

**DEPARTMENT OF INSURANCE****Legal Division, Auto Enforcement Bureau**

www.insurance.ca.gov



TO: All Vehicle Service Contract Providers, Express Warrantors and Other Obligor.

DATE: October 4, 2016

SUBJECTS: Submission of Vehicle Service Contract Forms/Express Warranties  
Proof of Financial Responsibility  
DMV Occupational License

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**VIA EMAIL ONLY**

Effective October 10, 2016, the Department will only accept Vehicle Service Contract (“VSC”) form filings (Ins. Code § 12800 *et seq.*), Express Warranties (Ins. Code § 116.6) and Proof of Financial Responsibility (Ins. Code §§ 12830 and 12836) via electronic mail to [VSC\\_Intake@insurance.ca.gov](mailto:VSC_Intake@insurance.ca.gov). Submissions sent to any other email address will not be processed.

**Email procedure for VSC form filings:**

- 1) Ensure the email subject line contains your VSCP Name, license number and the words “VSC Form Filing”.
- 2) In the body of the email, type your licensee name and license number.
- 3) In the body of the email, type out all form numbers. Please do not copy and paste a graphic, image or table containing the form numbers.
- 4) Each form/attachment should consist of the registration page, the body, any California specific endorsement and a certification of ancillary benefits (if needed). Each attachment shall be named the same as the form number indicated within each separate form.
- 5) Do not separate the registration page from the form or provide multiple forms in one attachment.
- 6) Submit email attachments in either PDF or Microsoft Word format. (.doc. or .docx) If submitted in PDF format, ensure all attachments are unlocked and OCR readable.
- 7) DO NOT SUBMIT YOUR CLP. See #'s 29 -31 below.

**Email procedure for seller-obligor form filings:** If you are a seller that is not a manufacturer or distributor (Ins. Code § 12805(a)(2)), please adhere to the following protocol.

- 8) Ensure the email subject line contains your Entity Name and the words “VSC DO Form Filing”.
- 9) In the body of the email, type your dealership name.
- 10) Provide a clear and legible copy of your valid California Department of Motor Vehicles Occupational License.
- 11) In the body of the email, type out all form numbers. Please do not copy and paste a graphic, image or table containing the form numbers.
- 12) Attachments should be one per form. Each form/attachment should consist of the registration page, the body, any California specific endorsement and a certification of ancillary benefits (if needed). Each attachment shall be named the same as the form number indicated within each separate form.
- 13) Do not separate the registration page from the form or provide multiple forms in one attachment.
- 14) If you will be contracting with a third party administrator, attach your agreement with said TPA and provide their California Property and Casualty Broker-Agent license number.
- 15) Submit email attachments in either PDF or Microsoft Word format. (.doc. or .docx) If submitted in PDF format, ensure all attachments are unlocked and OCR readable.
- 16) DO NOT SUBMIT YOUR CLP. See #'s 29 -31 below.

**Email procedure for distributor/manufacturer form filings:** If you are an obligor that is a manufacturer or distributor (Ins. Code § 12805(a)(1)), please adhere to the following protocol.

- 17) Ensure the email subject line contains your Entity Name and the words “VSC Manufacturer Form Filing”.
- 18) In the body of the email, type your manufacturer or distributor name.
- 19) Provide a clear and legible copy of your valid California Department of Motor Vehicles Occupational License.
- 20) In the body of the email, type out all form numbers. Please do not copy and paste a graphic, image or table containing the form numbers.

- 21) Attachments should be one per form. Each form/attachment should consist of the registration page, the body, any California specific endorsement and a certification of ancillary benefits (if needed). Each attachment shall be named the same as the form number indicated within each separate form.
- 22) Do not separate the registration page from the form or provide multiple forms in one attachment.
- 23) Submit email attachments in either PDF or Microsoft Word format. (.doc. or .docx) If submitted in PDF format, ensure all attachments are unlocked and OCR readable.

**Email procedure when submitting an Express Warranty:** (Ins. Code Sec. § 116.6)

- 24) Ensure the email subject line contains the Warrantor's legal name and the words "Express Warranty Filing".
- 25) In the body of the email, type the warrantor name.
- 26) In the body of the email, type out all form numbers. Please do not copy and paste a graphic, image or table containing the form numbers.
- 27) SUBMIT YOUR CLP along with the corresponding SERFF communications with the California Department of Insurance. Ensure the CLP names the Warrantor as the insured.
- 28) Submit email attachments in either PDF or Microsoft Word format. (.doc. or .docx) If submitted in PDF format, ensure all attachments are unlocked and OCR readable.

**Proof of Financial Responsibility:**

- 29) If complying under Ins. Code Section 12836, please submit your audited financial statements annually for the most recent year.
  - a) In the subject line of email, type the name of the obligor, license number (if any) and the words "12836 submission".
  - b) In the body of the email, type the name of the obligor and license number (if any).
  - c) If unlicensed, affirmatively state your statutory exemption from the licensure requirement.
  - d) If the obligor qualifies for the net worth exemption under the parent company, you must provide an organization chart listing the relationship between the companies, a list of corporate officers for both and a dated signature of at least two officers of the parent company attesting to the truthfulness of the representation.

- 30) Only send your Contractual Liability Policy (“CLP”) information if changing carriers. If complying under Ins. Code Section 12830:

**For a Third Party-Obligor:** (Ins. Code § 12815(a))

- a) In the subject line of email, type the name of the obligor, license number and the words “CLP Change”; *and*
- b) In the body of the email, type the name of the obligor, license number, identify the current insurer, identify the proposed insurer and identify the date and time of the proposed change; *and*

**For a Seller-Obligor:** (Ins. Code § 12805(a)(2))

- c) In the subject line of email, type the name of the obligor and the words “CLP Change”; *and*
- d) In the body of the email, type the name of the obligor, identify the current insurer, identify the proposed insurer and identify the date and time of the proposed change; *and*
- e) Attach a clear, legible copy of your valid California Department of Motor Vehicles Occupational License number. Ensure the name DMV licensee is also the named insured on the CLP; *and*

**For all CLP changes:**

- f) Attach a cancellation endorsement by your current carrier with, at least, a 30-day future effective date; *and*
  - g) Attach your new policy naming YOU as the insured along with the corresponding SERFF communications with the California Department of Insurance; *and*
  - h) Attach the current AM Best Rating of your proposed carrier; *and*
  - i) Ensure there will be no lapse in coverage; *and*
  - j) Ensure there will be no overlap in coverage.
- 31) Submit email attachments in either PDF or Microsoft Word format (.doc or .docx) If submitted in PDF format, ensure all attachments are unlocked and OCR readable.