



Claims Procedures: Key Replacement

Coverage

- 1) In the event that customer's key and/or key remote is lost, stolen or destroyed, this policy will pay for the cost of a replacement key and/or key remote not to exceed four hundred dollars (\$400) per year for Plan 1 or eight hundred dollars (\$800) per year for Plan 2.
- 2) If the covered vehicle is disabled on the road, MAG will dispatch Emergency Roadside Assistance at the customer's request. If outside regular business hours or on weekends, customer should call Roadside Assistance directly at the number below.

To obtain Emergency Roadside Assistance, Customer must call 1-877-507-4291.

Claim Procedures

To obtain key/remote replacement benefits under this agreement, the customer must comply with the following conditions:

- 1) Customer must report the claim to MAG as soon as possible and an authorization number must be given prior to any repair or replacement. **To contact MAG for a claim submission or authorization number call 1-800-801-1342 and choose option 2.**
- 2) If customer is within a twenty-five (25) mile radius of the originating dealer, customer must return there to have a replacement key/remote cut and programmed.
- 3) If customer is outside the twenty-five (25) mile radius, customer may go to any appropriate franchise Dealer. *However, the customer must get authorization from MAG prior to any repair or replacement of any covered components.*
- 4) All non-working or destroyed keys/remote must be made available to the dealer for inspection.
- 5) ***The selling dealer must contact MAG and receive an authorization number from MAG prior to completing any work. If an authorization number is not given prior to any work being performed, the claim may be denied.***
- 6) After the repairs have been completed, the selling dealer must fax or email the original repair order to MAG for payment. The repair order must be signed by the customer.



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- 7) For all authorized claims, the selling dealer will be paid via credit card as soon as appropriate repair order is received by MAG. The customer is not responsible for any out of pocket expense other than costs in excess of their yearly benefit of four hundred dollars (\$400) on Plan 1 vehicles or their yearly benefit of eight hundred dollars (\$800) on Plan 2 vehicles. ******Please note that a dealer group, (dealership associated with the selling dealership), is considered a selling dealer and they will be paid in the same manner.***
- 8) If it is necessary for customer to obtain services from a dealer other than the selling dealer, customer will pay non-originating dealer for the replacement key/remote and will be reimbursed up to the authorized amount, upon receipt of all repair orders, sales invoices, and /or other relevant or appropriate documentation, as it may be requested by MAG.
- 9) MAG is solely agreeing to pay the replacement cost for all eligible keys/remote under the terms, conditions and limitations set forth in the agreement. MAG shall not provide any keys/remotes itself.