

Registration Page

Contract Number	Coverage
	Ambassador Elite
Contract Holder Information	
Contract Holder:	State:
Contract Holder:	Zip:
Address:	Home Phone:
City:	Cell Phone:
Seller Information	
Protect My Car	844-556-4762
14100 58 th Street North	www.protectmycar.com
Clearwater, FL 33760	support@protectmycar.com
Vehicle Information	
Year:	Make:
Model:	VIN:
Ambassador Elite Contract Information	
Contract Term (Months):	Expiration Date:
Contract Sale Date:	Contract Purchase Price:
Current Odometer:	
SAMPLE	

Protect My Car LLC
AMBASSADOR ELITE Contract

DEFINITIONS

This CONTRACT contains words and phrases that have a particular meaning and appear throughout this CONTRACT. This section defines the words that are used throughout the CONTRACT.

WE, US, OUR, SERVICE PROVIDER and OBLIGOR refer to PROTECT MY CAR LLC (who is the party responsible to YOU for the benefits under this AMBASSADOR CONTRACT).

YOU, YOUR and CONTRACT HOLDER refer to YOU, the purchaser of this AMBASSADOR CONTRACT, and the VEHICLE described on the REGISTRATION PAGE of this AMBASSADOR CONTRACT.

MECHANICAL BREAKDOWN, or BREAKDOWN, means the inability of any covered part(s) or component(s) to perform the function(s) for which it was designed by the manufacturer (when due to a defect in materials, workmanship or normal wear and tear).

SELLER: means the entity that sold you YOUR AMBASSADOR CONTRACT.

CONTRACT PURCHASE PRICE: means the consideration paid for an AMBASSADOR CONTRACT.

PURCHASE DATE or CONTRACT PURCHASE DATE: means the date the AMBASSADOR CONTRACT was purchased from the SELLER.

ASE CERTIFIED and LICENSED REPAIR FACILITY: Refers to an automotive repair facility with a valid Tax ID or EIN Number, which is ASE Certified, Licensed and operating in compliance with all city, state, and federal guidelines, which regulate these facilities.

OEM: Original Equipment Manufacturer.

AMBASSADOR CONTRACT: The AMBASSADOR CONTRACT issued to YOU and covering YOUR VEHICLE (detailed on the REGISTRATION PAGE of this AMBASSADOR CONTRACT).

TERRITORY: This AMBASSADOR CONTRACT applies only to a MECHANICAL BREAKDOWN or FAILURE, which occurs within the United States of America or Canada.

CONTRACT PERIOD: This AMBASSADOR CONTRACT becomes effective once your first payment has been processed and collected by US. YOUR AMBASSADOR CONTRACT requires a mandatory WAITING PERIOD before a MECHANICAL BREAKDOWN Claim can be filed.

The WAITING PERIOD is equal to FIFTEEN (15) days from the CONTRACT PURCHASE DATE.

The COVERAGE begins after the WAITING PERIOD and will continue until the EXPIRATION DATE, as shown on the REGISTRATION PAGE.

During this WAITING PERIOD, the CONTRACT HOLDER may file a Roadside Assistance and/or Maintenance claim (Oil Change/Tire Rotation).

COVERAGE: The coverage YOU have on YOUR VEHICLE is determined by the COVERAGE TYPE shown on the REGISTRATION PAGE.

CONTRACT

This AMBASSADOR CONTRACT is an agreement between YOU and PROTECT MY CAR LLC as defined under the DEFINITIONS SECTION of this CONTRACT. The SELLER is not a party to this CONTRACT and has no obligation to YOU regarding the benefits provided under this CONTRACT.

This AMBASSADOR CONTRACT provides coverage for YOUR VEHICLE for the said TERM stated on the REGISTRATION PAGE. The EXPIRATION DATE is documented on the REGISTRATION PAGE.

TERMS AND CONDITIONS

The benefits provided to YOU by US under this AMBASSADOR CONTRACT are backed by the full faith and credit of PROTECT MY CAR LLC located at 14100 58th Street North, Clearwater, Florida 33760. Their toll free telephone number is 1-844-556-4762.

THIS AMBASSADOR CONTRACT IS SUBJECT TO THE FOLLOWING TERMS, CONDITIONS, LIMITATIONS, EXTENSIONS, EXCEPTIONS AND DEFINITIONS. NO PERSON HAS THE AUTHORITY TO CHANGE THIS CONTRACT OR TO WAIVE ANY OF ITS PROVISIONS. THIS CONTRACT IS FOR THE SOLE BENEFIT OF THE PURCHASER NAMED HEREIN AND APPLIES ONLY TO THE VEHICLE DESCRIBED ON THE REGISTRATION PAGE OF THIS CONTRACT.

OUR RESPONSIBILITIES

The AMBASSADOR program benefits include a discounted repair cost for all contract holders. OUR payment will be made to the repair facility after YOU have agreed to the discounted repair price and made the payment to US, in full, for YOUR portion of the repair cost. WE agree to make the payment to a LICENSED REPAIR FACILITY for the discounted cost of repairing or replacing the parts, as well as the labor required for the completion of the repair, due to a MECHANICAL BREAKDOWN. At OUR election, the repair or replacement parts will be made with quality parts including new, remanufactured, exchanged, non OEM, or serviceable used components that WE will warranty for twelve (12) months and twelve thousand (12,000) miles.

The Rental Car cost will be subject to reimbursement while YOUR VEHICLE is being repaired at a rate of up to thirty dollars (\$30.00) per day, not to exceed 3 days or a maximum of ninety dollars (\$90.00) per occurrence. WE have no obligation to reimburse for any rental charges based off of a shop's delay, misdiagnoses or the unavailability of parts. Rental car reimbursement will be available for all Approved repairs that require four hours (4) of labor or more. YOU will be required to pay the cost of the rental car and submit YOUR receipt for reimbursement by US.

YOU are entitled to a max of three (3) OEM oil changes per year, which will be paid by US to the Repair Facility performing the oil change. The oil change benefits can only be used according to YOUR vehicle's requirements set by the Manufacture's guidelines, so if YOUR vehicle needs the oil changed every 7,500 miles, WE will only cover the cost of YOUR oil change every 7,500 miles.

YOUR RESPONSIBILITIES

Upon notice of a MECHANICAL BREAKDOWN or FAILURE, YOU must protect the VEHICLE from any further damage. YOU are required to safely pull YOUR VEHICLE off the road and shut off the engine immediately (when the lights or gauges indicate a problem) and contact OUR 24-hour ROADSIDE ASSISTANCE program to get help and/or to have YOUR VEHICLE towed.

YOU are required to pay your portion of the repair cost prior to our COMPANY giving the repair center authorization to begin the repair work.

If YOU have a MECHANICAL BREAKDOWN or FAILURE, and YOU want to use the AMBASSADOR CONTRACT, YOU must contact US before any work is started on YOUR vehicle. IF any work is started prior to contacting US, WE cannot guarantee any savings on YOUR repair. YOU must have the repair facility contact our Claims Department before beginning the repair work so we can ensure that YOU save money.

In order to determine the cause of a MECHANICAL BREAKDOWN with YOUR VEHICLE, the repair facility may need to perform a diagnostic test or tear down of said components. The labor hours of the diagnosis and/or the tear down will require YOUR authorization.

To be eligible for the benefits offered as part of YOUR AMBASSADOR CONTRACT, your account must be in good standing (per YOUR monthly payment agreement).

ROADSIDE ASSISTANCE COVERAGE

CALL 1-888-676-4762

YOU will be protected by OUR Roadside Assistance Program for the full term of this CONTRACT. OUR Roadside Assistance Program provides YOU with TWO (2) ROADSIDE ASSISTANCE calls per year for each year of YOUR contract term. If YOU need an additional ROADSIDE ASSISTANCE, we will require YOU to pay OUR discounted rate of fifty dollars (\$50.00) per additional ROADSIDE ASSISTANCE call once you have utilized your yearly benefits.

Roadside Assistance benefits include: Jump Starting YOUR VEHICLE, Lock Out Service, Flat Tire Change, VEHICLE Fluid Delivery, and Towing Services. YOU are responsible for the cost of the VEHICLE's gas or other fluids, as well as any necessary key cutting.



All Roadside Assistance services are available 24 hours a day, 365 days a year. The maximum amount that will be paid out for any one occurrence is ONE HUNDRED DOLLARS (\$100.00), if the cost is more than ONE HUNDRED DOLLARS (\$100) the additional cost will be YOUR responsibility. Only calls to OUR toll free number will be honored by this CONTRACT and only non-accident related incidents are covered by this ROADSIDE ASSISTANCE COVERAGE.

TRIP INTERRUPTION REIMBURSEMENT:

If YOUR VEHICLE becomes inoperable more than one hundred (100) miles from YOUR home and must remain at the REPAIR FACILITY over night as a result of a MECHANICAL BREAKDOWN or FAILURE authorized by the ADMINISTRATOR, WE reimburse YOU for motel and restaurant expenses up to fifty (50) dollars per day for a maximum of three (3) days. The maximum benefit per occurrence is one hundred and fifty (150) dollars and total trip interruption benefits are subject to the aggregate limit of liability for this CONTRACT. To receive motel and restaurant reimbursement, YOU must supply US with receipts from the providers of such services.

MAINTENANCE PACKAGE BENEFITS Call 1-844-256-4762

1. YOU are entitled to a max of three (3) OEM oil changes per year, which will be paid by US to the Repair Facility performing the oil change. The oil change benefits will only be allotted to YOU based on YOUR vehicle's requirements set by the Manufacture's guidelines, so if YOUR vehicle needs the oil changed every 7,500 miles, WE will only cover the cost of YOUR oil change every 7,500 miles.
2. YOU may also elect to pay for your oil change and WE will reimburse YOU for the full cost of the oil change upon receipt of the paid invoice.
3. YOU will also be allotted tire rotations on every other oil change (not to exceed two (2) tire rotations per year).



HOW YOUR REPAIR FACILITY FILES A CLAIM

YOUR repair facility should follow these steps when handling a claim:

1. Have the REGISTERED OWNER authorize the inspection and/or a tear down of the VEHICLE to determine the cause of a failure and the cost of the repair. Save all components (including fluids and filters) in the event that OUR Claims Advisor requires an outside inspection.
2. Determine the cause of a failure and provide us with a complete Work Order and Estimate showing the parts that have failed, the cost of each part and the number of hours required to install the new parts. Please fax or email the complete work order to OUR Claims Advisor.
3. Obtain the REGISTERED OWNER'S authorization to complete the repairs. All repair orders must have the REGISTERED OWNER'S signature to qualify for payment.
4. Submit the Work Order, which must contain the AMBASSADOR CONTRACT NUMBER, VEHICLE IDENTIFICATION NUMBER, authorization number and the authorized amount, to US within thirty (30) days at the following address: PROTECT MY CAR LLC, 14100 58th Street North, Clearwater, Florida 33760.
5. Please contact US with any questions at 844-256-4762.

HOW TO FILE FOR A REPAIR

Call 1-844-256-4762

YOU must call OUR Claims Department prior to giving any authorization to the repair facility and before having any services performed under YOUR CONTRACT. IF any repair work is started prior to contacting US, WE cannot guarantee any savings on YOUR repair. YOU must have the repair facility contact our Claims Department before beginning the repair work. At OUR election, the repair or replacement parts will be made with quality parts including new, remanufactured, exchanged, non OEM, or serviceable used components that WE will warranty for twelve (12) months and twelve thousand (12,000) miles.

1. Use all reasonable means to protect YOUR VEHICLE from any further damage. This may require YOU to stop driving YOUR VEHICLE, to pull off to a safe area of the road and/or to contact OUR Roadside Assistance Department to have YOUR VEHICLE towed.
2. Take YOUR VEHICLE to any licensed repair facility. YOU can contact OUR Claims Department for assistance in locating a licensed repair facility in YOUR local area.
3. Present the licensed repair facility with the card from YOUR policy book (this card has OUR Claims Department's telephone number and YOUR contract number on it) and instruct them to call US. They MUST obtain an approval number from OUR Claims Department prior to proceeding with any repairs.
4. YOU may be required to authorize the repair facility to inspect or tear down YOUR VEHICLE to determine the cause and the cost of the repair. YOU will be responsible for these charges whether you decide to move forward with the repair or not.
5. Once WE receive YOUR full payment for the discounted repair, WE will pay the repair facility directly for YOUR repair.
6. Rental car reimbursement will be available for all Approved repairs that require four hours (4) of labor or more. YOU will be required to pay the cost of the rental car and submit YOUR receipt for reimbursement by US.

THE AMBASSADOR PROMISE

YOUR AMBASSADOR policy provides YOU with a professional Repair Negotiator. By utilizing our wholesale network, YOUR Repair Negotiator can often get the parts needed for YOUR repair at a discounted rate. In some cases, your repair negotiator can also obtain a discounted labor rate at YOUR repair facility. YOUR Repair Negotiator will review the repair facility's Work Order, as well as the total number of proposed labor hours, and look up each part number in OUR wholesale parts database. This will allow YOUR Repair Negotiator to find the best price for each part needed.

As an AMBASSADOR member, WE will pay 50% of your repair bill.

COMMERCIAL VEHICLES:

This CONTRACT is available for commercial VEHICLES not rated over one-ton capacity (13,600 GVW) and where the appropriate surcharge is paid at the time of purchase. Acceptable commercial applications are as follows: UBER, LYFT, DELIVERY, MESSENGER, ROUTE SALES or SERVICES, INSPECTIONS/EXAMINATIONS, MAINTENANCE or REPAIR GARDENING, CARRYING HAND TOOLS to the job site, FARMING or RANCHING.

CONTRACT PROVISIONS

After YOU receive any benefits under this contract, WE are entitled to all of YOUR rights of recovery against ANY manufacturer, repair facility or any other party that is responsible to YOU, for the costs covered by this CONTRACT and for any payment made by US. If WE ask, YOU agree to help US enforce these rights.

CANCELLATION

If YOU are currently making payments for this CONTRACT, YOU may cancel this CONTRACT by contacting US by phone. YOU will be required to provide US with the following information or documentation:

- a. An affidavit verifying the mileage at the time YOU are sending the CANCEL REQUEST FORM.
- b. If lien has been paid, supply discharge of lien from lien holder.
- c. If repossessed, supply a copy of the repossession documents.
- d. If totaled, supply a copy of the insurance company verification of loss along with an odometer statement at the time of loss.

To cancel this CONTRACT, please download our REQUEST FORM from: PROTECTMYCAR.com/Forms

This CONTRACT will terminate when YOU sell YOUR VEHICLE or when this CONTRACT is cancelled.

THIRTY (30) DAY FREE LOOK: In the event that YOU would like to cancel this CONTRACT within the first thirty (30) days, YOU are entitled to a full refund (UNLESS you have utilized any services of the CONTRACT within the first thirty (30) days). **After the THIRTY (30) DAY FREE LOOK period**, the CONTRACT may be cancelled, but you will be responsible for a twenty-five dollar (\$25.00) Cancellation Fee for processing.

WE will cancel this AMBASSADOR CONTRACT only for nonpayment of the CONTRACT PURCHASE PRICE, a material misrepresentation by YOU to US, or a substantial breach of duties by YOU relating to the covered VEHICLE under this contract or its use.

During the THIRTY (30) DAY FREE LOOK period, YOU will have the ability to utilize the Maintenance Services (oil changes, tire rotations) and Roadside Assistance services provided under this CONTRACT, and after FIFTEEN (15) days has passed, YOU will be able to file a MECAHNNICAL CLAIM.

MEMBERSHIP RENEWAL FEATURE: YOUR AMBASSADOR CONTRACT may be renewed at OUR option, for continuous twelve-month (12) terms, at the then prevailing renewal rate. Contact US at least forty-five (45) days prior to the expiration of YOUR AMBASSADOR CONTRACT for additional details.

For YOUR convenience, if YOUR policy is renewed, YOUR payments will continue to be processed using the same credit/debit card that is on file during that new coverage period.

ARBITRATION AND DISPUTE RESOLUTION

Unresolved disputes between YOU and US concerning this AMBASSADOR CONTRACT will be subject to non-binding arbitration. Under this arbitration provision, YOU have not given up YOUR right to resolve ANY dispute(s) arising from this agreement by a judge or jury. In arbitration, a group of three (3) arbitrators (each of whom is an independent, neutral third party) will give a decision (after hearing YOUR and OUR positions). The decision of a majority of the arbitrators will determine the outcome of the arbitration. However, the decision of the arbitrators will not be binding and may be reviewed or changed by, or appealed to, a court of law.

To start arbitration, either YOU or WE must make a written demand to the other party for arbitration. This demand must be made within six (6) months from the time the dispute arose. YOU and WE will each pay the expense of the arbitrator selected by that party. The expenses of the umpire will be shared equally by YOU and US. Unless otherwise agreed to by YOU and US, the arbitration will take place in Pinellas County, Florida. The arbitration shall govern all matters arising out of, or relating to, this AMBASSADOR CONTRACT, and all transactions contemplated by this AMBASSADOR CONTRACT, including without limitation, the validity, interpretation, construction, performance and enforcement of this AMBASSADOR CONTRACT.