Repair Costs** if it is determined that the **Mechanical Breakdown** is not covered by the terms of this Contract. If **Your Vehicle** has a **Mechanical Breakdown**:

- A. **You** MUST use all reasonable means to protect **Your Vehicle** from further damage. Example: Activated warning lights, such as oil or temperature lights in the dashboard, indicate that **You** should stop operating **Your Vehicle** immediately. If **Your Vehicle** is disabled, or if it is unsafe to continue to drive **Your Vehicle**, **You** may wish to arrange for towing.
- B. **You** MUST have the repair facility contact **Us** immediately after the **Vehicle** is brought in for service, and again when a cause of failure and **Repair Cost** is determined during **Our** normal business hours (Monday through Friday, 8:00 a.m. - 7:00 p.m., and Saturday 8:00 a.m. – 2:00 p.m., Central Time). It is **Your** responsibility to authorize the repair facility to perform any diagnosis or teardown that is necessary to determine the cause of failure and **Repair Cost**. National Claims Service toll-free number is **1-800-654-8455**.
- C. **We** may require inspections of the **Vehicle** to verify the reported cause of failure and extent of the damage.
- D. **You** MUST NOT authorize repairs until **We** verify that the **Mechanical Breakdown** is covered by this Contract and **We** have issued an approval number. **Maintenance Records** may be requested from **You** before an approval number can be issued.
- E. If payment for an authorized claim is not made to an authorized repair facility, **We** will reimburse **You** directly. To receive reimbursement of **Your** authorized claim, please mail a copy of the paid receipt itemizing the charges **You** paid. The receipt must also include **Your** signature, the date of repair, the odometer reading, the **Prior Authorization** number, **Your** telephone number, Vehicle Identification Number, and the identity of the repairer. **You** are responsible for any expenses that are not covered by this Contract, including the **Deductible**.
- F. **Documents requesting reimbursement for Your authorized claim must be received within 180 days of the date We provided the approval number. If the required documentation is not received within that time, Your claim will be denied.**

3. EMERGENCY REPAIRS: A **Mechanical Breakdown** may occur that is unexpected, and is of a serious and urgent nature which renders the **Vehicle** inoperable or unsafe to operate during a weekend or after **Our** normal business hours (Monday through Friday, 8:00 a.m. - 7:00 p.m., and Saturday 8:00 a.m. – 2:00 p.m., Central Time). In this case, if **You** are unable to reach **Us** to obtain **Prior Authorization** before repairs are fully completed, **You** may, at **Your** own discretion, wish to authorize the necessary emergency repairs. However, **if any portion of the repairs is being performed during Our normal business hours, You must have the repair facility contact Us as soon as our normal business hours commence and prior to the repairs being completed, or Your claim may be denied. You are responsible for all expenses and Repair Costs if it is determined that the Mechanical Breakdown does not qualify as an Emergency Repair as defined by this Contract.**

In the case of "Emergency Repairs", complete the Emergency Claim Reimbursement Form and mail it to Mercury Select Management Company, Inc., (P.O. Box 728866, Oklahoma City, OK 73172-8866) within 30 days of the date of repair, and include all original paid receipts, **Maintenance Records**, **Your** Contract number, telephone number, and an explanation of the circumstances surrounding the failure. **Your** Emergency Repairs claim will be processed according to the terms and conditions of this Contract. **We** will contact **You** if additional information is needed. If **We** do not receive the required documentation within 30 days of the date of repair, **Your** claim may be denied.

SECTION V. GENERAL PROVISIONS

1. This is a **Vehicle** Service Contract between **You** and **Us**. It is **NOT** an automobile liability or physical damage insurance policy, nor a warranty or guaranty. It does **NOT** comply with any financial responsibility law or cover consequential loss of any kind.

2. **Contract Period:** This Contract begins on the Application date and expires at 12:01 a.m. on the expiration date defined in the application, or when the number of miles defined as the expiration mileage in the Application appears on **Your Vehicle's** odometer, whichever occurs first.

3. **Territory:** This Contract applies to **Mechanical Breakdowns** occurring only within the United States of America and Canada.

4. **No Benefit to Bailee:** This Contract shall not, directly nor indirectly, benefit any carrier or bailee for hire.

5. **Your Assistance and Cooperation:** If **We** request **Your** assistance, **You** agree to cooperate with **Us** in investigating any claim under this Contract, in making settlements, and in enforcing any right of contribution or indemnity against any manufacturer or repairer that may be responsible to **You** for the **Repair Cost** of any **Mechanical Breakdown** covered by this Contract. Unless **We** expressly authorize **You** to do so, **You** agree that **You** will not assume any obligation or incur any expense in this regard, except at **Your** own expense. **We** may request **Your** assistance and cooperation on **Our** behalf.

6. **Transfer:** This Contract is solely for **Your** benefit; however, if **You** sell **Your Vehicle** to another individual, the remaining coverage under this Contract can be transferred one time to the new owner prior to the Contract expiration date, provided that:

- A. All the original manufacturer's warranties are also transferred to the new owner;

- B. Your Vehicle has not been sold or traded to or through an automobile dealer, auto broker, auto auction or financial institution.
- C. You provide the new owner all Maintenance Records confirming that Your Vehicle has had all required maintenance and servicing. Both You and the new owner are responsible for ensuring that all Maintenance Records for Your Vehicle are available for review in case of a Mechanical Breakdown.
- D. You complete the Transfer Request Form and mail it to Us within fifteen (15) days of a change of ownership, to the address listed below. Be sure to include:
 - i) a certified odometer statement for Your Vehicle, and
 - ii) a \$50.00 transfer fee.

Note: If the original Contract Holder becomes deceased during the term of this Contract, the Contract will automatically extend to: 1) the original Contract Holder's surviving spouse or heir, or, 2) the original Contract Holder's legal representative while acting within the scope of his/her duties as such.

7. **Cancellation:** You may cancel this Contract by mailing to Us within 30 days of the date You wish to cancel: 1) this Contract, 2) a signed cancellation request stating the date of cancellation, and 3) a certified odometer statement. If You cancel within sixty (60) days of purchase and no claims have been paid, We will refund the total charge You paid for this Contract and this Contract will be considered void. If You cancel within sixty (60) days of purchase and had a claim during that period, or You cancel after the expiration of sixty (60) days of purchase, Your refund will be prorated based upon the amount You paid for this Contract and the number of days or odometer miles this Contract has been in force, in relation to the time and mileage terms of this Contract, whichever refund amount is less. If You cancel this Contract after it has been in force for sixty (60) days, a \$35.00 cancellation fee will be withheld from any refund made.

We may cancel this Contract for any of the following reasons: 1) repossession or total loss of Your Vehicle; 2) Your Vehicle's odometer has been altered or is inoperable anytime during the term of this Contract; 3) Your Vehicle has been altered or modified as set out in Section III, paragraph 6.D. herein; 4) Your Vehicle is used as set out in Section III, paragraph 6.B. herein; 5) material misrepresentation or fraud by You at any time relating to this Contract; 6) nonpayment of fees; 7) Commercial Use of Your Vehicle (except as allowed in this Contract with payment of the Commercial Use surcharge); or, 8) if You fail to maintain Your Vehicle according to the manufacturer's recommendations. We will mail written notice to the address shown in the signed Application stating the reason for the cancellation, when the cancellation is effective and the amount of any refund due, at least fifteen (15) days prior to the cancellation date. The refund will be pro-rated based on the amount You paid for this Contract and the number of days or odometer miles this Contract has been in force, in relation to the time and mileage terms of this Contract, whichever refund amount is less.

Mercury Select Management Company, Inc. is insured to the extent of its obligations for **Mechanical Breakdown** under the Vehicle Mechanical Service Contract by a policy of insurance issued by American Mercury Insurance Company, P.O. Box 728866, Oklahoma City, Oklahoma 73172-8866, 1-800-654-8455. If for any reason You have not received payment or service on a claim within sixty (60) days of submission of proof of loss to the provider, or the provider fails to provide a refund, or otherwise does not fulfill its obligations under this Contract, You may make a claim directly with American Mercury Insurance Company at P.O. Box 728866, Oklahoma City, Oklahoma 73172-8866 or 1-800-654-8455.

NATIONAL CLAIMS SERVICE

1-800-654-8455



ISSUED BY:

MERCURY SELECT MANAGEMENT COMPANY, INC.

P.O. Box 728866

Oklahoma City, OK 73132-8866

For Towing/Road Service and Lost Key/Lockout Assistance, Call 1-888-749-6233

FL LIC. 60049