



*PROGRAM GUIDELINES*





MY REPRESENTATIVE IS: \_\_\_\_\_

PHONE: \_\_\_\_\_

FAX: \_\_\_\_\_

E-MAIL: \_\_\_\_\_

wtechautoads@amtrustgroup.com

AGENT/DEALER SERVICES: (800) 358-2655

MAZDA EXTENDED CONFIDENCE CLAIMS: (877) 727-6626

CUSTOMER SERVICE: (800) 973-7930

CANCELLATION QUOTES: (800) 973-7930

## HOURS OF OPERATION

### CUSTOMER SERVICE

MONDAY - FRIDAY 7 AM TO 7 PM CST/CDT  
SATURDAY 8 AM TO 5 PM CST/CDT

### MAZDA EXTENDED CONFIDENCE CLAIMS

MONDAY - FRIDAY 8 AM TO 5 PM PST

### ADMINISTRATIVE SERVICES

MONDAY - FRIDAY 8 AM TO 5 PM CST/CDT

### ROADSIDE ASSISTANCE

24 HOURS/DAY - 7 DAYS/WEEK



## MXConnect

Please visit [www.mxconnect.com](http://www.mxconnect.com) for helpful forms, program information, online quoting, contract issuance, reporting/remitting and viewing statements. MXConnect can also be used for initiating claims and reviewing claims' status. If you have not been provided login information and are interested in obtaining access for the MEC Program, please contact your Mazda Extended Confidence Representative for further information.

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**For general CUSTOMER SERVICE inquiries, please call (800) 973-7930**  
**For CLAIMS assistance on a Mazda vehicle, please call (877) 727-6626**



## PROGRAM SUMMARY

### Coverage Plans Available

**Total Confidence Coverage** - Virtually the entire vehicle (see section "What Is Not Covered" in the contract)  
**Powertrain Confidence Coverage** - Major Component Coverage Plan

### Deductibles

Zero and \$100

### Towing

Roadside Assistance provides towing to the nearest Mazda dealership up to a maximum of \$100.

### Substitute Transportation

If a Mazda vehicle requires a repair which is covered by the MEC Vehicle Service Contract, rental car benefits will be provided for alternate transportation (excluding insurance, gas, damage waiver deposit [if required], taxes, excess miles, etc.) at the maximum daily rates shown below. The total number of days of reimbursement for each occurrence shall not exceed four (4). Reimbursement is only applicable when substitute transportation has been provided through the Mazda Service Loaner Program or through an authorized rental agency. Rental Car Reimbursement is not subject to a Deductible. In addition, Rental Car Reimbursement will be made for failures covered by Mazda's New Vehicle Limited Warranty if Rental Car Benefits are not provided under such Limited Warranty and repairs are not otherwise excluded by this VSC.

#### Maximum Daily Rates

Authorized Rental Agency - \$30 per day up to a maximum of four days

Mazda Service Loaner Program - \$35 per day up to a maximum of four days

### Roadside Assistance

Roadside Assistance services come with the purchase of all Mazda Extended Confidence Vehicle Service Contracts and are equal to the term of the Mazda Extended Confidence Vehicle Service Contract.

Roadside assistance is available 24 hours a day by dialing 888-747-3100.

Towing to the closest Mazda dealer/retailer is provided at no charge up to a maximum of \$100 per occurrence. Battery jumps, flat tire changes, fuel delivery, lockout services and other practical and permissible services to assist the covered Mazda driver get back on the road are also available at no cost up to a maximum of \$100 per occurrence.

### Repairs

All covered repairs are made using **Mazda Genuine Parts**.

### Manufacturer Sponsored

The Mazda Extended Confidence program is the **ONLY** vehicle service contract program sponsored by the manufacturer/Mazda North American Operations.



# UNDERWRITING GUIDELINES

## PROCEDURES

1. **UNDERWRITING GUIDELINES AND ELIGIBILITY** vary according to the coverage selected.
2. **DEALER RATE:** Determine the rate based on the coverage, term and deductible selected, the vehicle's class and mileage restrictions.
3. **ALL APPLICABLE INFORMATION MUST BE INCLUDED ON THE APPLICATION.**

Some important items are:

- **VEHICLE PURCHASE PRICE:** Do not include taxes and registration fees.
- **CONTRACT PURCHASE PRICE:** The price you charge your customer for the contract.
- **DEDUCTIBLE OPTION:** Mark the appropriate box on the application for the deductible selected. Please choose the contract rate from the rate chart that corresponds to the selected deductible. If no deductible is selected, \$100 is standard.
- **TERM PLAN:** Some previously owned vehicles may be eligible for a New Term Plan (based on age and mileage). Please refer to the Eligibility Guidelines page to determine the plan for which the vehicle is eligible.
- **VEHICLE FEATURES:** Mark the appropriate box on the application for each feature listed, which applies to the vehicle.
- **VEHICLE IN-SERVICE DATE:** The Vehicle "In-Service" Date is REQUIRED for all Certified Pre-Owned Term Plans. This is the date the factory warranty was activated. Please obtain and verify PRIOR to selling the contract.
- **COVERAGE:** Mark the appropriate box on the application for the coverage selected. Vehicle must be listed on the Vehicle Class Listing with all options (Turbocharged, AWD Passenger Vehicle). Turbo class applies to all Turbocharged vehicles. If the vehicle model option combination is not listed, please call (800) 358-2655 for classification. All Wheel Drive (AWD) Passenger Vehicles are vehicles equipped with all wheel drive, but not for the purpose of off-roading.

## PROGRAM MATERIAL AND INFORMATION

**Dealers - TO OBTAIN MEC PROGRAM MATERIALS PLEASE CONTACT YOUR LOCAL MAZDA EXTENDED CONFIDENCE REPRESENTATIVE.** For additional general program information please contact Warrantech Automotive's Agent/Dealer Services Department at (800) 358-2655 or visit MXConnect.

**Sales Force -** To obtain MEC program materials please contact Warrantech Automotive, Inc. at [supplies@amtrustgroup.com](mailto:supplies@amtrustgroup.com) or visit MStore.



# TOTAL CONFIDENCE NEW TERM PLANS

## TOTAL CONFIDENCE NEW TERM PLANS

Calculated from Contract Purchase Date and zero (0) miles.

Coverage and term availability vary by vehicle mileage at the time of sale. Please refer to the Rate Guide for details.

This coverage terminates when the sum of the Contract Term Months and the Contract Purchase Date have been reached or when the Covered Vehicle's Odometer reaches the Contract Term Mileage, whichever occurs first, as shown on the Application Page.

Current and 4 previous model years at the time of sale.

### 0-12,000 INCEPTION MILES

4 YEARS	5 YEARS	6 YEARS	7 YEARS	8 YEARS	9 YEARS
48,000 Miles	48,000 Miles	48,000 Miles	48,000 Miles	48,000 Miles	48,000 Miles
60,000 Miles	60,000 Miles	60,000 Miles	60,000 Miles	60,000 Miles	60,000 Miles
75,000 Miles	75,000 Miles	75,000 Miles	75,000 Miles	75,000 Miles	75,000 Miles
100,000 Miles	100,000 Miles	100,000 Miles	100,000 Miles	100,000 Miles	100,000 Miles

### 12,001-24,000 INCEPTION MILES

3 YEARS	4 YEARS	5 YEARS	6 YEARS	7 YEARS	8 YEARS	9 YEARS
48,000 Miles	48,000 Miles	*48,000 Miles	48,000 Miles	48,000 Miles	48,000 Miles	48,000 Miles
60,000 Miles	60,000 Miles	60,000 Miles	60,000 Miles	60,000 Miles	60,000 Miles	60,000 Miles
75,000 Miles	75,000 Miles	75,000 Miles	75,000 Miles	75,000 Miles	75,000 Miles	75,000 Miles
100,000 Miles	100,000 Miles	100,000 Miles	100,000 Miles	100,000 Miles	100,000 Miles	100,000 Miles

### 24,001-36,000 INCEPTION MILES

3 YEARS	4 YEARS	5 YEARS	6 YEARS	7 YEARS
60,000 Miles	60,000 Miles	60,000 Miles	60,000 Miles	60,000 Miles
75,000 Miles	75,000 Miles	75,000 Miles	75,000 Miles	75,000 Miles
100,000 Miles	100,000 Miles	100,000 Miles	100,000 Miles	100,000 Miles

### 36,001-50,000 INCEPTION MILES

3 YEARS	4 YEARS	5 YEARS	6 YEARS	7 YEARS
75,000 Miles	75,000 Miles	75,000 Miles	75,000 Miles	75,000 Miles
100,000 Miles	100,000 Miles	100,000 Miles	100,000 Miles	100,000 Miles



# POWERTRAIN CONFIDENCE NEW TERM PLANS

## POWERTRAIN CONFIDENCE NEW TERM PLANS

Calculated from Contract Purchase Date and zero (0) miles.

Coverage and term availability vary by vehicle mileage at the time of sale. Please refer to the Rate Guide for details.

This coverage terminates when the sum of the Contract Term Months and the Contract Purchase Date have been reached or when the Covered Vehicle's Odometer reaches the Contract Term Mileage, whichever occurs first, as shown on the Application Page.

Current and 4 previous model years at the time of sale.

### 0-12,000 INCEPTION MILES

6 YEARS	7 YEARS	8 YEARS	9 YEARS
48,000 Miles	48,000 Miles	48,000 Miles	48,000 Miles
60,000 Miles	60,000 Miles	60,000 Miles	60,000 Miles
75,000 Miles	75,000 Miles	75,000 Miles	75,000 Miles
100,000 Miles	100,000 Miles	100,000 Miles	100,000 Miles

### 12,001-24,000 INCEPTION MILES

5 YEARS	6 YEARS	7 YEARS	8 YEARS	9 YEARS
	48,000 Miles	48,000 Miles	48,000 Miles	48,000 Miles
60,000 Miles	60,000 Miles	60,000 Miles	60,000 Miles	60,000 Miles
75,000 Miles	75,000 Miles	75,000 Miles	75,000 Miles	75,000 Miles
100,000 Miles	100,000 Miles	100,000 Miles	100,000 Miles	100,000 Miles

### 24,001-36,000 INCEPTION MILES

4 YEARS	5 YEARS	6 YEARS	7 YEARS
60,000 Miles	60,000 Miles	60,000 Miles	60,000 Miles
75,000 Miles	75,000 Miles	75,000 Miles	75,000 Miles
100,000 Miles	100,000 Miles	100,000 Miles	100,000 Miles

### 36,001-50,000 INCEPTION MILES

3 YEARS	4 YEARS	5 YEARS	6 YEARS	7 YEARS
75,000 Miles	75,000 Miles	75,000 Miles	75,000 Miles	75,000 Miles
100,000 Miles	100,000 Miles	100,000 Miles	100,000 Miles	100,000 Miles



# USED TERM PLANS CERTIFIED PRE-OWNED TERM PLANS

## USED TERMS

Calculated from Contract Purchase Date and Odometer Mileage (at Contract Purchase Date).

Term availability varies by vehicle mileage at the time of sale. Please refer to the Rate Guide for details.

This coverage terminates when the sum of the Contract Term Months and the Contract Purchase Date have been reached or when the sum of the miles on the Vehicle's Odometer at Contract Purchase Date and the Contract Term Miles have been reached, whichever occurs first, as shown on the Application Page.

Current and 10 previous model years at the time of sale.

### 0-100,000 INCEPTION MILES

12 MONTHS	24 MONTHS	36 MONTHS
12,000 Miles	24,000 Miles	36,000 Miles

### 0-80,000 INCEPTION MILES

48 MONTHS
48,000 Miles

### 0-60,000 INCEPTION MILES

60 MONTHS
60,000 Miles

## CPO WRAP TERMS

### Total Confidence Coverage Only

Calculated from vehicle In-Service Date and zero (0) miles.

This coverage terminates when the sum of the Contract Term Months and the Vehicle In-Service Date have been reached or when the Vehicle's Odometer reaches the Contract Term Mileage, whichever occurs first, as shown on the Application Page.

Current and 6 previous model years at time of sale.

### 0-80,000 INCEPTION MILES

7 YEARS	8 YEARS	9 YEARS
100,000 Miles	125,000 Miles	125,000 Miles





## NEW & USED TERM PLANS ELIGIBILITY GUIDELINES

### NEW TERM PLANS

- Vehicle must be listed on the Vehicle Class Listing, with all options (Turbocharged, AWD Passenger Vehicle). **If the vehicle model option combination is not listed, please call (800) 358-2655 for classification.**
- Vehicle must be within current and 4 previous model years and have less than 50,000 miles at the time of vehicle sale.

### EXTENDED ELIGIBILITY REQUIREMENTS

For vehicles with more than 12,001 miles but less than 24,000 miles on the odometer at the time of contract sale; or

For vehicles with more than 24,001 miles but less than 36,000 miles on the odometer at the time of contract sale; or

For vehicles with more than 36,001 miles but less than 50,000 miles on the odometer at the time of contract sale;

- Require a different rate. See the Rate Guide for appropriate rate and mileage restrictions.
- **Extended Eligibility Vehicles (i.e. Service Drive Sales): (i) must be fully inspected for mechanical fitness and any covered part that is not functioning properly must be repaired or replaced prior to service contract sale, and (ii) must have an engine oil and filter change.**

**NOTE:** This coverage terminates when the sum of the Contract Term Months and the Contract Purchase Date have been reached or when the Covered Vehicle's Odometer reaches the Contract Term Mileage, whichever occurs first, as shown on the Application Page.

**Expiration is calculated from the Contract Purchase Date and zero (0) miles.**

### USED TERM PLANS

- Vehicle must be listed on the Vehicle Class Listing, with all options (Turbocharged, AWD Passenger Vehicle). **If the vehicle model option combination is not listed, please call (800) 358-2655 for classification.**
- Service contract **MUST BE PURCHASED AT THE TIME OF VEHICLE SALE.**
- **Vehicle must be fully inspected for mechanical fitness and any covered part that is not functioning properly must be repaired or replaced prior to service contract sale. Additionally, all vehicles must have an engine oil and filter change.**
- Vehicle must be within current and 10 previous model years at the time of vehicle sale.

**December 31 constitutes model year end.**

**See Rate Guide for mileage restrictions by Term.**

**NOTE:** This coverage terminates when the sum of the Contract Term Months and the Contract Purchase Date have been reached or when the sum of the miles on the Vehicle's Odometer at Contract Purchase Date and the Contract Term Miles have been reached, whichever occurs first, as shown on the Application Page.

**Expiration is calculated from the Contract Purchase Date and Odometer Reading at Contract Purchase Date.**



## CERTIFIED PRE-OWNED WRAP INELIGIBLE VEHICLES

### CERTIFIED PRE-OWNED WRAP

- Vehicle must be registered with Mazda as a Certified Pre-Owned vehicle.
- **Vehicle must be listed on the Vehicle Class Listing, with all options (Turbocharged, AWD Passenger Vehicle). If the vehicle model option combination is not listed, please call (800) 358-2655 for classification.**
- The Certified Pre-Owned Limited Warranty must be transferred to the current owner.
- “In-Service” date must be obtained and verified prior to the sale of the contract.

**NOTE:** This coverage terminates when the sum of the Contract Term Months and the Vehicle In-Service Date have been reached or when the Vehicle’s Odometer reaches the Contract Term mMileage, whichever occurs first, as shown on the Application Page.

**Expiration is calculated from the Vehicle’s “In-Service” Date and zero (0) miles.**

### INELIGIBLE VEHICLES

- Vehicles used for commercial purposes, which includes but is not limited to: farming or ranching, vehicles used for government purposes, pick-up and delivery service, company pool use or business travel when the vehicle is used by more than one driver, deliveries, service or repair calls, route work, job site activities.
- **Vehicles used in the following manner are EXCLUDED from all coverages:**
  - ~ Towing/wrecker service, road repair operations, snow plowing.
  - ~ Vehicles used for competitive driving, racing on-road/off-road or principally off-road use.
  - ~ Vehicles used for taxi, livery, rental, limousine or shuttle.
  - ~ Vehicles with non-standard equipment installed specifically to facilitate commercial use.
  - ~ Vehicles leased for less than 1 year.
  - ~ Vehicles modified for racing, off-road, fire services, police services or other performance or emergency use.
  - ~ All “Grey-Market” vehicles (including vehicles imported from Canada on which the manufacturer has nullified their own manufacturer’s warranty) and vehicles manufactured for purchase outside of the United States.

NOTE: Definition of Failure and Mechanical Breakdown - the inability of any covered part(s) to perform the function(s) for which it was designed due to defects in material or workmanship. Mechanical Breakdown does not include the gradual reduction in operating performance due to normal wear and tear, where a failure has not occurred. The manufacturer has established tolerances for the express purpose of defining failure and serviceability. When specifications exceed these manufacturer’s tolerances a failure will be considered to have occurred.



## DEALER BENEFITS REMITTANCE

### DEALER BENEFITS INCLUDE

- MEC offers Mazda dealers the ease and flexibility of managing and submitting claims using the same exact process already in place for Mazda New Vehicle Limited Warranty. See the Claims Guidelines section herein for full description and details.
- One Time Deductible Guarantee - Guarantees that the customer will pay a deductible only one time on the same covered part for the term of the contract.
- Parts and Labor - Labor time is paid at retail rates and is based on Mazda's Suggested Repair Time found in Warranty Wizard. Parts are paid MSRP as established by Mazda.
- MXConnect - Your source for online quoting, contract issuance, reporting/remitting, viewing statements and coverage verification. MXConnect can also be utilized for initiating claims and checking claims' status.

### BUSINESS REMITTANCE

Manual business is remitted to the following lockbox:

Warrantech Automotive, Inc.  
ATTN: Regional Lockbox TX1-0006  
PO Box 99404  
14800 Frye Road  
Ft. Worth, TX 76155

MXConnect business is remitted to the following lockbox:

Warrantech Automotive, Inc.  
ATTN: Regional Lockbox TX1-0006  
PO Box 99405  
14800 Frye Road  
Ft. Worth, TX 76155



# CANCELLATIONS TRANSFERS

## CANCELLATION PROCEDURE

Upon receiving a cancellation request submit the following information to the Administrator:

- The completed cancellation request form, signed by the contract Holder and a dealership representative.
- The original vehicle service contract or a notarized affidavit that the contract was destroyed or lost.
- An Official Odometer Statement or notarized affidavit verifying mileage at the time of request.
- If repossessed: Supply copy of repossession papers.
- If totalled: Supply copy of insurance company's verification of loss.
- If lien has been satisfied: Supply copy of discharge from lienholder.

See vehicle service contract for cancellation terms and conditions.

## TRANSFER PROCEDURE

In order to transfer this contract the customer must contact the Administrator and submit the following:

- Completed transfer form signed by original owner and new owner.
- A transfer fee of \$75 must accompany this form (Florida - \$40).
- A copy of documentation evidencing change of ownership and mileage at time of sale.

## TRANSFER CONDITIONS

- The contract cannot be transferred to another vehicle. It can only be transferred to a different owner of the same vehicle.
- The vehicle is subject to inspection.
- Transfer must take place within 30 days of change of ownership.
- All remaining underlying warranties must be transferred to the new owner.
- Copies of all maintenance records must be given to the new owner.
- The contract is transferable to someone to whom the customer sells or otherwise transfers their vehicle while their contract is still in force. contracts cannot be transferred if the title transfer of the vehicle passes through an entity other than the subsequent buyer, or the vehicle is sold or traded to a dealership, leasing agency or entity/individual in the business of selling vehicles. contracts can only be transferred once and must be initiated by the original contract Holder.
- Contracts on leased vehicles cannot be transferred, unless the vehicle is being purchased by the original lessee.

**NOTE:** Cancellation Request Form and Transfer Request Form can be found on MXConnect, located under Agent/Dealer Resources, Download Forms.



## CLAIMS GUIDELINES

MEC offers Mazda Dealers the significant benefit of processing MEC claims using the same Policies and Procedures used for Mazda New Vehicle Limited Warranty claims. Please follow the simple steps below:

### STEP ONE – MEC POLICY VERIFICATION

- Check the Vehicle Identification Number (VIN) in the Warranty Vehicle Inquiry Screen in eMDCS. The MEC contract terms and expiration dates/mileage will be listed under “Other Programs Applied.”

*Or, if the MEC contract is not yet listed in “Other Programs Applied”*

- Obtain a copy of the customer’s Application/Contract or I.D. Card and call (800) 973-7930 to verify that the vehicle has a valid MEC contract.

### STEP TWO – JUDGMENT AND SUBMISSION

#### Judgment

1. MEC claims are judged in the same manner as regular standard warranty claims. Use the current Mazda Warranty Policy & Procedures as a guideline.
  - If a warranty repair requires DSM authorization, the MEC claim will require DSM authorization
  - If a warranty repair requires MASH authorization, the MEC claim will require MASH authorization.
  - If a warranty repair has a sublet, the MEC claim must adhere to the same sublet requirements.
  - If a warranty repair has actual time, the MEC claim must adhere to the same actual time requirements.
  - If a warranty repair requires supporting documentation, photos, text, etc., the MEC claim must have the supporting documentation.
  - If a warranty repair has a qualifying rental or a service loaner, the MEC repair will need to meet the same criteria.
  - If a warranty repair requires a location code, battery code, or DTC, the MEC will also need to meet these same requirements.
2. MEC claims entry submission processing will follow the exact same rules as a regular warranty claim.
3. MEC claims processing can be verified using the same processing reports as regular warranty claims. Claims may be rejected, accepted, or denied. The processing time allowances will be the same as regular warranty claims; typically 30 days for claim submission and 14 days for appeals processing.
4. MEC claims payment verification will be conducted using the established warranty processing reports; Daily Claim/Appeal Processing Report and List of Claims Processed. Dealers are expected to monitor Warranty Schedules in a time sensitive manner to ensure expedient payment.
5. Warranty Policy & Procedures updates will be announced throughout the year using Warranty Bulletins. Warranty Bulletins may be incorporated into the next year’s Warranty Policy & Procedures as policy or procedural addition, revision or cancellation.

#### Submission

Process MEC claims in the exact same manner as a normal warranty claim.

1. Pay close attention to the claim repair date. This repair must indicate a valid repair and match the final repair punch flag.
2. Pay close attention the mileage entered on the claim.
3. Rental reimbursement will require a qualifying MEC repair. For validation purposes, enter the qualifying MEC repair prior to entering the rental/service loaner claim.



## NOTES

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**ADMINISTERED BY  
WARRANTECH AUTOMOTIVE, INC.  
P.O. Box 1009, Bedford, Texas 76095  
Florida License #60082**

ONLINE