

ANSWERS TO FREQUENTLY ASKED QUESTIONS:

1. *Do I need for file a claim with the Bankruptcy Court or the Chapter 11 Trustee?*

Answer:

No. Not at this time. If you will need to file a claim with the Bankruptcy Court, additional information will be sent to you and posted on this website with instructions regarding filing a claim.

2. *How can I determine what insurance company insured my contract with Automotive Professionals, Inc.?*

Answer:

Look on the last page of your contract for a box that looks like this:

This Contract is Insured by a Vehicle Service Contract Reimbursement Insurance Policy Issued by Marathon Financial Insurance Co., Inc., RRG,
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One of the following five insurance companies should be identified on the back of your contract:

Travelers Insurance Co./Gulf Indemnity ("Travelers/Gulf")

First Colonial Insurance Company ("First Colonial")

Northbrook Insurance Company ("Northbrook")

Ohio Indemnity Company ("Ohio Indemnity")

Marathon Financial Insurance Company, Inc. RRG ("Marathon")

3. *I do not have my API contract, how can I tell which insurance company insured my contract?*

Answer:

You can click on the buttons at the top this webpage, and search for your name on one of the lists.

4. *I have searched these lists and I can not find my name, what should I do?*

Answer:

(a) Call the 1-800-248-7647 and leave a message with your name, address, phone number, and the dealer from whom you purchased your contract; or

(b) You can send an email to apitrustee@gmail.com

5. *If my API Contract was insured by Travelers/Gulf how do I file a vehicle repair claim?*

Answer:

If you have a vehicle repair claim, or if you want to terminate or transfer your contract, **there is no need for you to contact Travelers/Gulf or the Bankruptcy Trustee.** Instead, contact your Dealer (or other authorized repair facility), and follow the process specified in your contract *just as you would have done prior to the API Bankruptcy.* The toll-free phone number to call with vehicle repair questions is **1-800-441-1274.**

6. *If my API Contract was insured by First Colonial or Northbrook how do I file a vehicle repair claim?*

Answer:

If your contracts were back by First Colonial or Northbrook you, or your authorized repair facility can submit your claim to First Colonial or Northbrook for authorization by calling **800-441-1274.**

7. *If my API Contract was insured by Ohio Indemnity how do I file a vehicle repair claim?*

Answer:

If your vehicle service contract was insured by Ohio Indemnity and you have a vehicle repair claim, please be advised that, despite the API bankruptcy, Ohio Indemnity will honor payment on all valid claims made with respect to vehicle service contracts insured by Ohio Indemnity.

A phone number will be set up shortly to handle claims. Please check this website for updates.

8. *If my API Contract was insured by Marathon how do I file a vehicle repair claim?*

Answer:

If your vehicle service contract was insured by Marathon and issued by an automobile dealer in one of the following seven states: Texas, Illinois, North Carolina, Nebraska, Oregon, Utah, Virginia or Washington, Marathon is currently paying certain valid claims.

If you are in one of these seven states, the toll-free phone number to call with vehicle repair questions is 1-800-441-1274.

If your vehicle service contract was insured by Marathon and was not issued by a dealer in one of the seven states identified above, claims are not currently being processed. Please continue to check this website for updates.

9. *If I am a member of the Military Installment Loan Education Services (“MILES”) program, how do I file a vehicle repair claim?*

Answer:

If you purchased your vehicle service contract through the MILES program your valid claims **will continue to be honored and paid** under the terms of the vehicle service contract you purchased when you acquired your vehicle.

Please advise your repair shop or dealer to direct any questions regarding **Capital Administrative Resources** and its procedures to 1-800-682-9738.

Members of the MILES program who have any questions regarding their service contracts may contact **MILES** directly at 866-466-4537.

10. *I have a Guaranteed Price Refund Claim, how do I receive my refund?*

Answer:

Information regarding making a claim for your Guaranteed Price Refund is not currently available. Please check this website for updates.