



## Vehicle Theft Protection Frequently Asked Questions

**Q: What is included in the 12-point vehicle marking?**

**A:** The Security Solutions system includes a window etching process on six of the vehicle's windows and a tamper resistant label applied to six major body parts.

**Q: Is Security Solutions considered insurance?**

**A:** NO. The benefits paid under this coverage are considered to be product warranty payments.

**Q: Can coverage be transferred?**

**A:** YES. There is a \$50 transfer fee, which should be submitted along with a copy of the bill of sale stating the name and address of the new owner. This should be done within 15 days of resale.

**Q: What is the recovery time before a vehicle is considered stolen and a claim can be filed?**

**A:** Under this warranty, a vehicle is considered stolen if it is not recovered within 30 days.

**Q: Is the customer required to have insurance on the vehicle to get Security Solutions warranty benefits?**

**A:** NO. This program protects customers whether or not they have primary insurance on their vehicle.

**Q: Does the program cover losses that may occur in Mexico and Canada?**

**A:** NO. The warranty does not apply to losses that occur in any country other than the United States of America.

**Q: Who receives the claim payment?**

**A:** The benefit payment will be paid directly to the Registered Owner/Lessee.

**Q: How does Security Solutions differ from GAP Insurance?**

**A:** Security Solutions provides a visible theft deterrent and increases the chances for recovery if your vehicle is stolen. The claim benefits payable under the Security Solutions program are intended to aid the customer in the purchase of a replacement vehicle. On the other hand, GAP will help payoff the original vehicle if it is stolen or declared a total loss.