

10130190

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Mass Point, Ms. [REDACTED]

June 1, 2005

U.S. Dept. of Transportation
NEF-11-2HL
400 Seventh St, SW,
Washington, DC 20590

Dear Sir:

I took my '99 Mazda Protege to dealership for timing
cracker, water pump and etc. I had a complete care car
card, which under warranty and hadn't expired. I had
about 6,000 ^{miles} left before expired, but complete care would
not honor the \$805.00 repairs bill, because I
did called the claim department ~~before~~ after the
car repaired. VIN JM1B32221X0 [REDACTED]
I enclosed a copy of the complete care card.

Your Truly,
[REDACTED]

M/K [REDACTED]
7/19/05

COMPLETE CARE

Protection for the Road Ahead

Name: [REDACTED]
Contract #: 8863794
Expires: 08/28/2005 or 75,000 Miles
Deductible: \$100
Coverage: Preferred

2294

over on back

This card is for identification purposes only. To verify coverage and obtain necessary authorization prior to repairs,

call our **Claims Department:**

(800) 643-9059

Emergency Roadside Assistance:

(800) 831-6870

Universal Underwriters

Universal Underwriters Service Corporation
d/b/a: UUSC Service Company (NY)
Universal Underwriters Insurance Company (FL)
7045 College Blvd - Overland Park, Kansas 66211-1523



A member of the Zurich Financial Services Group