



How long do I have to submit my CC+ sales after March 1, 2018?

CC+ sales sold on or before March 1, 2018 can be submitted to CC+ for processing manual entry through June 30, 2018.

How do I cancel CC+ contracts?

Cancellation forms will be available on the portal. Any cancellation and rekey requests will be done using the new Comfort Shield SKUs that launch on 3/19/2018.

How do I submit claims for service repairs done under CC+ contracts?

You will continue submitting claims using the same portal used for Comfort Shield sales and claims. Service guidelines for Comfort Shield will mirror those that were in place for Complete Care Plus.

Do I need to set up a new servicing account for Comfort Shield claims?

No, the same servicing account will be available for claims. You will be able to view all of the previous claims that were paid to you for service done on CC+ contracts that you sold.

How will I pay for Comfort Shield contracts?

If you have a credit account with Lennox you will be invoiced through standard procedures by Lennox. If you have a cash account with Lennox, you will be required to pay for sales via credit card at the point of entry. A 2% processing fee will be included.