



Cancel an Existing Contract. Contracts may be cancelled by the Customer at any time and for any reason. Customers wishing to cancel their contract must initiate the request with their dealer. Refunds are processed to Carrier Enterprise within 30 days. The Dealer is responsible for refunding the customer any due amount. Requests will not be processed if any information is missing from this form.

Cancel an Existing Contract AND Replace with a New Contract. Contracts may be cancelled by the Dealer without Customer approval if the Existing Contract has an incorrect Term, Coverage, or Plan. Dealer must notify Carrier Enterprise if a contract needs to be cancelled and rewritten. Refunds are processed to Carrier Enterprise within 30 days. The New Contract MUST meet standard sales guidelines at time of entry by You. The New Contract will be subject to standard wait periods based on the New Contract Purchase Date. The customer will be notified of the Existing Contract's cancellation if the New Contract is not entered within 30 days of the cancellation.

Refunds are processed according to the standard cancellation policy below. Any refund you owe to the customer must also be in compliance with this policy:

- Full refunds, less any claims, will be processed for contracts that are cancelled within 30 days from the Contract Purchase Date
- Prorated refunds, less any claims, will be processed for contracts that are cancelled after 30 days from the Contract Purchase Date

Cancellation Date: _____ Default _____ (Date cancellation is received by AIG or postmarked via US mail.)

Items in **bold** are required.

Dealer Information

Dealer Name: _____ Dealer ID: _____

Your Name: _____ Your Title: _____

How should we communicate with you if additional information is required or if this request should be denied?

☐ E-mail _____ ☐ Fax _____ ☐ Mail _____

Customer Information

Equipment Owner: _____ Company Name: _____
(Company Contact) (First) (Last)

Phone: _____

Installation Address: _____
(Please confirm the installation address from the contract)

City: _____ State: _____ Zip Code: _____

Cancellation Details

Contract Number(s) to be Cancelled: _____

Reason for Cancellation: ☐ Customer request: _____
☐ Dealer Error. New Contract will be re-entered within 30 days of cancellation (select Reason).
☐ Wrong Term (i.e. Customer purchased a 10 year plan, but a 5 year plan was originally submitted).
☐ Wrong Coverage Type (i.e. Customer purchased labor plus, but labor only was originally submitted).
☐ Wrong Plan (i.e. Customer purchased plan 1, but plan 2 was originally submitted).
☐ Other (explanation required): _____

Customer Signature: _____ Date: _____

Dealer Signature: _____ Date: _____