



Marcus Lemonis

FROM THE OFFICE
OF THE CHAIRMAN AND CEO

Dear Good Sam Members:

In researching RV and vehicle extended warranties, I personally became so frustrated with what is available to consumers—trying to determine what is covered and what is not—I said “the heck with this” and the Buck Stops Here! When someone buys a warranty or mechanical breakdown insurance, they want to know that they have something they can rely on.

So I challenged our VP, General Manager of Extended Service Plan, Scott Blanc, to re-design our program. I told him to make our program even better, which is exactly what he did.

First, I told him that I did not want to hear about “Wear & Tear”. I know that many members reading this have had warranties and had a claim denied. Here’s the good news—Good Sam will NEVER deny a claim for a part that failed due to the effects of wear & tear. If you are considering purchasing a vehicle warranty from anyone other than Good Sam, ask them how wear & tear will impact you. If you get a vague response, you will have a problem.

Secondly, I did not want to hear about Pre-existing Conditions. Good Sam has a network of independent field inspectors who visit the repair facility in person and take photos if there are any doubts or if the claim amount is significant. Unless there are obvious signs of a pre-existing problem or something that was damaged prior to taking out the policy (rust, old fluid leaks, evidence of prior repairs, etc.), the claim will be paid. PERIOD!

Thirdly, I demanded that the Good Sam Extended Service Plan be affordable and flexible—something that I know members want based on what I’ve been hearing. You can set up monthly or quarterly payments instead of paying all at once. I also required that the warranty be transferable when you sell your RV.

I’m so confident in this product that I’m going to tell you point blank: you’d be making a big mistake not to call 1-866-725-9412 for your free quote from one of our certified agents.

We look forward to hearing from you!

A handwritten signature in black ink, appearing to be "Marcus Lemonis", written over a horizontal line.

Marcus Lemonis
Chief Executive Officer

P.S. Remember – you always have my personal promise, if you ever have an issue that is not resolved to your satisfaction, you can contact me directly at ESPMarcus@goodsamfamily.com.