



CLAIM PROCEDURES

Before Calling Universal Warranty Corporation for Claim Approval

1. Please obtain a copy of the customer's Service Contract Registration Page and verify the service contract is still in force (Date & Miles). Please retain this copy when calling Universal Warranty Corporation.
2. Your claims adjuster will ask for the following information to initiate a claim:
 - a. Service contract number, customer's name, address, phone number, vehicle identification number and mileage on the vehicle.
 - b. COMPLAINT by the customer.
 - c. CAUSE of failure.
 - d. CORRECTION. Technician's diagnosis and suggested method of repair.
 - e. An accurate cost estimate of the repair-detailing manufacturer's suggested retail parts prices with part numbers, labor, taxes (if applicable), towing, rental, etc.
 - f. Labor will be based on the current year's Motor/Chilton, Mitchell, Motor, or AllData labor time guides. To verify labor, your claims adjuster will ask for the Labor Guide section and page number.
 - g. All applicable maintenance receipts.
 - h. A markup not to exceed 20% or maximum of \$100 will be allowed on any covered sublet repairs.

Calling Universal Warranty Corporation for Claim Approval

1. Telephone Universal Warranty Corporation for Claim Reference Number

(866) 215-7080	Claim Administration - Nationwide
(877) 469-5609	Fax
(866) 215-7087	Emergency Roadside Service
2. Your Universal Warranty Corporation Claims Adjuster will:
 - a. Confirm or deny coverage of the failure based upon the terms and conditions of the service contract.
 - b. Issue a Claim Reference Number for the repairs and amounts agreed upon. **If actual costs exceed the approved amount, you MUST call and request approval for the additional amount.**

How to Get Paid for the Repair Work

1. Collect the *deductible amount listed on the Registration Page and any other customer pay charges from the contract holder.

* If the contract holder purchased the reducing deductible option and you are the issuing dealer, the deductible will be waived.
2. Have the Repair Order signed and dated by the contract holder.
3. Write the service contract registration page number, claim reference number and approved amounts on the face of the repair order.
4. Forward the completed Repair Order, including any **maintenance records, sublet, towing or rental bills** necessary to establish all charges to:

Universal Warranty Corporation
P. O. Box 802528
Chicago, IL 60680

NOTE: All repairs must be submitted within sixty (60) days from the Repair Order date. Only Repair Orders signed and dated by the contract holder are eligible for payment.

Key Guidelines that Apply in Claim Settlements

Diagnosis/Teardown

The customer is the ONLY one who may authorize diagnosis, teardown or repairs of their vehicle.

Inspectors

As independent contractors, inspectors cannot authorize repairs, teardown or payment.

Factory Warranty

Investigate all possibilities of factory help, FTC'S, campaigns or recalls for the repair prior to calling Universal Warranty Corporation.

Service Records

Service records will be required on all applicable repairs. (EG. Engine, Transmission, Suspension). The customer is to provide maintenance receipts. Customers performing maintenance are responsible for verifiable receipts to include mileage, date and parts. This information must be recorded on the vehicle maintenance record.

Rental

If the repair requires the vehicle to be kept overnight, the rental vehicle must be rented from the repair facility or a licensed rental agency.

Shop Supplies

Not covered.

Taxes

The service contract covers taxes for covered repairs (unless prohibited by state law).



Universal Warranty Corporation

Facsimile Claim Request

Fax to (877) 469-5609

Fax Date _____

Customer Waiting

Contract Number :	R.O. # :	R.O. Date :
Customer Name :	Repair Mileage :	
Vin # (last 6) :	Year-Make-Model :	
Repairing Dealer Name :	Repairing Dealer Fax # :	
Repairing Dealer Phone # :	Customer Phone # :	
Contact Person :		

Complaint :
Cause :
Correction :

Parts Description & Number	Labor Time	Parts Price	Labor Guide Used :	
1		\$	Parts (covered items only)	\$
2		\$	Fluids	\$
3		\$	Total Labor	\$
4		\$	Rental _____ days @ \$ _____ =	\$
5		\$	Tow	\$
6		\$	Less Deductible	\$
7		\$	Tax Rate _____ %	\$
Total Parts		\$	Do Not Include Shop Supplies	
Labor _____ hours @ _____ per hour =		\$	TOTAL	\$

All information is necessary for processing. We will fax or call you within one hour, during our normal business hours, as to the disposition of this claim. This is not an authorization to complete repairs. You must receive a Claim Reference number from us.

<i>UWC OFFICE USE ONLY</i>	
Claim Reference # :	
Adjuster :	
Date :	Time:

REMIT PAYMENT TO: