

WEBSITE UPDATE – CONSUMERS

DATED: November 7, 2007

NOTICE TO VEHICLE SERVICE CONTRACT HOLDERS WHOSE REPAIR CLAIMS MAY BE COVERED BY THE TRAVELERS INDEMNITY COMPANY/GULF INSURANCE COMPANY (“Travelers/Gulf”)

If the Administrator of your VSC was insured under an excess insurance policy through Travelers/Gulf and you have a vehicle repair claim, then you should follow procedures outlined in the WHAT TO DO IN THE EVENT OF A FAILURE AND/OR MECHANICAL BREAKDOWN section of your VSC.

Despite the API Bankruptcy, Travelers/Gulf is paying all valid covered vehicle repair claims under VSCs that it backed. Travelers/Gulf, however, did not insure and is not responsible for Guaranteed Price Refund (“GPR”) claims. On November 6, 2007, the Bankruptcy Court entered an order prohibiting parties from bringing such claims against Travelers.

If you have a vehicle repair claim, contact your Dealer (or other authorized repair facility) or if you want to exercise your cancellation right or transfer your VSC contact your Dealer and follow the process specified in your VSC *just as you would have done prior to the API Bankruptcy*. There is no need to contact the Bankruptcy Trustee.

Authorization for a repair must be obtained prior to proceeding with any repair. **ANY CLAIM FOR REPAIRS WITHOUT PRIOR AUTHORIZATION WILL NOT BE COVERED.** Questions regarding the authorization process should be directed to 800-994-3890. All agreements that existed with API, including but not limited to, labor time, labor rates, parts pricing, etc. will remain in force.

**PREPARED BY THE TRAVELERS INDEMNITY COMPANY/GULF
INSURANCE COMPANY**