

## Premier Essential VSC

### Claim Department

- Hours of Operation: Monday - Friday, 8:00 a.m. - 8:00 p.m., EST  
Saturday, 9:00 a.m. - 3:00 p.m., EST
- Phone Number : 888-438-0100
- Claim Fax Number: 866-766-6982
- Claim Payment Email: [claimspayment@pdsadm.com](mailto:claimspayment@pdsadm.com)
- Claim Payment Fax: 866-764-0338
- Claim Manager: Roger Gillman
- Mailing Address: PO Box 23880  
San Diego, CA 92193-3880  
Attn: VSC Claim Department

### To Initiate a Claim:

- Provide your name and name of repair facility.
- Provide last 8 of VIN.
- Provide Repair Order Information:
  - Customer Name
  - Description of vehicle (year, make, model)
  - Current odometer reading
  - Date of loss (date on repair order)
  - Repair order number
  - Estimate of repair
  - List of requested parts including part numbers
  - Labor rate and labor time requested (diagnosis time to be itemized with test results available)
- Provide the following information:
  - What is the customer's complaint listed on the RO?
  - What is the technician's diagnosis for the cause of failure and the proposed repair?
  - Was the vehicle towed in?
  - Is a rental car required?
  - Are there any other complaints listed on the RO?

### What Premier Dealer Services will do.

- The adjuster will provide a claim authorization number and an approved amount for the repair, less the customer's applicable deduction.
- Request proof of maintenance as required in accordance with the terms and conditions of the agreement, if applicable to the reported breakdown.
- The adjuster will send an inspector to verify failure, if warranted.

### Claim Payment for Approved Claims

- Authorized claims will be paid upon receipt of all documentation requested by adjuster including completed and signed invoice. Include the claim authorization number on all documents.
- Fax or email completed and signed invoice to the Payment Department email address fax number above or mail to the address above, Attention VSC Claim Payments.

