



**VEHICLE SERVICE CONTRACT
CANCELLATION REQUEST**

Contract Number		Effective Date			Today's Date	
Customer				Phone		
Street						
City		State			Zip	
Issuing Dealer				Phone		
Street						
City		State			Zip	
Lienholder		VIN	Vehicle Year		Make	Model

DATE	TIME CALCULATION	MILEAGE	MILEAGE CALCULATION
Date of Contract Cancellation	Year Month Day	Odometer Mileage at Date of Cancellation	Miles
Date Contract Purchased	Year Month Day	Odometer Mileage at Time of Contract Purchase	Miles

- Cancellation requested by Customer
 Vehicle sale or trade-in
 Cancellation due to vehicle repossession
 (check will be made payable to Lienholder if evidence of repossession is included)

I understand that all refunds for cancellations will be determined by the provisions in the Contract issued to me.
Refunds due will be paid by the seller of the Vehicle Service Contract.

Customer Signature Date

Sales Representative Signature Date

In April of 2011, the Florida Office of Insurance Regulation issued a memorandum outlining how motor vehicle service agreement companies may demonstrate that refunds of unearned premium (due to cancellation) have been provided to the contract holder in the event such refunds are issued by the selling dealer or financial institution. For your reference, a copy of said memorandum is on the backside of this form. We appreciate your continued diligence in ensuring compliance with this notice.

**Mail to:
OwnerGUARD**

1785 Hancock Street, Suite 100 • San Diego, CA 92110-2051
Phone 619-228-0100 • FAX 619-321-0162



INFORMATIONAL MEMORANDUM

OIR-11-04M

ISSUED

April 11, 2011

Florida Office of Insurance Regulation

Kevin M. McCarty, Commissioner

ALL MOTOR VEHICLE SERVICE ASSOCIATIONS and PROPERTY AND CASUALTY COMPANIES with an AUTO WARRANTY LINE OF BUSINESS

The purpose of this memorandum is to provide guidance to motor vehicle service associations and property and casualty companies with an auto warranty line of business and notice to automobile dealers. Companies must demonstrate that refunds and other payments due consumers are being made in accordance with statutory provisions found in Sections 634.121 and 634.282, Florida Statutes. Below are examples of documentation acceptable for demonstrating that refunds of unearned premium due to cancelation, as well as refunds of overcharges or claims reimbursement, have been properly made to purchasers of motor vehicle service agreements.

Pursuant to Section 634.121, Florida Statutes, "The service agreement company remains responsible for full refunds to the consumer on canceled service agreements." In addition, Section 634.282, Florida Statutes, specifies that excess premiums or charges must be refunded within 45 days. Examples of the types of documentation which satisfactorily demonstrate that refunds of unearned premium due to cancelation as well as refunds of overcharges and claims reimbursement have been properly made to purchasers of motor vehicle service agreements include:

- Copy of the front and back of canceled check from the company or automobile dealer, or the issuing salesperson or agent, showing the full refund amount to the consumer.
- Copy of the front and back of canceled check to a financial institution or other settlement documentation showing payment to the lender for the full refund amount on behalf of the consumer or demonstrating that the full refund amount was applied to the consumer's outstanding loan balance.
- If the check was not negotiated by the consumer, evidence that the company informed the consumer of cancellation refund amount and directed the consumer to contact the salesperson or agent for the unpaid refund amount.
- Copy of buyer's order demonstrating that credit in the amount of the refund was applied to the purchase or lease of another vehicle.

This informational memorandum is not intended to provide an exhaustive listing of the detailed documentation acceptable to the Office; rather, it is to advise licensees of their statutory responsibility to maintain complete documentation that illustrates the timely and accurate refund or reimbursement to a Florida consumer.

If you have any questions regarding the content of this Memorandum, please contact Amy Groszos, Financial Administrator, Florida Office of Insurance Regulation at (850) 413-2434 or Amy.Groszos@flor.com.