



Claims Procedures - AppearanceGARD

1. Verify that the customer is the contract holder or what relationship they have to the contract holder.

The contract holder's signature will be required on the repair order.

2. Obtain approval from the customer for diagnosis of all complaints and determine the cause of failure.

All customer complaints need to be documented and reported when initiating the claim.

3. Call the claims department at 888-565-2580 and report the claim utilizing the "3C's" (Complaint, Cause, & Correction)
4. The claims adjuster will verify the coverage and either:
 - Authorize the claim and issue a claim number, or
 - Request further evaluation, teardown, outside inspection, or
 - Deny the claim. A denial or reference number is available upon request.
5. After receiving claim approval, record the claim number on the repair order, then fax the completed (invoice copy) of the repair order with customer signature plus any sublet invoices to 817-552-4198. Include the name and telephone number of the person to call for a credit card payment.

NOTE: No claims payments will be made if the claim department has not issued a claim approval reference number prior to the performance of any cleaning and/or repairs. You may be required to present photographs of the affected area in order to obtain approval.

Refer to your agreement for coverage, definitions, exclusions and limitations.



PO Box 653
Bedford, TX 76095
888-565-2580
Fax 817-552-4198