



**BUREAU OF ELECTRONIC AND APPLIANCE REPAIR  
HOME FURNISHINGS AND THERMAL INSULATION**  
4244 S. Market Ct, Suite D, Sacramento, CA 95834-1243  
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**SERVICE CONTRACT WORKING GROUP  
NOTICE & AGENDA**

**Teleconference Meeting**

**Wednesday, June 8, 2016, 9:00am**

Bureau of Electronic and Appliance Repair,  
Home Furnishings and Thermal Insulation

**Meeting Location:** Department of Consumer Affairs  
4244 South Market Court, Suite D  
Sacramento, CA 95834

**Teleconference Phone Number: 866-842-2981**  
**Participant Passcode #: 4598662**

Unless noticed for a specific time, items may be heard at any time during the period of the meeting.

The Bureau welcomes and encourages public participation in its meetings. The public may take appropriate opportunities to comment on any issue before the Bureau at the time the item is heard. If public comment is not specifically requested, members of the public should feel free to request an opportunity to comment.

1. Welcome and Introductions
2. Comments on Synopsis of Last Meeting
3. Review Timeline for Report
4. Straw Poll Results
5. Status of Assigned Report Topics

Topic	Assignment
Service Contract Regulation History – National	Stephen McDaniel, Ken Levine
Service Contract Regulation History – California	Karen Skelton, Bureau Staff
California Requirements	Karen Skelton, Bureau Staff
Comparison of National Model Act with California Regulation	Stephen McDaniel, Karen Skelton
California Department of Insurance jurisdiction vs. Bureau jurisdiction	Jon Tomashoff, Karen Skelton
Bureau Licensing and Enforcement Challenges	Karen Skelton, Dale Chasse
Glossary of Terms	Karen Skelton, Bureau Staff

6. First Draft Report Outline – Discussion of Working Document
  - a. Logical Format
  - b. Flow of Report
  - c. Comments on Drafted Sections
  - d. Additional Sections/Rename

7. Roundtable Discussion – Inclusion of:

<ul style="list-style-type: none"> <li>• Regulated offerings vs. non-regulated – examples                             <ul style="list-style-type: none"> <li>○ Bureau-regulated offerings</li> <li>○ Department of Insurance regulated offerings</li> <li>○ Non-regulated offerings</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>• Adequacy of consumer protection and recourse                             <ul style="list-style-type: none"> <li>○ Service contractor responsibility                                     <ul style="list-style-type: none"> <li>▪ Program Dissolution</li> <li>▪ Record Keeping/Reporting</li> <li>▪ Filing Contracts Before Use</li> </ul> </li> <li>○ Bankruptcy</li> <li>○ Notification of Insurance Policy Termination</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>• Consumer perception &amp; expectation                             <ul style="list-style-type: none"> <li>○ Survey Review                                     <ul style="list-style-type: none"> <li>▪ Bureau Market Condition Findings</li> <li>▪ Mason-Dixon National Warranty Survey Results</li> </ul> </li> <li>○ Other sources?</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>• Future of the market (growth, marketing, potential offerings)</li> </ul>
<ul style="list-style-type: none"> <li>• Relevancy of current statute and regulations to current and future marketplace                             <ul style="list-style-type: none"> <li>○ Where is Bureau regulation lacking?</li> <li>○ Recommendations regarding product coverage (list, vs. generic)</li> <li>○ Inconsistencies in Song-Beverly Consumer Warranty Act</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>• Contracts                             <ul style="list-style-type: none"> <li>○ Adhesion Clauses</li> <li>○ Arbitration (Federal vs. State requirements)</li> <li>○ Contract numbering/labeling consistency for identification and review</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>• Song-Beverly Parts requirement impact on service contractors</li> </ul>
<ul style="list-style-type: none"> <li>• Other topics that should be included</li> </ul>

8. Other Topics Not on Agenda

9. Adjournment

**This meeting facility is accessible to the physically disabled. A person who needs a disability-related accommodation or modifications in order to participate in the meeting may make a request by contacting Victoria Hernandez at (916) 999-2055 or, for the hearing impaired, TDD (800) 326-2297; or by sending a written request to the Bureau at 4244 South Market Court, Suite D, Sacramento, CA 95834-1243, Attention: Victoria. Providing at least five working days' notice before the meeting will help ensure the availability of accommodations or modifications.**

Interested parties should call the Bureau at (916) 999-2055 to confirm.