

## Customer Assistance

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**Customers** may call **Consumer Affairs @ 800-647-7261** for information regarding their Vehicle Service Contract (VSC) or Prepaid Maintenance Agreement (PMA). For Ancillary Plan information, **customers** must call **800-338-2680**. For High-Mileage Plan information, **customers** must call **888-662-6726**.

### Dealer Direct Hotline

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**Dealers** may call the **NESNA Dealer Hotline @ 800-362-4111**

#### Menu Option

- Assistance with application processing, transfers or cancellations . . . . . 1
- Guaranteed Auto Protection (GAP) and Ancillary Policies . . . . . 2
- QualityGuard+Plus Claims . . . . . 5
- Service Payment Plan Program (SPP) . . . . . 6

## Dealer Assistance

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- Dealer Assistance with VSC/PMA Applications, Transfers or Cancellations . . . . **800-362-4111**  
Option 1, then option 1
- VSC & PMA Claims . . . . . **800-888-5245**
- Roadside Assistance . . . . . **800-225-2476**
- Tire Road Hazard Protection Claims . . . . . **866-359-5427**
- Materials Order Status Check . . . . . **800-247-5321**
- 0% Consumer Finance Plan (SPP) . . . . . **800-346-5990**
- Ancillary Plan Claims Assistance . . . . . **888-684-9327**
- Ancillary Plan Appearance Protection . . . . . **833-267-2195**
- Ancillary Plan GAP . . . . . **888-272-5517**
- Ancillary Plan Lease Wear & Tear Claims Administrator . . . . . **866-910-5547**  
Option 3, then option 1
- Ancillary Plan Roadside Assistance . . . . . **866-330-0760**
- High-Mileage Plan Claims . . . . . **800-559-1909**
- High-Mileage Plan Dealer Assistance & Consumer Benefits . . . . . **888-662-6726**  
(Towing / Road Service; Trip Interruption; Lost Key / Lockout)

# QualityGuard+Plus®

