



Growth and satisfaction with
**COMFORT PROMISE
PROTECTION PLANS**



**INCREASE
PROFIT**



**BUILD
LOYALTY**



**BRAND
PROTECTION**



Comfort
Promise

Dealer Benefits

- Create long-term interaction with consumers
- Incremental revenue with no inventory costs
- Easy-to-use website for order entry and claims
- Definite servicer on sold contracts
- Reduces billable items and concessionary spend
- Contracts are 100% backed and insured by an "A" rated underwriter
- Locked in reimbursement rates
- Profitable hourly labor reimbursement tiers

Consumer Benefits

- Peace-of-mind knowing their investment is protected
- Protection from costly repairs
- Service provided by a trusted partner
- Fully transferable with no added cost if they move during the term of their warranty
- Cost of the plan is generally less expensive than one repair
- Enhance and extend manufacturer's warranty
- No deductibles should service be needed

Frequently Asked Questions

Why should I offer my consumers Comfort Promise extended warranties?

Offering Comfort Promise warranties gives you the opportunity to clarify the manufacturer's limited warranty and also gives your consumers the choice to be protected from costly out of pocket expenses, should failures occur. Your company too deserves protection from costly expenses related to consumer concessions, as well as to be reimbursed for your services when unexpected failures occur in the early months or years following installations.

If I sell brands other than ICP, will Comfort Promise cover that equipment too?

No, Comfort Promise covers ICP equipment only.

What do Comfort Promise extended warranties cover?

Comfort Promise warranties cover repairs needed as a result of mechanical and electrical failures.

When will the Comfort Promise warranty take effect?

The labor portion of warranties can begin as early as thirty-one (31) days from installation date. If parts are included in the warranty sold then coverage begins upon expiration of the factory parts warranty. For all labor coverage, effective dates will be thirty-one (31) days after the contract is received by Comfort Promise.

How do I pay for Comfort Promise warranties that my consumers purchase?

Our user-friendly websites allow you to pay at purchase for each policy. Payment methods accepted include credit card, debit card, checking account, American Express Checkout, and Paypal.

Will my consumer be required to pay a deductible if they need to set up service?

No, consumers that purchase Comfort Promise extended warranties will not be required to pay a deductible when setting up a service call.

Will I be the preferred servicer for consumers that purchase a Comfort Promise warranty from my company?

Yes, if your company sells Comfort Promise warranties to consumers then you will have first right of refusal for all service calls that may be needed. Your company information will also print on the certificate of coverage that consumers will receive once the warranty is purchased.

Is annual maintenance required on equipment covered by Comfort Promise?

Yes, annual maintenance is a requirement of the Comfort Promise program and must be completed per the manufacturer's specifications. The annual maintenance requirement prints on the front page of the Certificate of Coverage and in the Terms & Conditions that consumers receive. If selected during claims processing, proof of annual maintenance of the covered equipment may be required.

Are Comfort Promise extended warranties only offered on new installations?

New equipment and previously installed equipment are eligible for coverage. Previously installed equipment must be in good working condition and coverage must be sold within sixty (60) months of installation. If purchased after twelve (12) months from installation, wait period is increased to ninety (90) days versus thirty (30) days if purchased within the first twelve (12) months from installation.

What trip and/or labor rates will I be paid for completed repairs?

Comfort Promise warranties have multiple reimbursement tiers so trip and labor rates will vary depending on the warranty sold. Reimbursement Tiers are as follows:

Tier	Trip Amount	Labor Rate	Part Allowance
Plan 1	\$40	\$70	\$35
Plan 2	\$65	\$85	\$35
Plan 3	\$85	\$100	\$35
Plan 4	\$95	\$125	\$35

Sign up today at: www.laborplans.aig

Limitations and exclusions apply. See terms and conditions. Extended warranty provided by member companies of American International Group, Inc. If service contract is paid monthly it will be subject to a 30 day wait period. Annual plans are subject to a 90 day wait period. If installing dealer is not available, we will locate nearest partner to handle service needs. For additional information, please visit our website at www.AIG.com.