



Vehicle Service Contract (VSC)

Cancellation Guidelines

Allstate Dealer Services performs periodic audits of VSC cancellation refunds to ensure your dealership is compliant with state regulations, and help you avoid any penalties and/or fees.

Your State Guidelines

In the state of _____ the consumer/lien holder must receive the entire cancellation amount due to them no later than _____ days after you receive a cancellation notice.

Based on your state rules, if you do not refund the consumer correctly and/or timely you will be subject to a penalty of _____% per month until the refund has been processed.

We require you to retain the following documentation for auditing:

1. Front and back of the refund check paid to the consumer or lender.
2. Completed cancellation form located under the forms tab on allstatedealerservices.com
3. All back up documents
 - Examples include: payoff letter, repossession letter and/or trade docs.

Tips on how to avoid a costly penalty:

- Issue refund checks to your customers at the time of cancellation
- Utilize ACH Direct Deposit to receive your funds faster
- Quickly & easily E-Cancel your contracts through ADS Dealer Portal
- Ensure the Cancellation Form is complete and accurate

For more information please contact your agent:

Agent Name: _____

Agent Phone: _____



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Cancellation Guidelines (cont.)

As of October 2015 the States listed below have a cancellation penalty requirement.

States with penalties

State	Day Requirement	Penalty*
Alabama	45 Days	10%
Alaska	45 Days	10%
Hawaii	45 Days	10%
Iowa	30 Days	10%
Maryland	30 Days	10%
Massachusetts	45 Days	10%
Minnesota	45 Days	10%
Missouri	45 Days	10%
Nevada	30 Days	10%
New Mexico	30 Days	10%
New Jersey	45 Days	10%
New York	30 Days	10%
South Carolina	45 Days	10%
Texas	45 Days	10%
Washington	30 Days	10%
Wisconsin	45 Days	10%
Wyoming	45 Days	10%

* The penalty is applied to the amount due every 30 days until the refund is paid to the customer. These penalties are subject to change without notice and are based on provisions provided by each individual state.

Customer Service: (800) 621-4871
adsccc@allstate.com

Allstate
Dealer Services