

BRIAN SANDOVAL
Governor

STATE OF NEVADA

C.J. MANTHE
Director

BARBARA D. RICHARDSON
Commissioner



DEPARTMENT OF BUSINESS AND INDUSTRY
DIVISION OF INSURANCE

1818 East College Pkwy., Suite 103
Carson City, Nevada 89706
(775) 687-0700 • Fax (775) 687-0787
Website: doi.nv.gov
E-mail: insinfo@doi.nv.gov

October 31, 2017

PROTECH VSC
4085 N. Saint Peters Pkwy.
St. Peters, MO 63304

SENT VIA CERTIFIED MAIL:
7017 1070 0000 8962 7995

Re: Order to Cease and Desist the Solicitation and Sale of Service Contracts in Nevada
Cause No. 17.0508

To Whom It May Concern:

Protech VSC ("Protech") has solicited the sale of service contracts in the State of Nevada through the use of the United States Postal Service and the internet. It is unlawful for an entity to sell or offer for sale service contracts in Nevada without first being registered with the Nevada Division of Insurance. NRS 690C.150. If Protech wishes to do business in Nevada it must submit an application for registration within 45 days of the date of this letter. In the meantime, Protech must immediately cease soliciting and selling service contracts in Nevada pursuant to the enclosed Cease and Desist Order issued by the Nevada Commissioner of Insurance.

Protech's application for registration is not a substitute for the other requirements listed in the enclosed order. Protech must still submit a complete list, including names and contact information, of those Nevadans who have purchased a service contract, and provide an immediate disclaimer on its website, social media accounts and other marketing materials, announcing that Protech's service contracts are not available in Nevada.

Please note that compliance with the directives in this letter and the Order to Cease and Desist do not guarantee that Protech will receive a certificate of registration after applying for the same. Additionally, having solicited and sold service contracts in Nevada without proper registration will subject Protech to administrative penalties and fines.

Very Truly Yours,

A handwritten signature in blue ink, appearing to read "DR Hall", written over a large, stylized blue scribble.

DAVID R. HALL, ESQ.
Insurance Counsel

Enclosure

STATE OF NEVADA
DEPARTMENT OF BUSINESS AND INDUSTRY
DIVISION OF INSURANCE



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4 IN THE MATTER OF

CAUSE NO. 17.0508

5 **PROTECH VSC,**

6 **Respondent.**

7
8 **ORDER TO CEASE AND DESIST**

9 The State of Nevada, Department of Business and Industry, Division of Insurance
10 (“Division”) sends greetings to:

11 PROTECH VSC
12 4085 North Saint Peters Parkway
13 Saint Peters, MO 63304
14 protechvsc.com

15 It is unlawful for corporations and/or persons to provide, issue, sell, or offer for sale,
16 service contracts within the State of Nevada without first obtaining a proper certificate of
17 registration from the Division pursuant to Chapter 690C of the Nevada Revised Statutes
18 (“NRS”). NRS 690C.150. The Commissioner of Insurance (“Commissioner”) has exclusive
19 jurisdiction to regulate, enforce or effect full compliance with regard to the insurance code of
20 the State of Nevada, including NRS Chapter 690C. NRS 679B.120 and NRS 679B.130.

21 The Division has received and verified, credible information that PROTECH VSC
22 (“PROTECH”) has provided, issued, sold, or offered for sale, service contracts within the State
23 of Nevada through the use of the United States Postal Service and the website protechvsc.com
24 without first obtaining a proper certificate of registration pursuant to NRS 690C.150. See
25 Exhibits A and B.

26 WHEREAS, PROTECH’s conduct is injurious to the rights and interests of the public or
27 policyholders in Nevada, and emergency action is imperatively required.

28 WHEREAS, PROTECH may request a hearing regarding the instant Order in
accordance with the provisions of NRS 679B.310.

1 NOW, THEREFORE, PURSUANT TO NRS 679B.120 and 679B.140, PROTECH IS
2 HEREBY ORDERED TO IMMEDIATELY CEASE AND DESIST FROM PROVIDING,
3 ISSUING, SELLING, OR OFFERING FOR SALE, SERVICE CONTRACTS WITHIN THE
4 STATE OF NEVADA.

5 IT IS FURTHER HEREBY ORDERED THAT PROTECH SHALL, within fifteen (15)
6 days of receipt of this order, furnish to the Division a complete listing, including contact
7 information, of all Nevada residents who have purchased any service contract, insurance or
8 insurance-related product from PROTECH.

9 IT IS FURTHER HEREBY ORDERED THAT PROTECH SHALL ADMINISTER the
10 service contracts existing in the State of Nevada and pay all legitimate claims now owing, and
11 shall work with the Division to resolve any existing or future consumer complaints.

12 IT IS FURTHER HEREBY ORDERED THAT PROTECH SHALL immediately
13 provide a disclaimer and/or disclosure on its internet website, marketing materials, written
14 communications and through oral communication, indicating that its service contracts and any
15 other services are not available to persons or entities in the State of Nevada.

16 FURTHER, PROTECH IS HEREBY NOTIFIED that the Commissioner may, after
17 notice and opportunity to be heard, impose all of the following administrative fines:

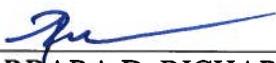
- 18 • NRS 690C.120(1)(b), NRS 679B.185(1), fines of \$10,000 for each act or
19 violation;
- 20 • NRS 690C.330, fines of \$10,000 for similar violations;
- 21 • NRS 690C.120(1)(f), NRS 686A.030, NRS 686A.183(1)(a), fines of \$5,000 per
22 violation;
- 23 • NRS 690C.120(1)(f), NRS 686A.040, NRS 686A.183(1)(a), fines of \$5,000 per
24 violation.

25 FURTHER, PROTECH IS HEREBY NOTIFIED that if PROTECH has information that
26 will alter this Cease and Desist Order, or if it has any questions regarding this matter, it may
27 contact David Hall, Insurance Counsel, at 1818 East College Pkwy., Suite 103, Carson City,
28 Nevada 89706; by telephone, (775) 687-0708; or by email, dhall@doi.nv.gov.

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IT IS SO ORDERED this 31st day of October, 2017.



BARBARA D. RICHARDSON
Commissioner of Insurance



**VEHICLE SERVICE DEPARTMENT
VEHICLE DOCUMENT/ALERT NOTICE
PERSONAL & CONFIDENTIAL**

EXAMPLE REPAIR INVOICE ENCLOSED

REDACTED by NV DOI

Notice Date: 4/7/17

Vehicle Code: REDACTED by NV DOI

Customer Service: 1-888-509-5525
Explicacion al final de la carta

REDACTED by NV DOI

Make: HONDA

Carson City NV 89706-2330



Program Term Deadline: 5/5/17

Call to verify the above information



Call to verify the above information



IMMEDIATE RESPONSE TO THIS NOTICE REQUESTED

Notice Date: 4/7/17

Make: HONDA

Attention: REDACTED by NV DOI

Code:	REDACTED by NV DOI
Coverage:	PENDING
Program Term Deadline:	5/5/17

Our records indicate you have received multiple notices and have not contacted us to update your auto file. Please call 1-888-509-5525 today.

You are receiving this notice because your factory warranty will expire or may have already expired based on the mileage and age of your vehicle. If you have updated your coverage please call to verify.

By neglecting to replace your coverage you will be at risk of being financially liable for any and all repairs after your factory warranty expires. However, you still have time left to activate your service contract on your vehicle before it's too late. No vehicle inspection will be required.

No other notices will be sent for this offer. This will be our only attempt to contact you about your expiring factory warranty.

Your file on this vehicle will be deleted and you may no longer be eligible for this offer after 5/5/17.

NO FEE	\$25	\$50	\$75	\$100	\$125	\$150	\$175
Approved	N/C	N/C	N/C	N/C	N/C	N/C	N/C

Coverage Explanation	
REQUESTING	Gold Option: Engine, Transmission, Transfer Unit of 4x4, Drive Axle, Assembly, Front End and Rear Suspension, Steering, Air Conditioning Unit, Electronics, Seals, Gaskets, Brake System, and Most Mechanical Parts.
<ol style="list-style-type: none"> EXTENSION THROUGH 2021 UP TO OR AN ADDITIONAL 100,000 MILES PLATINUM / POWERTRAIN 	<small>You may have been selected to receive this special limited time offer from Protect VSC because of information in your consumer auto data file. Final acceptance is subject to your ability to meet our full eligibility requirements. This is an advertisement to obtain coverage.</small>
PHONE: 1-888-509-5525	Call No Later Than: 5/5/17

Operating Hours: Monday - Friday 8:00 am - 6:00 pm CST, Saturday 10:00 am - 2:00 pm CST

Está recibiendo este aviso porque la garantía del fabricante de su auto está a punto de expirar o ya expiró. Aún hay tiempo para activar la cobertura, pero ignorándola, usted sería responsable de pagar por todas sus reparaciones.



Repair Examples

REDACTED by NV DOI

HONDA

Billing Date:	4/7/17
Account ID:	REDACTED by NV DOI
Previous Balance:	\$0.00

Account Activity

Date	Invoice No.	Details	Charges	Payments
7/23/2016	1	Main Engine Computer	\$ 849.75	
	1	Engine	\$ 4,352.50	
	1	Towing to Repair Shop	\$ 57.50	
	5	Days Rental Car	\$ 175.00	
	10/31/2016	1	Air Conditioning Unit	\$ 1,507.50
8/31/2016	1	Water Pump	\$ 495.60	
	1	Towing to Repair Shop	\$ 57.50	
	2	Days Rental Car	\$ 70.00	
2/14/2016	1	Alternator	\$ 677.25	
	1	Towing to Repair Shop	\$ 57.50	
4/15/2016	1	Power Window Motor	\$ 563.40	
	1	Wiper Motor	\$ 516.25	
5/1/2016	1	Transmission	\$ 3,302.50	
	1	Towing to Repair Shop	\$ 57.50	
	5	Days Rental Car	\$ 175.00	
Totals			\$ 12,914.75	\$0.00

Let the policy pay this for you:	\$12,914.75
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Call today so you don't have to pay for these kind of repairs out of pocket.

Example of actual repair costs.

DO NOT PAY

1-888-509-5525

Protech VSC is an independent nationwide company marketing on behalf of leading third party administrators.

Protech VSC is not affiliated with any auto dealer or manufacturer.

All warranty claims must be pre-authorized before repairs are made.

4085 North Saint Peters Parkway, Saint Peters, MO 63304

Stop Paying For Covered Auto Repairs

Full Coverage Includes:

- Engine
- Transmission
- Air Conditioner
- Cooling System
- Drive Axle

- Brakes
- Electric System
- Fuel System
- Steering
- Suspension


Feel Secure


24/7 Roadside Assistance


Accepted Everywhere


Trusted Protection

We want you to know you are protected with a 30 day full money back guarantee. You're protected with ProTech VSC.

With ProTech, You are Always Protected On the Go. With Our 24 Hours 7 Days A Week Roadside Assistance, You Will Never Be Stuck Again.

ProTech Plans are accepted anywhere in the U.S. or Canada. You just choose any one of the over half a million Dealerships & ASE certified mechanics. The administrator pays for your vehicle's covered repairs with their corporate credit card, and you just pay the deductible.

ProTech only provides the Highest Rated vehicle service protection plans.