

# Mopar Vehicle Protection Cancellation and Transfer Policies

**CANCELLATION AND TRANSFER POLICIES:** During the term of the Plan, you have the option to:

- **CANCEL** the remaining Plan coverage and receive a full or pro-rata refund or;
- **AUTHORIZE TRANSFER** of the remaining Plan coverage to the 1st subsequent owner.

Note: Refer to the cancellation/transfer policy section below for details.

**CANCELLATION POLICY:** If you are the original purchaser of the Plan, and coverage under the Plan has not expired or been terminated, you may cancel if you have not authorized transfer of Plan coverage to a new owner. *To cancel the Plan you may take your Plan to any Dealer.* The Dealer will contact us to request termination of your contract.

If your Vehicle is repossessed or rendered a total loss and your Plan was financed with your vehicle, your rights under this Plan transfer to the lienholder. The lienholder is then responsible for requesting termination of the Plan through the Dealer where the Plan was purchased. If the Plan was not financed, any refund due will be paid to you by check in your name from Us.

If there is no Dealer in your area, you may email your cancellation request along with your Plan Provisions, proof of payoff and current mileage on the Vehicle to:

Vehicle Protection  
Cancellation Department  
MVPcancellations@fcagroup.com

Please specify the Option Code(s) you wish to cancel. Option codes can be found on the first page of this document below Option Description.

On cancellation requests received\* within the first 60 days from the original purchase date of the Plan, you will be refunded the full amount you paid for the Plan, provided no claims have been paid against the Plan. In the event claims have been paid, or requests received\* after 60 days, your refund will be based on the full amount you paid for the Plan, less a pro-rata adjustment for time or mileage used, whichever is greater, less a cancellation fee as indicated below.

We reserve the right to cancel the Plan after issuance should it be discovered that: (a) the Vehicle is ineligible or has been modified/alterd to make it ineligible after Plan coverage has been in effect; (b) failure of the customer to maintain the Vehicle as prescribed by the manufacturer; (c) the odometer has been tampered with or has not been repaired by the customer, (d) non-payment of premium or (e) the Vehicle is registered outside of the United States, Guam, and Puerto Rico. Your refund will be based on the full amount you paid for the Plan, less a pro-rata adjustment for the time or mileage used, whichever is greater, less claims paid.

**\*Requests Received • The cancellation refund will be based on the date we receive written notification of the cancellation request.**

**A cancellation refund check will be made payable and issued to you if no lien exists. Whenever a lien exists, the cancellation refund check will be made payable and issued to the lienholder.**

**CANCELLATION FEES**

(Applies to the state where the Plan was purchased)

<b>STATE</b>	<b>AMOUNT</b>
Alabama	\$25 Administration Fee.
Arizona	\$25 Administration Fee.
California	\$25 or 10% of the Contract Cost, whichever is less.
Florida	5% of the refund.
Georgia	10% of the unearned pro-rata premium - no Administration Fee.
Hawaii	\$50 Administration Fee.
Illinois	\$50 or 10% of the Contract Cost, whichever is less.
Iowa	\$50 or 10% of the Contract Cost, whichever is less.
Missouri	\$50 Administration Fee.
Nevada	\$25 Administration Fee.
New Hampshire	None
New York	\$50 Administration Fee.
North Carolina	\$50 or 10% of the pro-rata refund amount, whichever is less.
Oklahoma	10% of the unearned pro-rata premium not to exceed \$75. If we cancel, 100% of the unearned pro-rata premium will be refunded.
Puerto Rico	None
Texas	\$50 Administration Fee.
Washington	\$25 Administration Fee.
All Others	\$75 Administration Fee.

**TRANSFER POLICY:** The original purchaser may authorize transfer of coverage, provided the Plan has not been canceled. Remaining Plan coverage may be transferred to the first subsequent purchaser of the vehicle **AT TIME OF VEHICLE SALE ONLY**. Thereafter, the Plan is non-transferable and non-cancelable.

To transfer this service contract, complete the transfer form. Be sure to include your signature. This means you are authorizing transfer of Plan coverage to the new owner. Transfer requests will not be processed: (a) without the signature of the owner for whom these Plan Provisions were originally issued; or (b) if received after 60 days from the date of vehicle ownership change.

You may take your Plan with the completed transfer form and transfer fee, if applicable, to a Dealer to process the Plan transfer or mail to the following. Please be advised that the mail in process is a longer process.

Vehicle Protection  
Transfer Department  
P.O. Box 2700  
Troy, MI 48007-2700

The transfer fee is as follows:

**TRANSFER FEES**

(Applies to the state where the Plan was purchased)

<b>STATE</b>	<b>AMOUNT</b>
New Hampshire	None
All others	\$50

- Any Plan financed on the Vehicle Protection Payment Plan is NOT transferable until the Plan is paid in full.
- Upon acceptance by us, you will be mailed a new set of plan provisions in your name confirming your transfer request.
- Warranty transfer fee may apply. Please refer to your owners manual or ask your dealer for details.

**NEED HELP OR ASSISTANCE WITH YOUR PLAN?  
IS YOUR ADDRESS UP-TO-DATE?**

**PLEASE ACCESS OUR SELF-SERVICE WEBSITE FOR PLAN COVERAGE AND FREQUENTLY ASKED  
QUESTIONS AT:**

**[www.moparvehicleprotection.com](http://www.moparvehicleprotection.com)**

**You can also email your question to:  
Mopar Vehicle Protection  
MVPMiscellaneous@fcagroup.com**

Note: All requests must contain your Name, Plan Number, and Vehicle Identification Number.

Toll-Free Telephone Assistance is Available  
8:00 a.m. to 8:00 p.m. Eastern Time Monday through Friday  
9:00 a.m. to 5:00 p.m. Eastern Time Saturday  
1-800-521-9922 (in USA)  
1-800-465-2001 (in Canada)

For 24-Hour Roadside Assistance Coverage  
\*Services dependent upon coverage purchased.  
**1-888-517-4500**

<b>TRANSFER FORM: SEE TRANSFER POLICY FOR DETAILS</b>			
PLAN NO.	VEHICLE IDENTIFICATION NO.		OPTION CODE(S)
FORM MUST BE FILLED OUT COMPLETELY	CURRENT ODOMETER READING (OMIT TENTHS)	CHECK MILES OR KILOMETERS LJ MILES                      LJ KILOMETERS	
<b>TRANSFER</b>	<b>TRANSFER THE REMAINING COVERAGE FOR THE LISTED VEHICLE TO THE PERSON NAMED BELOW. ENCLOSED IS A CHECK OR MONEY ORDER FOR THE TRANSFER FEE AMOUNT.</b>		
TRANSFER FEE AMOUNT*	CHECK OR MONEY ORDER ENCLOSED (PAYABLE TO FCAUSLLC)	LJ VISA                      LJ MASTERCARD	CREDIT CARD NO.                      EXPIRATION DATE
NAME (PLEASE PRINT)		AREA CODE & TELEPHONE NO.	
ADDRESS		VEHICLE PURCHASERS SIGNATURE	DATE OF VEHICLE PURCHASE
CITY, STATE & ZIP		VEHICLE SELLERS SIGNATURE	

Notes:

Certain Options are not eligible for Transfer. Please refer to the Transfer Policy "paragraph for 'each Plan Option "to verify transfer eligibility.

Transfer fee applies for each option being transferred.

Please print the 'Option Code(s}' that you want transferred to a new owner in the 'Option Code "space provided above. Option Code(s} can be found on the first page of your Plan below Option Description.