

TRANSFERS

MCW vehicle service contracts can be transferred in the circumstances listed below

1. Vehicle is being sold to a private individual

- The benefits available in a transferred contract are only the balance of those remaining as of the date of the transfer. The original expiration date/mileage limits established when the contract was first sold still apply.
- There is a \$50 transfer fee that must be paid via check or credit card before a transfer is activated.
- Please send **all** the information listed below to customersupport@mcwc1.com. Please note that a transfer cannot be completed without **all** the information listed below:
 - Current contract holder's name, and contract number or VIN.
 - Exact mileage/hours at the time of transfer.
 - Exact date of transfer.
 - New contract holder's name, address, telephone number & email address.
- The new contract holder will be sent a revised contract when the transfer is complete.

2. Vehicle is being traded in at a dealership for another vehicle

- The remaining coverage on the contract can be transferred to the new vehicle. If the new vehicle has existing coverage through another provider (like a factory warranty), the balance of the contract benefits still remaining as of the date of transfer will be added to the end of the existing coverage. The original expiration date/mileage limits established when the contract was first sold still apply.
- Additional premium may be required based on the new vehicles make, model & engine size.
- There is a \$50 transfer fee that must be paid via check or credit card before a transfer is activated, (unless the dealer is an authorized MCW dealer, then this service is free).
- Please send **all** the information listed below to customersupport@mcwc1.com. Please note that a transfer cannot be completed without **all** the information listed below:
 - Contract holder's name, contract number, **and** VIN.
 - Exact mileage/hours of the previously covered vehicle at the time of transfer.
 - Exact date of transfer.
 - Dealer's name and email address.
- The contract holder will be sent a revised contract when the transfer is complete.

CANCELLATIONS & REFUNDS

MCW vehicle service contracts can be canceled in the circumstances listed below

1. Vehicle has been declared a total loss or repossessed

- The refund available from a contract on a vehicle that has been declared a total loss or repossessed is pro-rated based on the balance of the contract benefits remaining as of the date of the total loss or repossession.
- If the contract was included in the vehicle financing, any refund is due to the financial institution holding the primary lien on the vehicle.
- There is a \$50 service fee that will be deducted from any refund paid under this provision.
- Please send **all** the information listed below to customersupport@mcwc1.com . Please note that a refund cannot be completed without **all** the information listed below:
 - Contract holder's name, and contract number or VIN.
 - Exact date and mileage at time of loss or repossession
 - Proof of total loss or repossession (police report, insurance report, bank report, etc.).
 - Lienholder's name, address, email (if contract was included in the financed amount).

2. All other situations

- To determine the cancellation eligibility of your contract for all other circumstances, please review the Terms & Conditions section of your contract. Cancellation terms also vary from state to state and may grant you additional rights.