

VSC Quick Claims Guide



- Claims Department number: 866.315.1334
- The Claims Department is available 7:00 a.m. to 7:00 p.m. CST Monday through Friday and 8:00 a.m. to 2:00 p.m. CST on Saturday.
- Before working on the vehicle:
 1. Obtain a copy of the vehicle service contract.
 2. Verify that the manufacturer's recommended maintenance has been performed, and request maintenance receipts applicable to the claim.
 3. Verify any manufacturer's bulletins and recalls, along with any emissions, appts, or labor warranties which may pertain to the claim at hand.
- Regarding disassembly (tear down) and diagnosis:
 1. Obtain the customer's authorization to tear down and diagnose the vehicle, *and make certain the customer understands that he or she will be required to pay for your tear-down and diagnosis if the claim is not authorized by the administrator.*
 2. Disassemble and diagnose only to the point where you can verify the cause of failure and determine the appropriate correction.
- Complete repair order information should include:
 1. Cause of failure and your recommended correction
 2. Customer's name, address, phone number, and vehicle extended service contract number
 3. Vehicle mileage and VIN
 4. The price for each component, including part numbers (the administrator will pay up to MSRP)
 5. Estimated labor time from a nationally recognized labor guide (administrator uses ALLDATA)
 6. Labor rate and tax rate
 7. Information regarding sublets (if applicable)

Additional important information:

- If a repair is authorized, our claims adjudicator will provide you with an authorization number(s) that must be written on the repair order/invoice when it is submitted to us for payment. All claims must include a copy of the repair order which reflects all of the parts and labor pertaining to the claim, along with the authorization number(s) we supplied. In addition, include a copy of applicable sublet bills, rental car bills, and towing bills. The customer's name, address, telephone number, mileage, and VIN must be on all documents. The customer's signature must appear on all repair orders/invoices.
- Under state sales tax laws, the customer's deductible (as noted on the service contract) may be subject to sales tax. If so, it must be collected from the customer and deducted from the final bill that is submitted to us.
- If the customer pays for an authorized repair or for an emergency repair (a necessary repair performed outside of our business hours that did not attain our authorization,) then the customer may request information or reimbursement assistance at 866.315.1334. All requests will be reviewed on an individual basis.
- In all instances, if you or your customer would like to be reimbursed for an authorized repair, then the claim must be submitted to us within 90 days of authorization. Please note: Failure to adhere to this request will either impede the payment process or result in a denial of payment.
- If you have submitted a claim for an authorized repair to us and we have not paid that claim within 30 days of submission, please call Administration at 800.519.1566 and ask to speak to the Automotive Claims Payment Processing Department.
- The email address and fax number below can be used to submit claim information ONLY after contacting our Claims Department at 866.315.1334 and receiving prior authorization. Please do NOT use these without being instructed to do so.

swrevscclaims@iaawg.com

Fax Claims: 972.813.0718

iA American Warranty Group Corp. reserves the right to investigate any claim prior to authorization.