



# Maintenance Plan

Customer				
CUSTOMER'S NAME		CO-CUSTOMER'S NAME		PLAN NUMBER
PHONE NUMBER	EMAIL ADDRESS			
STREET ADDRESS		CITY	STATE	ZIP

Seller			
NAME		PHONE NUMBER	SELLER ID NUMBER
STREET ADDRESS		CITY	STATE ZIP

Vehicle				
YEAR	MAKE	MODEL	VIN	
CLASS	VEHICLE PURCHASE DATE	OFFICE USE ONLY EM258	CURRENT ODOMETER	VEHICLE PURCHASE PRICE
STOCK NUMBER	DEAL NUMBER	PRODUCER ID	PROCESSING NUMBER	ENGINE OIL TYPE
LIENHOLDER		LIENHOLDER ADDRESS		

Coverage	
TERM	MONTHS MILES N/A
PRICE	

Services & Total Number of Services (Based on Above Term)		
	Engine Oil and Filter Change	Tire Rotation
36 Months	2	3
48 Months	3	4
60 Months	4	5
-	-	-
-	-	-
-	-	-
-	-	-
-	-	-

**Notice Regarding Vehicle Manufacturer's Maintenance Plan.** Customer may have maintenance services provided by the Vehicle's Manufacturer, which are separate from this Plan. The Manufacturer's maintenance services may be available during the same time period as the Maintenance Plan provided in this Plan. Customer should consult with the Seller to utilize such other benefits.

By signing below, I agree to the terms and conditions of this EG Assurance Maintenance Plan ("Plan"). If purchased, I acknowledge and agree that purchase is voluntary and is not a requirement to finance, purchase, lease, or register the Vehicle.

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Customer's Signature                      Plan Start Date                      Seller Representative's Signature

**Customer Service: 855-342-4970**

The Provider and Administrator of this Plan is: Ethos Group, Inc.  
 P.O. Box 140249, Irving, Texas 75014-0249 | [www.egassurance.com](http://www.egassurance.com)

## Definitions

1. **“Manufacturer”** means the Vehicle’s manufacturer.
2. **“Plan Services”** means the services that are covered by the Coverage Plan indicated on Page 1. Plan Services are further described in the section “Plan Services”.
3. **“Plan Start Date”** means the date Customer purchases or receives this Plan, as shown on Page 1.
4. **“Plan Term”** means the period during which Customer is eligible to receive Plan Services. The Plan Term begins on the Plan Start Date and/or Current Odometer, and ends upon the expiration of the number of months or the mileage indicated for the Plan Term on Page 1, or upon cancellation of the Plan as described in these terms and conditions, whichever is first.
5. **“Provider”** and **“Administrator”** means the party obligated to perform under this Plan. Provider is Ethos Group, Inc. Provider’s contact information is: P.O. Box 140249, Irving, Texas 75014-0249, Toll Free 855-342-4970. This Plan is between Provider and Customer.
6. **“Service Schedule”** means the frequency of which Customer is eligible to receive Plan Services, for example, “1 Plan Service per 12 months”. The Service Schedule is indicated on Page 1 for each Plan Service.

## Provider’s Obligations

During the Plan Term, and subject to these terms and conditions, the Provider agrees to provide the Plan Services per the Service Schedule for the Coverage Plan identified on Page 1. The Plan Services are limited to the Total Number of Services based on the Plan Term, shown in the chart on Page 1.

## Plan Services

If indicated on Page 1, Plan Services are as defined as follows:

1. **Engine Oil and Filter Change.** Provider will provide for the removal and replacement of the Vehicle’s engine oil and engine oil filter, based on the engine oil type indicated on Page 1. Service includes disposal of replaced oil and filter.
2. **Tire Rotations.** Provider will provide for the rotation of the Vehicle’s tires.

## Claims

In order to make a claim for Plan Services, Customer must go to the Seller’s service center during the Plan Term and request such services. If Customer resides outside of a fifty (50) mile radius from the Seller, then Customer must contact Provider for instructions prior to obtaining services.

## Limitations and Exclusions

1. **Non-Covered Services.** This Plan does not cover maintenance services that are not specifically identified in the terms and conditions of this Plan.
2. **Manufacturer Required Services.** The Vehicle’s manufacturer may require different or additional maintenance services than are provided in this Plan. The Customer is responsible for any and all such services.
3. **Non-Transferable.** This Agreement is not transferable to another vehicle or person.

## Cancellation by Customer

1. **Request.** Customer may cancel this Plan by providing a written and signed cancellation request to Provider. Notice to cancel is considered received once the completed cancellation request form and all required documentation have been delivered to Provider. Provider is the party obligated to provide Customer’s refund. For questions about the cancellation process, Customer should call 855-342-4971.
2. **Refund.** If the Plan is cancelled in the first thirty (30) days after purchase and no claims have been made, then Customer will receive a full refund of the Plan Price, and no cancellation fee will apply. If the Plan is cancelled after the first thirty (30) days after purchase or claims have been made, then Customer will receive a pro-rata refund based on the unexpired Plan Term, either months or miles, whichever is less. If Plan Term only goes by months, then Customer will receive a pro-rata refund based on the unexpired months. A cancellation fee of \$50 will be deducted from the pro-rata refund. Unless Customer provides proof of Vehicle payoff, the refund will be paid to the Lienholder.

## Cancellation by Provider

Provider may cancel this Plan at any time for any reason by giving written notice to Customer. Notice will be sent to Customer’s last known address at least fifteen (15) days prior to the effective date of cancellation, and will state the reason for cancellation. If the Plan is cancelled in the first thirty

(30) days after purchase and no claims have been made, then Customer will receive a full refund of the Plan Price, and no cancellation fee will apply. If the Plan is cancelled after the first thirty (30) days after purchase or claims have been made, then Customer will receive a pro-rata refund based on the unexpired Plan Term, either months or miles, whichever is less. If Plan Term only goes by months, then Customer will receive a pro-rata refund based on the unexpired months. A cancellation fee will not apply. If applicable, the refund will be paid to the Lienholder.

## Term and Termination

This Plan Term terminates upon the expiration of the Plan Term, use of all Plan Services, or upon cancellation, whichever occurs first. Except in the case of cancellation, no refund will be due or payable upon termination.

## Other Important Provisions

1. **Not Insurance.** This Plan is not an insurance policy.
2. **Lienholder’s Rights.** Customer agrees that in the event of repossession, charge-off, or total loss, any refund will be issued to the Lienholder as sole payee. However, if Customer provides proof of payoff, then Provider will issue any refund to Customer. Refund will be calculated in accordance with sections “Cancellation by Customer” and “Cancellation by Provider”.
3. **Not Required.** Purchase of this Agreement is voluntary and is not a requirement to finance, purchase, lease, or register the Vehicle.
4. **Entire Agreement.** Customer and Provider each agree that the Plan is the entire agreement between Provider and Customer. Any handwritten modification or verbal statement contrary to the pre-printed terms and conditions is not valid or binding. The parties acknowledge and agree that if there is any conflict between the State Amendments and the other terms and conditions of this Plan, the Plan will be construed in the following order: (1) State Amendments, (2) the other terms and conditions of this Plan.
5. **Amendment.** No amendment, supplement, or waiver of any of the terms and conditions of this Plan will be binding unless it is mutually agreed to by the parties, and signed by Provider.
6. **Obligation to Perform.** Provider’s obligation to perform under this Plan is insured by a contractual liability insurance policy issued by Titan Insurance Company, Inc., a Risk Retention Group, P.O. Box 140249, Irving, Texas 75014-0249, (888) 989-8127. In the event that Provider does not pay a valid claim or provide a refund within sixty (60) days after Customer’s request, then Customer may file a claim directly with the insurance company.
7. **Force Majeure.** Provision of Plan Services hereunder by Provider may be suspended immediately to the extent caused by a Force Majeure Event. A “Force Majeure Event” means any event or condition beyond the reasonable control of Provider, including acts of God, fire, labor or trade disturbance, war, civil commotion, compliance in good faith with any law, any interruption, failure or defects in Internet, telephone or other interconnection service or in electronic or mechanical equipment, power failures, or damage or destruction of any network facilities or servers, Government restrictions (including the denial or cancellation of any license), failure of suppliers, subcontractors, and carriers, or party to substantially meet its performance obligations under this Plan, or other event or condition beyond the reasonable control of Provider, whether similar or dissimilar to the foregoing.
8. **Headings.** The headings and subheadings in this Plan are for convenience only, and will not construe or be deemed to construe or affect the meaning of the substantive provisions of this Plan.
9. **Severability.** If any portion of this Plan is deemed invalid or unenforceable, the remaining portions of this Plan will nevertheless remain valid and in force.