



## VEHICLE PROTECTION ASSOCIATION Outline for Certification Process

1. Owner and senior officials/management of company commit to follow VPA Standards of Conduct.
2. Company applies for membership in VPA (optional).
3. Company completes application for certification and sends completed application and payment of initial application fee in the form of a check payable to VPA to the attention of:

Destiny Wisecup, Certification Administrator  
Vehicle Protection Association  
Mac Murray, Petersen & Shuster LLP  
6530 West Campus Oval – Suite 210  
New Albany, OH 43054  
(614) 939-9955 phone; (614) 939-9954 fax  
[dwisecup@mpslawyers.com](mailto:dwisecup@mpslawyers.com)

4. After application is finalized and complete, Certification Administrator contacts Auditor to prepare for inspection and evaluation.
5. Auditor contacts Applicant to explain audit process and cost, to schedule onsite audit visit, to discuss documents that company will need to produce prior to visit, and to explain application of VPA Standards of Contact. If necessary, Applicant may contact Auditor.

Michele Shuster, Auditor  
Vehicle Protection Association  
Mac Murray, Petersen & Shuster LLP  
6530 West Campus Oval – Suite 210  
New Albany, OH 43054  
(614) 939-9955 phone; (614) 939-9954 fax  
[mshuster@mpslawyers.com](mailto:mshuster@mpslawyers.com)

6. Following initial discussion with Applicant, Auditor will forward a copy of his/her company retainer agreement detailing the expectations of the audit and fee for onsite visit.
7. Once retainer agreement and fee are received, Auditor inspects and evaluates Applicant. If Auditor finds that Applicant complies with VPA Standards of Conduct, Auditor will recommend Applicant's certification to VPA Board. Board reviews application and recommendation. If accepted, VPA issues certification for one year.
8. VPA publishes list of certified companies periodically and on the website.
9. Applicant agrees to permit up to four (4) follow up reviews during the year of certification. The audit fees may include two unannounced inspections and two announced inspections.
10. After one year, company may re-apply for certification.