



The Epic Difference

Centricity Difference

- Backed by Bankers Financial Corporation
- A+ Better Business Bureau rating
- Dedicated Account Manager and service team
- Marketing support and POP (point of purchase) materials
- Customer Service available 24/7/365 via phone, email and chat
- Training team with extensive capabilities (E-Learning, Webinar, On-Site)
- Nationwide network of service providers – regional and national partnerships
- Customer satisfaction survey
- On-demand and customized sales & claims reporting
- Online contract management tools for dealers and consumers
- Claim initiation and management for self-servicing dealers

Epic Protect Difference

- Terms and conditions provided to customers by Centricity
- Limit of Liability – full value program, no aggregate limit
- Up to \$300 food loss benefit (for the life of the contract)
- Up to \$50 laundry credit (for the life of the contract)
- Up to \$75 allowance for delivery & haul away on replacement products
- Up to \$150 R&R on mounted products
- If the product cannot be repaired, it is replaced
- Transferable and may be eligible for renewal
- Additional coverage for functional component failures that impede the function of the product (handle, knob, rack, roller, wheel, shelf & drawer)
- No lemon guarantee: if the same covered part fails three times, the product is replaced on the fourth call over the life of the contract
- ADH starting Day 1 on laptops, tablets and cameras