

Claim approval procedures

Call us to receive your immediate authorization and purchase order number. We will also advise you of the customer's deductible and all non-covered items.

Before you call us:

- Verify that the service agreement is in force by time and mileage
- Verify that the VIN and customer match the one described on the service agreement
- Verify that the required maintenance has been performed

Please have the following information available:

1-800-432-4566

- Service agreement number
- Vehicle identification number
- Current mileage
- Repair order number and date vehicle was brought in for service
- Customer's complaint
- Itemized estimate of parts and labor for each covered part (*rebuilt parts will be used when available*)
- Part numbers and labor operation codes
- Any sublet or towing charges that are applicable

Submitting repair orders for payment

Your repair order is your claim form

- Indicate all parts covered
- Enter manufacturer's part number and list price for each part that is submitted for reimbursement
- Parts and labor are calculated per factory warranty guidelines, all others will be based on Standard labor guide times.

Ensure that the repair order is legible and contains the following information

- Customer's name, address and signature
- Service agreement number
- Make, model and vehicle identification number
- Current odometer reading
- Date repair order was completed
- Description of repair
- Purchase order number (*authorization number*)

Collect any deductible, non-covered repair costs, shop materials and other incidentals from customer. You are responsible for advising the customer of his obligations. Submit the above information to usw.claimspayment@protective.com

Visit us online at

www.protectiveassetprotection.com