



## Arizona Department of Insurance

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FOR IMMEDIATE RELEASE

## CLAIM PROCESS BEGINS FOR GENUINE WARRANTY SOLUTIONS CUSTOMERS

**PHOENIX** – The Arizona Department of Insurance is offering help to consumers who may have claims against Genuine Warranty Solutions, Inc., which has gone out of business. Arizona consumers who purchased vehicle service contracts from Genuine may be eligible for partial premium refunds for unexpired service contracts or payments for unpaid claims for vehicle service or repairs.

Arizona law required Genuine to make a deposit to protect Arizona consumers. The Department of Insurance encourages all eligible Arizona consumers with contracts from Genuine to complete a Proof of Claim Form, which needs to be accompanied by documentation (such as copies of letters, forms, policies, notices, receipts, proof of payments and e-mails). The Department may deny your claim if your Form or documentation is incomplete. The Department cannot guarantee that all claims filed will be paid in whole or in part. The Form can be obtained at the following web address: <https://azinsurance.gov>.

You are qualified to submit a claim if you can provide documentation showing that you:

1. prepaid for an Arizona Genuine contract that expires after May 1, 2015; or
2. held an Arizona Genuine contract and:
  - a. you paid to service or repair a vehicle covered by the contract during the term of the contract; **and**
  - b. Genuine did not reimburse you for the expense according to the terms and conditions of your Arizona contract.

Arizona law contemplates that contract holders, not service providers, are protected by the funds available.

The deadline for submitting a claim is **May 1, 2015**, 5:00 p.m. (Arizona Time). You may mail your Form and supporting documents to the Arizona Department of Insurance, 2910 North 44<sup>th</sup> Street, Suite 210, Phoenix Arizona 85018-7269. **ATTENTION:** Genuine Warranty Solutions, or you may email the completed Form along with supporting documents to: [consumercomplaint@azinsurance.gov](mailto:consumercomplaint@azinsurance.gov).

All submissions will be treated as public records within the meaning of Arizona Revised Statutes § 39-101 *et seq.* If you have any questions about filing this Form, please contact [consumer@azinsurance.gov](mailto:consumer@azinsurance.gov), 602.364.2496.

**About the Arizona Department of Insurance**

The Arizona Department of Insurance, an agency of the State of Arizona, is responsible for the education and protection of insurance consumers and for oversight of the insurance industry in the state.