

Premier Loyalty 1K

Claim Department FAQs:

- Claim Department Hours of Operation:
 - Monday Through Friday, 9:30 a.m. - 7:00 p.m., EST
- Claim Department Phone Number : 888-587-0100
- Claim Department FAX Number: 866-764-5392
- Payment Department FAX Number: 866-764-0338
- Claim Supervisor: Daryl Dodge
- Mailing Address: PO Box 23158
San Diego, CA 92193-3158
Attn: Loyalty 1K Claim Department

To Initiate a Claim:

\$1,000 Benefit Claim Procedure

1. Certificate holder purchases a vehicle during certificate eligibility period. Dealership deducts \$1,000 from purchase price on vehicle purchase order.
2. Issuing dealership must contact Administrator to open a claim file after certificate holder purchases the vehicle.
3. The Administrator shall authorize claim payment upon receipt of Proof of Claim (via fax or mail).

Proof of Claim consists of:**

- a. Purchase order showing the total negotiated vehicle cost and \$1,000 deduction from purchase price.
- b. Vehicle service history documents demonstrating maintenance services were performed in accordance with the program's eligibility requirements.

**The Administrator may require additional Proof of Claim documentation at its discretion.

Claim Payment for Approved Claims:

- Authorized claims will be paid via check.