

# 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:**

- 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



1-800-432-4566

## 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](mailto:usw.claimspayment@protective.com)

**Visit us online at**

**[www.protectiveassetprotection.com](http://www.protectiveassetprotection.com)**