



MAXIMUS AUTO GROUP

## CLAIMS QUICK REFERENCE GUIDE

Our goal is to provide you and your customers with the best customer service in the industry. This guide is provided as a resource to help facilitate quick and easy access to MAG's claims department. MAG offers three ways to start a claim:



### BY PHONE

*During normal business hours*

You may contact MAG at 502-654-6080 and select option 1 for Claims. One of our friendly and courteous claims reps will take the necessary information to process your claim.



### MYCAR MOBILE SMARTPHONE APP

*Available 24/7/365*

MyCar Mobile takes the frustration out of the claims process and makes it easy for customers to manage their contracts, file and oversee claims and contact their dealership. If your customer started their claim using MyCar Mobile, please complete the claim please complete the claim process by calling MAG or using our online system.



### ONLINE AT MAXIMUSAUTOGROUP.COM

*Available 24/7/365*

With MAG's online service portal, you can search by VIN, identify if a customer has coverage, and see any open or closed claims. Accessing our online portal requires that you have a login to our site. To obtain a login, speak with your MAG agent.

- The website will ask you the appropriate questions based on the type of claim.
- MAG will review the information promptly.
- If more information is required MAG will reach out directly to you.
- If no additional information is required MAG will update the status of the claim to "Authorized." Once you see the status as Authorized you can complete the repair knowing we will reimburse for the amount Authorized.

## IMPORTANT

**All claims must be authorized by MAG prior to any work being performed**, or on the next business day if the claim is initiated outside of normal business hours. Provided the damage is covered under the customer's contract, MAG will cover the reasonable costs required for repair or, if necessary, replacement. Please see the customer's contract for details and limitations in coverage.

## AFTER HOURS BUSINESS PROCEDURES

**Dealerships** can start a claim 24/7 by using our online portal.

- *For after-hour tire/wheel claims*, we trust service providers to follow our after-hours process to provide immediate care for the customer. This process can be found on our website at <http://www.maximusautogroup.com/claim-info/> A hard copy of our after-hours procedure may be in your service drive administrator manual (if your dealership maintains one).
- *For other after-hour claims*, MAG will review your online submission and make a claim decision on the next business day.

**Customers** can start a claim using our smartphone app, MyCar Mobile, going online to our website, or calling 502-654-6080 selecting option 1 for Claims and leaving a voice message.

- We ask that customers call MAG back the next business day to ensure their after-hours message was received.