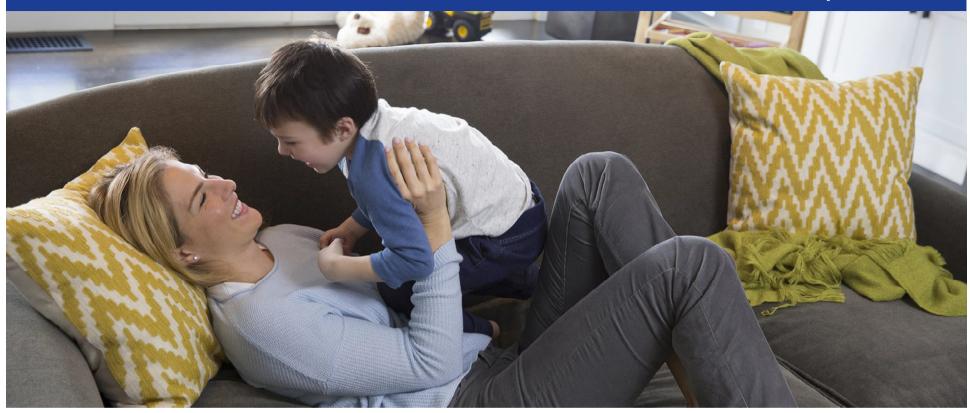
### Climate Shield Complete





### Announcing Point of Registration Select & ADVANTAGE

# A New Point-of-Registration Approach



A fully integrated solution to systematically apply warranty coverage

- Committed partnership
- Integrated within product registration site (POR)
- Ease-of-use, just a few clicks
- Customer and product information auto-populates
- Discounted pricing



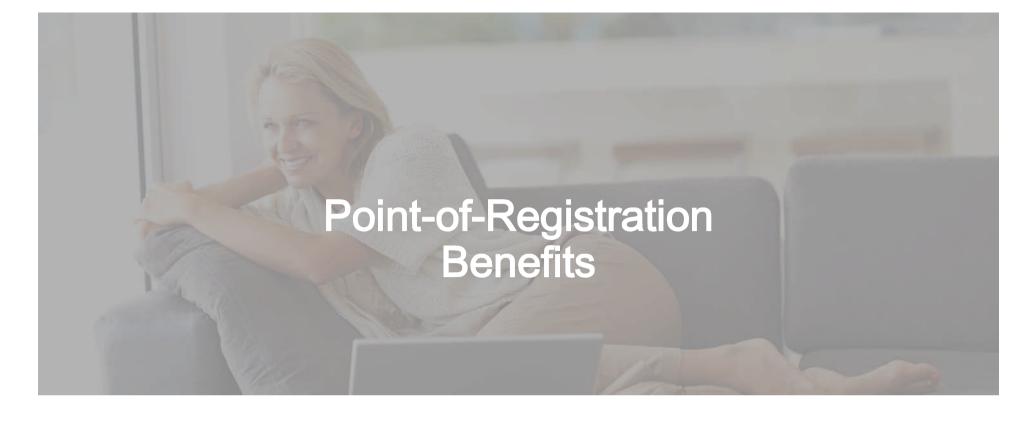


## Point-of-Registration TWO NEW WAYS TO PURCHASE

Option 1: Select

Apply coverage to individual registrations by selecting the CTA at the end of product registration – just a few clicks Apply coverage to all registrations by pre-selecting term and reimbursement – Eliminates all order processing

Option 2: ADVANTAGE



- Cleaner, more efficient process
- Increased awareness/education
- Better consumer experiences
- Closing Tool Plan for Differentiation
- Formalized retention strategy renewals

After registering new equipment, click "See Your Free Quote"



### PRODUCT REGISTRATION



Today's date: Jul 20, 2017

CONFIRMATION

#### GOPI SOMARAJU,

Thank you for your recent heating and cooling purchase. Your candid feedback is important to us. Please click on "Rate Your Experience" below. We hope you will share with us – and the world via our Web site – your Carrier HVAC experience.

Please note that you will have 30 days to rate your installing contractor from the link below.

Your registration confirmation number is Z000213149201C

#### Rate your experience

US 3154327046

Equipment Location

301 PLAINFIELD RD

Type of purchase

Application Type

**Residential Single Family** 

SYRACUSE, NY 13212

venkatagopi.somaraju@carrier.utc.com

Original homeowner: New construction

#### Equipment Owner

GOPI SOMARAJU 301 PLAINFIELD RD SYRACUSE, NY 13212 US 3154327046 venkatagopi.somaraju@carrier.utc.com

#### Dealer Information

Nicotra Heating PO Box 372 3154376867 Syracuse NY 13206 US 3154376867

#### Installed products

Model	Serial	InstallationDate
PG92585480608	0114A44113	7/19/2017

#### If your new system ever needs a repair, ask your servicing dealer to only use Factory Authorized Parts 🚥

#### Designed for Easy Install & Service, Engineered for Quality

Factory Authorized Parts™ have been designed and built specifically for Conter®, Bryant® or Payne® equipment. These parts are the perfect fit, restoring equipment to it's original performance.

- · U.L. & C.S.A. qualified
- · Preserves the original manufacturer's warranty
- Preserves the original efficiency of the system
- Meets rigorous factory run life design specifications

SAVE WITH A LABOR PROTECTION PL



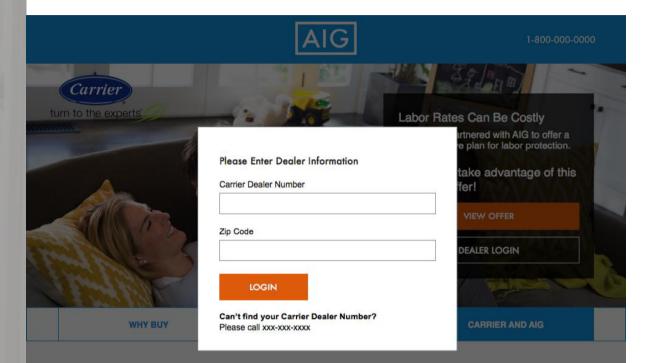
Your limited parts warranty does not cover labor. We recommend a Labor Protection Plan.

See Your Free Quote

, login using your Carrier Dealer Number (AIG Dealer ID).

Δ

## Step 2



### About

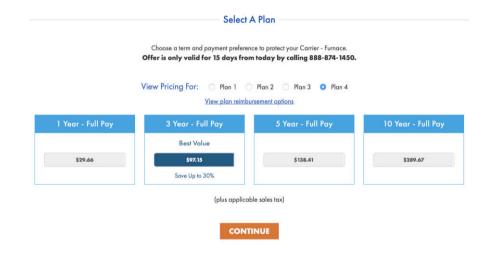
Over time, your HVAC equipment may have unexpected failures and require repairs. The equipment's manufacturer's parts warranty does not include reimbursement for labor, which can be costly. Climate Shield Labor Plans' are administered and underwritten by AIG, a leading provider in the extended service plans industry. Carrier has partnered with AIG to offer these plans and provide you with a full-service, world-class solution for your long-term HVAC needs.

<sup>1</sup>Limitations and exclusions apply. See terms and conditions. Service contract provided by provided by Service Net Warranty, an AIG company. If service contract is paid monthly it will be subject to a 30 day wait period. 1 and 3 year plans are subject to a 90 day wait period. If installing dealer is not available, we will locate nearest partner to handle service needs.

Frequently Asked Questions Contact Us Legal Notice Privacy Terms

The appropriate SKU will autopopulate based on the serial number. In just a few clicks, choose the term and tier of the labor warranty. Step 3

### Choose a Term and Plan:



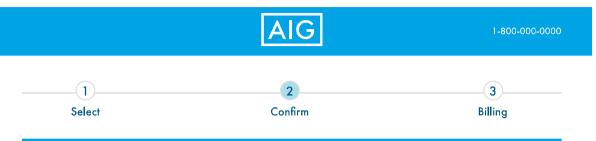
### Can View Plan Options Prior to Selecting:

	Trip Fee	Hourly Labor Rate	Parts Allowance
Plan 1	\$40	\$70	\$35
Plan 2	\$65	\$85	\$35
Plan 3	\$85	\$100	\$35
Plan 4	\$95	\$125	\$35

S View Claim Reimbursement Schedule

Customer and product information autopopulates from the product registration. Confirm the information and you are done!

# Step 4



### STEP 2: Please Review Your Plan Details

### [1 Year] Service Plan covers [Product 1] and [Product 2]

Plan Price:

\$XXX.XX[/one time payment/x3 payments] (plus applicable sales tax)

### **Product Information**

 1
 Product Description: Product Code
 Purchased Date: mm/dd/yyyy

 Model Number: XXXXXXXXX
 Serial Number: XXXXXXXXXX

 2
 Product Description: Product Code
 Purchased Date: mm/dd/yyyy

 Product Description: Product Code
 Purchased Date: mm/dd/yyyy

 Model Number: XXXXXXXXXX
 Serial Number: XXXXXXXXXXX

+ Add optional installed products

#### Primary Installation Address

First Name Last Name Street Address City, State Zip 800-000-0000

### <u>Edit</u>

Email Address

## **Option 2: Introducing ADVANTAGE**



- Easy enrollment
- Pre-selected coverage options
- Deeply discounted pricing
- Zero administrative work
- Administrative expenses eliminated
- Automatic billing options



# ADVANTAGE

Getting started is easy with a onetime setup process.



# **One-Time Setup**

Dealer Name: Sample Name Dealer ID: 0123456 Logout 1-800-000-0000

### **Climate Shield Advantage Dashboard**

Your Preferences - Step 1 of 2		Sales Tools Advantage Preferer
		Contact
Changes in selections do not take effect un	til, at a minimum, the first of the following month	ı.
New Program Details		
Term Selection (3 Years - Save Up to 25%): 0	Select Term 🔻	
Plan Selection: 0	Select Plan 🔻	
Coverage:	Labor	
Installations Beginning On:	mm/dd/yyyy	
Installations Ending On:  Billing Address	Until Further Notice <u>Edit</u>	
Billing Address	Until Further Notice <u>Edit</u>	
Billing Address Street Address City, State Zip	Until Further Notice <u>Edit</u>	
Billing Address Street Address	Until Further Notice <u>Edit</u>	
Billing Address Street Address City, State Zip 800-000-0000 Edit	Until Further Notice <u>Edit</u> comatically bill your card on file at the first of each we	zek
Billing Address Street Address City, State Zip 800-000-0000 Edit		sek

NEXT

# **Frequently Asked Questions**

### Point of Registration

Q. What is covered on all of your policies?

A. Mechanical and electrical failures contained within the equipment, including compressors and heat exchangers are covered by the extended warranty. Coverage includes labor for covered repairs. Parts are covered under the OEM Parts Warranty.

Q. How long does it take for my customer to receive their certificate of coverage?

A. Depending on the method they choose during the purchase process, they will receive their official contract with detailed Terms & Conditions in approximately 7-10 business days for mailed option or 2-3 business days for the emailed option.

Q. Can the agreement be transferred in the case of a homeowner selling their home?

A. Yes, all of our agreements may be transferred by submitting a written request within 90 days of the property closing date, free of charge. See terms and conditions for specific details.

Q. When will the coverage begin?

A. Dealer purchased coverage will begin after a 30 day wait period. If the labor plan is purchased by the customer direct from AIG, the 1 year and monthly terms have a 30 day wait period, while the 3 year terms have a 90 day wait period.

Q. If my customer purchases a labor plan while registering their equipment and I am called to perform service, what labor reimbursement will I receive as payment?

A. Under our customer point of registration offerings, we have built all options based upon our \$125 labor flat rate reimbursement schedule. This payout structure also includes a \$95 trip/diagnostic fee and a \$35 part allowance.

# **Frequently Asked Questions**

### ADVANTAGE

Q. How long must I stay enrolled in the ADVANTAGE Program?

A. To receive the significant discounts in our ADVANTAGE Program, we do require a minimum of 30 days of participation.

Q. Am I able to change the date parameters originally set before the end of the campaign?

A. You will be able to extend your ADVANTAGE selection coverage expiration date during the selection campaign and can add new subsequent selections.

Q. How do I upgrade options for any customers that want longer coverage than what was made in my ADVANTAGE enrollment selection?

A. You can visit your Dealer Dashboard, locate the policy in question and request cancellation. The longer term options will be available for one-off purchases at <u>www.climateshieldcomplete.com</u>.

Q. Are Advantage plans renewable? If yes, how?

A. Shorter term ADVANTAGE plans are renewable via an outbound marketing campaign by AIG to renew the customer's coverage. All campaigns will contain Installing Dealer references and for any renewal coverage purchased, AIG will tie the customer to the Installing Dealer for the duration of the coverage. AIG will also have renewal coverage options available for purchase on the OEM branded dealer portals if the Installing Dealer would like to market, sell and administer the renewal contract themselves. Renewal plans will also be processed under our \$125 labor flat rate reimbursement plan.

Q. How often will ADVANTAGE plans be processed from my customers' product registrations?

A. We will process eligible registrations for coverage on a weekly basis.

Q. Will I have visibility to these labor plans in Service Bench?

A. Yes, POR & ADVANTAGE policies will show in Service Bench on the entitlement screen, once they have been paid for & fully processed.

# **Frequently Asked Questions**

### ADVANTAGE

Q. How do I file claims on ADVANTAGE plans?

A. Contracts will be available to claim in your OEM branded dealer portal. Once the sales are processed, contracts will be accessible for review and to claim against through our seamless online claiming process.

### Q. How do I cancel ADVANTAGE plans?

A. Advantage plans and all AIG HVAC Labor Plans can be cancelled by filling out the cancellation form and sending to AIG with customer's signature, once the sale has been processed. Contracts can be cancelled within 30 days with a full refund, and cancellations processed after 30 days will be pro-rated based upon time lapsed and less claims paid. If the coverage needs to be cancelled prior to payment, as the customer opted out of coverage, you can do so through the 'Manage my Contracts' section of the ADVANTAGE dashboard.

Q. What Dealer ID would I use for this program?

A. When logging in use your AIG dealer ID, you would have received this when enrolling in the program.

Q. What if my customer doesn't want the coverage, even though I'm enrolled in the ADVANTAGE Program?

A. On your Dealer Dashboard you will be able to identify these policies for cancellation.

Q. How will I be notified when these labor plans are created from product registrations?

A. You will be sent an email that your customers' plans have been created and are awaiting payment. You will be directed to your Dealer Dashboard to review and process payment.

Q. Can I save my payment method on file to avoid having to review my Dealer Dashboard and process payments weekly? A. Yes, you can save your payment method on file and sign up for "Auto Pay", which will then process payment for the labor plans as they are created in the weekly process from product registrations.

Q. How often will ADVANTAGE plans be processed from my customers' product registrations?

A. We will process eligible registrations for coverage on a weekly basis.

