



37232 Lighthouse Road, Suite 165 - Selbyville DE 19975

MEMBERSHIP APPLICATION

Applicants shall be reliable and ethical companies operating in the vehicle service contract industry who have a regularly established place of business in the United States and/or Canada.

The undersigned is hereby applying for membership in the Vehicle Protection Association.

Please print or type:

Company Name ("Applicant"): _____

Street Address: _____

City: _____ State/Prov.: _____ Zip/Postal Code: _____

Telephone: _____ Facsimile: _____

E-Mail Address: _____ Web Site: _____

Primary Contact: _____

Title: _____

Alternate Contact: _____

Title: _____

Membership/Industry Category: _____

Dues Amount \$ ___2,500 ___

Contributions or gifts to the VPA are NOT deductible as charitable contributions for U.S. Federal Income tax purposes. Membership dues may be deductible as ordinary and necessary business expenses. Membership dues are non-refundable.

Please answer the following questions:

Yes No Is a supervisor/member of management available during all hours of service operation for customer contact and quality control purposes?

Yes No Does Applicant have or participate in on-going training and education programs for keeping employees up-to-date on compliance policies and/or procedures?

Yes No Is Applicant willing to abide by the VPA's stated Standards of Conduct?

Yes No Does Applicant agree to indemnify and hold the VPA and its representatives, agents and/or auditors harmless for any action against them relating to its participation in the VPA program or any product or service provided to a customer by a VPA participant *should a problem arise?*

Yes No Does Applicant agree to meet all the legal requirements of its county, municipality and state in which it operates and have your company comply with them?

Yes No Does Applicant agree, in the event that its membership or certification status is revoked for any reason, to immediately remove and discontinue use and display of the VPA logo, sign, other insignias, advertising, etc. that indicates Applicant has any contract, connection or arrangements with the VPA?

Is Applicant a member of the local Better Business Bureau (BBB)? Yes No

Does Applicant participate in a 3rd party dispute resolution program? Yes No

Name of Organization/Program: _____ Phone: _____

Address _____

Please indicate the number of complaints filed with your local BBB or consumer protection agency regarding your company during the past 12 months: _____

Please indicate the number of complaints more than 90 days old remaining unresolved: _____

Please also attach verification of the above information from your local BBB or consumer protection agency on their letterhead.

Would Applicant agree to Mediation or binding Arbitration by an independent third party to resolve a dispute with a customer? Yes No

Was Applicant or any of the principals of the Applicant ever associated with a company engaged in the sale or administration of vehicle service contracts that applied for but did not achieve VPA Certification? Yes No

Is the Applicant a principal in any other company that is not currently a member of the VPA or? If so, please state Names and dba (as applicable): _____

Does the Applicant business have multiple locations either under the same company name or same company name using a different d/b/a? If so, please state Names and dba (as applicable): _____

Does/will your company have partners/owners or senior management who have experience in this industry?

Has Applicant or its **management/personnel**, to the best of your knowledge, ever been convicted of any felony offense or offense related to the sale or administration of a product to a consumer? Yes No. If yes, please state the date, _____ as well as the applicable court and case number: _____ (Attach a photocopy of the official documents, if available.)

Has Applicant or any of its owners, principals, managers or current personnel ever been found, through any administrative proceedings, to have engaged in misrepresentation or deceptive practices with regard to the sale or administration of a vehicle service contract or other product to a consumer? Yes No

Has Applicant ever been found, through any administrative proceedings, to have engaged in misrepresentation or

deceptive practices specifically related to fraudulent financial transactions of any kind? ___ Yes ___ No.

NOTE: Should it subsequently be found that Applicant, its owners or managers have been convicted of a felony offense, any offense related to the sale or administration of vehicle service contracts and/or have been found through administrative proceedings to have engaged in misrepresentation or deceptive practices, Applicant agrees to immediately inform the VPA, and understands that its membership and/or certification, if applicable, may be revoked.

What are (or will be) the sources of funds for your vehicle service contract business? _____

Applicant Acknowledgment

This is to certify that the above responses and facts are true and that the signature entered below is that of an officer, or individual authorized to sign by an officer, of Applicant, or its parent company, with the authority to bind the company to the statements and responses herein.

The undersigned authorizes the VPA and its agents to conduct a review of this company's operations to assure its willingness to comply with the VPA Standards of Conduct. It is understood that this review will be performed confidentially. The undersigned further authorizes the VPA, or its authorized representatives, agents or auditors, in the course of conducting a review of Applicant's activities to have access to its business premises and/or operations, marketing materials, telephone recordings, customer files and any correspondence or complaints received from the BBB or state regulator(s). The undersigned further agrees, if accepted as a VPA member, to indemnify and hold the VPA and its representatives, agents, affiliates and/or auditors harmless of any action taken against it as a result of Applicant's membership in the VPA.

Please send application and dues (\$2500) to:
VPA, 37232 Lighthouse Road, Suite 165, Selbyville, DE 19975

I enclose the following:

- (1) A report from the local Better Business Bureau or consumer protection agency stating that no complaints have been made, OR the number of complaints received/filed with their office regarding Applicant in the past 12 months, the nature of these complaints, if available, and the number of complaints remaining unresolved.
- (2) Check for annual dues made payable to the Vehicle Protection Association in the amount of \$2500.
- (3) A financial statement showing the business' net worth (asset/liability statement), credit report and source of start-up funds and working capital.

By signing this application, Applicant agrees to abide by the VPA Standards of Conduct and provisions of the Affidavit established by the Vehicle Protection Association.

Signature

Printed Name

Title

Today's Date _____