

## Frequently Asked Questions

- Q. How do I file a claim?
- A. Please download the form from this web site, fill it in and mail it as instructed.
  
- Q. I have a vehicle warranty reimbursement guaranty claim for a contract issued through North American Dealer Co-op (NADC or NADS). What do I do?
- A. You need to contact NADC or the dealer that sold you the contract. Western insured NADC, not individual warranty holders.
  
- Q. I have a surety bond issued by Western. What do I do?
- A. Please download the proof-of-claim form and mail it in with a copy of your bond. You will need to replace your bond(s) before December 13, 2011.
  
- Q. I have a claim that I filed with Western before September 13, 2011. Do I need to file it again with the liquidator?
- A. Yes
  
- Q. I have a surety bond claim but I don't know how much it is. What do I do?
- A. You may file it as a "contingent" claim if the loss occurred before December 13, 2011.
  
- Q. I don't know what the type of claim is, there is no check box that describes it or I don't understand what to check. What do I do?
- A. Check the "Other" box and describe the claim in the space below or on an additional page. Attach a copy of your warranty or other contract. For example: "I think this is an auto warranty claim, a copy of the contract is attached."
  
- Q. When will I be paid and how much?
- A. Your claim will be reviewed by the Receiver and you will be notified if the claim is accepted. If the claim is accepted you will be paid a percentage of available funds depending on how many claims are accepted and the total value of all claims. The timing will remain unknown until all claims have been filed and assets available for distribution are known.
  
- Q. If my claim is for bond collateral do I still need to file a claim?
- A. Yes. That enables the Receiver to accurately track all collateral claims.
  
- Q. Can I collect reinsurance that may be earmarked for my claim?
- A. No. Reinsurance agreements are between Western and the reinsurer and are not available to the claimant directly?