

FOOD LOSS REIMBURSEMENT Customer Instructions

- Report eligible No Cool failure to New Leaf.
- Complete the attached Food Loss Reimbursement List in its entirety and submit it within **72 hours** of the reimbursement request. Include specific details of the lost food.
Ex. 1-pound sliced apples, 8 oz Kraft shredded mozzarella, 3 lb. chicken legs, etc.
- Submit receipts showing replaced perishable food items to New Leaf.
 - If reimbursement is requested *while* repairs are ongoing, then receipts must be submitted **within 2 weeks of the completed service repair.**
 - If reimbursement is requested within 30 days *after* repairs have been completed, then receipts must be submitted **within 72 hours of the reimbursement request** along with the **Food Loss Reimbursement List.**
- Include contract holder's name and service order number on all submitted documents.
- If the service was performed under manufacturer's coverage, New Leaf will need a copy of the repair receipt sent in with the receipts for the food.

Send to: Fax 469-568-9471
Email: claims@newleafsc.net

Mail to: New Leaf Food Loss Claim
PO Box 143428
Irving, Tx 75014-3428

FAQ:

What foods are eligible for reimbursement?

Only perishable items purchased in the refrigerated section will be covered. Coverage will be determined using the USDA guidelines attached below. New Leaf has the right to deny the reimbursement of any item(s) including but not limited to homemade items, breast milk, non-perishable off the shelf items, items labeled safe by the USDA list, alcohol, medication, as well as fruits and vegetables unless purchased cut, peeled or frozen. Food loss claims that do not meet the listed criteria will not be eligible for reimbursement.

Can my claim be considered for reimbursement with just the reimbursement list submitted?

No. In order to properly adjudicate a reimbursement request all of the required documents and timeframes must be met as detailed above. Food receipts dated before the date of repair **WILL NOT** be accepted and only items listed on the original submitted list will be considered for reimbursement.

Food loss reimbursement is only valid if the service plan for the covered unit includes the Food Loss benefit and the No Cool failure of the product is covered under the Terms and Conditions of the service plan.

DAIRY

Milk, cream, sour cream, buttermilk, evaporated milk, yogurt, eggnog, soy milk

Discard



Food Safety and Inspection Service

United States Department of Agriculture

<http://www.fsis.usda.gov>

Refrigerator Foods**When to Save and When to Throw It Out****FOOD**

**Held above 40 °F
for over 2 hours**

MEAT, POULTRY, SEAFOOD

Raw or leftover cooked meat, poultry, fish, or seafood; soy meat substitutes

Discard

Thawing meat or poultry

Discard

Meat, tuna, shrimp, chicken, or egg salad

Discard

Gravy, stuffing, broth

Discard

Lunchmeats, hot dogs, bacon, sausage, dried beef

Discard

Pizza, with any topping

Discard

Canned hams labeled "Keep Refrigerated"

Discard

Canned meats and fish, opened

Discard

CHEESE

Soft Cheeses: blue/bleu, Roquefort, Brie, Camembert, cottage, cream, Edam, Monterey Jack, ricotta, mozzarella, Muenster, Neufchatel, queso blanco, queso fresco

Discard

Hard Cheeses: Cheddar, Colby, Swiss, Parmesan, provolone, Romano

Safe

Processed Cheeses

Safe

Shredded Cheeses

Discard

Low-fat Cheeses

Discard

Grated Parmesan, Romano, or combination (in can or jar)

Safe

Butter, margarine	Safe
Baby formula, opened	Discard
EGGS	
Fresh eggs, hard-cooked in shell, egg dishes, egg products	Discard
Custards and puddings	Discard
CASSEROLES, SOUPS, STEWS	Discard
FRUITS	
Fresh fruits, cut	Discard
Fruit juices, opened	Safe
Canned fruits, opened	Safe
Fresh fruits, coconut, raisins, dried fruits, candied fruits, dates	Safe
SAUCES, SPREADS, JAMS	
Opened mayonnaise, tartar sauce, horseradish	Discard if above 50 °F for over 8 hrs.
Peanut butter	Safe
Jelly, relish, taco sauce, mustard, catsup, olives, pickles	Safe
Worcestershire, soy, barbecue, Hoisin sauces	Safe
Fish sauces (oyster sauce)	Discard
Opened vinegar-based dressings	Safe
Opened creamy-based dressings	Discard
Spaghetti sauce, opened jar	Discard
BREAD, CAKES, COOKIES, PASTA, GRAINS	
Bread, rolls, cakes, muffins, quick breads, tortillas	Safe
Refrigerator biscuits, rolls, cookie dough	Discard
Cooked pasta, rice, potatoes	Discard
Pasta salads with mayonnaise or vinaigrette	Discard
Fresh pasta	Discard
Cheesecake	Discard
Breakfast foods—waffles, pancakes, bagels	Safe

PIES, PASTRY

Pastries, cream filled

Discard

Pies—custard, cheese filled, or chiffon; quiche

Discard

Pies, fruit

Safe

VEGETABLES

Fresh mushrooms, herbs, spices

Safe

Greens, pre-cut, pre-washed, packaged

Discard

Vegetables, raw

Safe

Vegetables, cooked; tofu

Discard

Vegetable juice, opened

Discard

Baked potatoes

Discard

Commercial garlic in oil

Discard

Potato Salad

Discard

Frozen Food**When to Save and When to Throw It Out**

FOOD	Still contains ice crystals and feels as cold as if refrigerated	Thawed. Held above 40 °F for over 2 hours
MEAT, POULTRY, SEAFOOD		
Beef, veal, lamb, pork, and ground meats	Refreeze	Discard
Poultry and ground poultry	Refreeze	Discard
Variety meats (liver, kidney, heart, chitterlings)	Refreeze	Discard
Casseroles, stews, soups	Refreeze	Discard
Fish, shellfish, breaded seafood products	Refreeze. However, there will be some texture and flavor loss.	Discard

DAIRY		
Milk	Refreeze. May lose some texture.	Discard
Eggs (out of shell) and egg products	Refreeze	Discard
Ice cream, frozen yogurt	Discard	Discard
Cheese (soft and semi-soft)	Refreeze. May lose some texture.	Discard
Hard cheeses	Refreeze	Refreeze
Shredded cheeses	Refreeze	Discard
Casseroles containing milk, cream, eggs, soft cheeses	Refreeze	Discard
Cheesecake	Refreeze	Discard
FRUITS		
Juices	Refreeze	Refreeze. Discard if mold, yeasty smell, or sliminess develops.
Home or commercially packaged	Refreeze. Will change texture and flavor.	Refreeze. Discard if mold, yeasty smell, or sliminess develops.
VEGETABLES		
Juices	Refreeze	Discard after held above 40 °F for 6 hours.
Home or commercially packaged or blanched	Refreeze. May suffer texture and flavor loss.	Discard after held above 40 °F for 6 hours.
BREADS, PASTRIES		
Breads, rolls, muffins, cakes (without custard fillings)	Refreeze	Refreeze
Cakes, pies, pastries with custard or cheese filling	Refreeze	Discard
Pie crusts, commercial and homemade bread dough	Refreeze. Some quality loss may occur.	Refreeze. Quality loss is considerable.
	Refreeze	Discard

OTHER		
Casseroles—pasta, rice based	Refreeze	Discard
Flour, cornmeal, nuts	Refreeze	Refreeze
Breakfast items—waffles, pancakes, bagels	Refreeze	Refreeze
Frozen meal, entree, specialty items (pizza, sausage and biscuit, meat pie, convenience foods)	Refreeze	Discard



New Leaf
 SERVICE CONTRACTS
A whole new approach.