



RoadGard Motor Plan with Key Replacement Coverage

Service Department Guidelines And Claim Procedures:

1. Verify that vehicle presented for repair is the vehicle described in the RoadGard Motor Plan registration page (match VIN)
2. Verify Contract Holders name on RoadGard Motor Plan registration page
3. Verify that the RoadGard Motor Plan is in force and has not expired by time or mileage.
4. Verify if one set or two sets of keys and/or FOB's were received at purchase based on box checked on registration page. If one set was checked, verify that claim is not for a second set.
5. Inspect non-working Key or FOB and be prepared to explain specifics to the claims adjuster.
6. RoadGard MotorClub Plan Reimbursement parameters;

Towing Benefit up to \$100 per occurrence.

Lockout Benefit up to \$50 per occurrence.

Emergency Road Service Benefit up to \$75 per occurrence.

Maximum Labor time for Key/FOB reprogramming is .5 hours.

Customer should contact Motorclub directly for these benefits at 1-888-651-9898

7. Call the administrator at **888-651-9898** and report the claim prior to completing the repair or replacement and obtain an authorization number. **[Claims adjusters available 24/7-365]**
8. Fax a completed repair order with an explanation of the failure, parts and part numbers and labor, and customer signature and a signed customer acknowledgement to **817-552-4198**.
9. The claim will be processed within an hour, and CareGard Warranty Services, Inc. will call the repair facility with a credit card authorization. **[Claims processors available 8-6 Central time, M-F]**