



3 Easy Steps to File a Claim

**File a Claim Online at www.CalTexUS.com
or download the ResistAll App. Available in both app stores.**



**Call 1-800.707.9292. Select Option 2,
for Approval Request**



Fax or Email in the Completed Invoice for Payment

*** Pictures are required for all Windshield Claims ***



CLAIMS PROCESSING TIPS

Filing Claims Online or through the ResistAll App

- Follow the easy prompts that verify you as the contact person and enter your name and contact information.
- Complete all information fields to ensure fast approvals.
- Click submit. This will allow the claim to be recorded so that you can be contacted by a service representative.

By EMAIL:
claims@caltexus.com

Calling for Approval

- Please have the claim number, registration # or VIN available.
- Please have the EXACT AMOUNT of the needed repair available.
- If the approved amount changes, call back for additional approval.
- Pictures are required for all windshield claims, repaints, replacements & costs greater than \$500.
- Approval is required before any work can be started.

By PHONE:
1.800.707.9292
Option 2

Fax/Email an Invoice

- Verify that the claim number is on the invoice and fax to 210.568.6400 or email to: claims@caltexus.com
- You should receive a check within 5 to 10 business days.
- Status on payments can be checked by calling 1-800.707.9292, option 2.
- Payments will be made for the amount approved or the amount on the estimate, whichever is lower.

By FAX:
1.210.568.6400