



# Cancellation Process

## Frequently Asked Questions

### Questions & Answers

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#### **Who should I contact to cancel my contract?**

Please contact your selling dealer to cancel your contract. The dealership will mail or fax the required information to our office.

#### **What information is required for contract cancellation?**

Please complete a cancellation form in full and provide any supporting documents that are requested. Submit your completed form and supporting documents to your selling dealer.

#### **Where can I find a cancellation form and list of supporting documents?**

The cancellation form is located on the Customer Forms page of our website, [protectiveassetprotection.com](http://www.protectiveassetprotection.com). The following is a direct link to the page, <http://www.protectiveassetprotection.com/Consumers/CustomerForms.aspx>.

Supporting document requirements vary based upon the reason for cancellation, and can be found listed on the cancellation form.

#### **Under what circumstances may I cancel my contract?**

As long as your contract is active, you may cancel it for any reason including, but not limited to: vehicle repossession, total loss, sale or trade-in. Please contact your selling dealer to begin the cancellation process.

#### **Is there a fee to cancel my contract?**

Depending on the contract you have, there may be a fee for cancelling your contract. You can find specific details about cancelling your contract in the coverage booklet or on the contract you received at the time of purchase.

#### **Will I receive a refund upon cancellation?**

After your cancellation paperwork is submitted to the selling dealer, they can provide you with a cancellation quote for the refund amount.

#### **How long does it take to get my refund?**

Once the cancellation paperwork is received at Protective, a refund is sent to your selling dealer during the following month.

#### **Who can I follow up with on the status of my cancellation?**

You can follow up on the status of your cancellation by contacting your selling dealer, or by contacting Protective.