



## Submitting a Cancellation Request

ALL Cancellation Requests should be submitted using the current AGWS Cancellation Request form which is available on our website by logging onto [www.AGWSinc.com](http://www.AGWSinc.com) under “Dealer” or “Agent” in the toolbar. This form is kept in pre-fill PDF format allowing you to fill in 90% of the needed information prior to printing, signing, and submitting your request.

Please note that the AGWS Cancellation Department is now completely automated, therefore, please submit only one contract per request form and only one request form per fax or email submission.

When creating the Cancellation Request please complete Sections 1 & 3 and sign as a dealer representative in Section 2.

- If the contract was financed using a finance house (i.e. SPP, Mepco, Omnisure, Freepay, or Paylink) the dealer must contact the finance company and stop future payments from being processed.

AGWS will require an appropriate Agreement Holder’s signature in Section 4- meaning that whoever signed the original AGWS contract would be the only authorized signor for cancellation. To validate their signature, each cancellation request should be submitted with an executed copy of the 1<sup>st</sup> page of the AGWS agreement.

- In the event that the Agreement Holder is deceased, a copy of the death certificate and the legal document appointing the executor of the estate will need to accompany the cancel request form.
- The **ONLY** exceptions where an Agreement Holder’s signature would NOT be required are for a total loss or repossession. For these situations, a copy of Total Loss Letter or Letter of Repossession will need to accompany the cancel request form.
- If the deal falls through, the dealer will need to complete Sections 1, 2, & 3 of the cancel request form and attach the first page of the contract with the word VOID written across it and signed and dated by the F & I Manager. Note that the cancellation may be subject to a cancellation fee and may be pro-rated if request is not received within 30 days from the sale date.

To prevent delays in the request being processed, make sure to always use the current AGWS Cancellation Request form, include all requested documents and proper signatures. Use only the fax number or email address listed on the form.

Fax Cancellation Requests to 630-534-7030 or email them to [Cancellations@agwsinc.com](mailto:Cancellations@agwsinc.com)

Allow 3-4 weeks for processing. Once the cancellation has been completed AGWS will mail the dealer a cancel breakdown sheet and the AGWS portion of the refund. The dealer is expected to follow the cancellation breakdown sheet and contribute their portion of the refund, and issue a final refund to the customer or lienholder.

Note: If a finance house was used then final documentation and instructions would come from them.

Please call the AGWS Cancellation Department at 800-579-2233 x4193 with any questions. Thank you.



**SECTION 1**

Agreement Holder's Name			Service Agreement Number	Cancel Effective Date / / (MO) (DAY) (YEAR)
Current Street Address			Dealer Name	
City	State	Zip	Was service agreement financed?	<input type="checkbox"/> Yes <input type="checkbox"/> No
			Has the loan been paid in full?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Agreement Holder's Current Phone			If no, provide name of lender.	
Last six digits of VIN #	Mileage at Cancellation		Lender Account #	

**SECTION 2**

**Must be signed by the Selling Dealer.**

I have reviewed the information for the Service Agreement stated in Section 1 and agree the information is accurate. A copy of the signed Service Agreement is attached with this cancellation request.

\_\_\_\_\_  
Dealer Representative

\_\_\_\_\_  
Date

**SECTION 3**

Reason for Cancellation (check one)

- Trade in or Sale      Attach Odometer Statement, copy of sales documentation and proof of payoff.
- Theft or Total Loss      Attach supporting documentation for date/mileage.       Does not need or want Agreement
- Repossession      Attach lender's request letter.       Dissatisfied with Agreement/Coverage
- Other (Explain)      \_\_\_\_\_

**SECTION 4**

**Must be signed by the Agreement Holder, unless Repossession or Total Loss are checked above.**

**Agreement Holder's Request for Cancellation**

I hereby request cancellation of the Service Agreement described in Section 1. In consideration of this cancellation, I do hereby release and forever discharge the Service Agreement Administrator ("American Guardian Group of Companies") from any and all liability with respect to this Service Agreement. I further agree to hold the Administrator harmless from any and all claims, demands, actions and payments on account of this Service Agreement. I have read and understand the Cancellation provisions in the Service Agreement. If the Service Agreement was financed and the loan has not been paid in full, any refund will be returned to the lender.

\_\_\_\_\_  
Agreement Holder's Signature

\_\_\_\_\_  
Date

**COPY OF THE CUSTOMER SIGNED SERVICE AGREEMENT MUST BE SENT WITH THE SIGNED CANCELLATION REQUEST.**  
(Failure to send required documents and signatures will delay the cancellation process.)

Dealer: Please send all documents immediately to American Guardian Group of Companies via fax or email.