

MARCH 2026



Claims Procedures Guide

Table of contents



iA American Products Toro Claims Guides

Automotive

3

Vehicle Service Contract	4
Vehicle Service Contract (continued)	5
VSCs: Ultra, Ultra+, Select HM, Select HM+	6
Multi-Guard	7
Appearance	8
Theft	9
GAP	10
GAP (continued)	11
Paintless Dent Repair	12
Key Replacement	13
Tire and Wheel	14

Powersports

15

Motorcycle VSC	16
Motorcycle VSC (continued)	17
Powersport VSC	18
Powersport VSC (continued)	19
Tire and Wheel	20

Recreational Vehicles

21

Vehicle Service Contract	22
Vehicle Service Contract (continued)	23
Appearance	24
GAP	25
GAP (continued)	26
Tire and Wheel	27

Table of contents



iA American Products OS98 Claims Guides

Automotive

Vehicle Service Contract	29
Appearance	30
Appearance (continued)	31
Theft	32
GAP	33
Paintless Dent Repair	34
Key Replacement	35
Windshield	36
Tire and Wheel	37
Lease-Shield	38
Rust Module	39
Rust Module (continued)	40

Additional Information

Credit Card Payment	41
Claims App	42
Safelite AutoGlass	43



iA American
Automotive

Claims Guide and Procedures



Hours of Operation

The iA American Vehicle Service Contract Claims Department is staffed to answer calls in an average of less than 60 seconds. Business hours are 7:00 a.m. to 7:00 p.m. (CST) Monday through Friday and 8:00 a.m. to 2:00 p.m. (CST) Saturday.

Filing a Claim



PHONE*

833.270.3826

Submitting Documentation



FAX

972.813.0718



EMAIL

VSCClaims@iaawg.com

* Please call the Claims Department to receive prior authorization before submitting claim information via email or fax. Please do **NOT** use these without being instructed to do so.



Coverage Verification

When contacting iA American to initiate a claim, the claims adjuster may request:

Before working on vehicle:

- Obtain a copy of the vehicle service contract
- Verify that the manufacturer's recommended maintenance has been performed, and request maintenance receipts applicable to the claim
- Verify any manufacturer's bulletins and recalls, along with any emissions, parts, or labor warranties which may pertain to the concern(s) at hand

Disassembly and diagnosis:

- 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
- 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:

- Customer's complaint
- Cause of failure and your recommended correction
- Customer's name, address, phone number, and contract number
- Vehicle mileage and VIN number
- The price for each component, including part numbers (the Administrator will pay up to MSRP)
- Estimated labor time from a nationally recognized labor guide
- Labor rate and tax rate
- Information regarding sublets (if applicable)

The claims adjuster will verify the contract is in force, determine claim coverage, and provide additional details or follow-up as required.

Claims Guide and Procedures

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 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. 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 these requests will either impede the payment process or result in a denial of payment.

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.

For information on customer reimbursement or specific coverage details, please refer to the customer's contract.

Claims Guide and Procedures



Hours of Operation

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Coverage Verification

When contacting iA American to initiate a claim, the claims adjuster may request:

- Customer's complaint
- Contract number
- Vehicle mileage
- Customer address
- Repair order information
- Diagnosis
- Vehicle ID number
- Customer name
- Phone number
- Maintenance records
- Estimate for repair

The claims adjuster will verify the contract is in force, determine claim coverage, and provide additional details or follow-up as required.

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 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. 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 these requests will either impede the payment process or result in a denial of payment.

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Filing a Claim



TIRE & WHEEL	866.843.7565
PAINTLESS DENT REPAIR	877.300.5893
WINDSHIELD	866.444.1598
KEY & ROADSIDE	877.300.5893

Submitting Documentation



FAX

972.813.0718



EMAIL

VSCClaims@iaawg.com

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Coverage Verification

When contacting iA American to initiate a claim, the claims adjuster may request:

- Customer’s complaint
- Contract number, vehicle mileage, and VIN number
- Customer name, address, phone number, and service agreement number
- Cause of failure and your recommended correction
- Tread depth of the damaged tire(s)
- Cost for PDR, windshield repair, or key replacement (Administrator will reimburse up to MSRP for key replacement)
- Cost to repair/replace tire, wheel, or both
- Estimated labor time from a nationally recognized labor guide
- Labor rate and tax rate, and Information regarding sublets

The claims adjuster will verify the contract is in force, determine claim coverage, and provide additional details or follow-up as required.

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 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. 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 these requests will either impede the payment process or result in a denial of payment.

For information on customer reimbursement or specific coverage details, please refer to the customer’s contract.

Claims Guide and Procedures



Hours of Operation

The iA American Claims Department is staffed to answer calls in an average of less than 60 seconds. Business hours are 7:00 a.m. to 7:00 p.m. (CST) Monday through Friday.

Filing a Claim



PHONE*

877.300.5893

Submitting Documentation



FAX

972.813.0718



EMAIL

VSCClaims@iaawg.com

* Please call the Claims Department to receive prior authorization before submitting claim information via email or fax. Please do **NOT** use these without being instructed to do so.



Coverage Verification

When contacting iA American to initiate a claim, the claims adjuster may request:

- Contract number, vehicle mileage, and VIN number
- Customer name, address, phone number, and service agreement number
- Customer signature
- Customer complaint (photos may be required)
- Cause of complaint\
- Your recommended correction
- Cost of repair (Administrator will pay up to MSRP)
- Estimated labor time from a nationally recognized labor guide
- Labor rate and tax rate
- Information regarding sublets

The claims adjuster will verify the contract is in force, determine claim coverage, and provide additional details or follow-up as required.

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 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. 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 these requests will either impede the payment process or result in a denial of payment.

For information on customer reimbursement or specific coverage details, please refer to the customer's contract.

Claims Guide and Procedures



Hours of Operation

The iA American GAP Claims Department is staffed to answer calls in an average of less than 60 seconds. Business hours are 9:00 a.m. to 6:00 p.m. (CST) Monday through Friday.

Filing a Claim



PHONE*

800.723.0450

Submitting Documentation



FAX

505.348.3510



EMAIL

theftclaims@iaawg.com



Coverage Verification

When contacting iA American to initiate a claim, the claims adjuster may request:

- Contract number and VIN number
- A copy of the warranty (front and back)
- Customer name, address, phone number, and service agreement number
- A copy of the police report
- A copy of the recovery report (if applicable)
- A copy of the declaration page from the customer's insurance page
- A copy of the insurance settlement check
- A copy of the insurance company's total loss evaluation and total loss breakdown/worksheet
- If the vehicle was recovered within 30 days, an estimate of the damages and pictures of the damages
- If this is a vehicle replacement warranty, a copy of the replacement vehicle finance contract or signed buyer's order showing the replacement vehicle allowance
- In addition, the name and phone number of the adjuster who handled the claim and their contact information

The claims adjuster will verify the contract is in force, determine claim coverage, and provide additional details or follow-up as required.

Claims Guide and Procedures



Hours of Operation

The iA American GAP Claims Department is staffed to answer calls in an average of less than 60 seconds. Business hours are 9:00 a.m. to 6:00 p.m. (CST) Monday through Friday.

Filing a Claim



PHONE

Please refer to your contract

Submitting Documentation



FAX

505.348.3510



EMAIL

swreclaimnotice@iaawg.com



Coverage Verification

When contacting iA American to initiate a claim, the claims adjuster may request:

- Addendum/waiver number and copy of contract
- Customer name, address, phone number, and service agreement number
- Required documents listed on GAP claim form

The claims adjuster will verify the contract is in force, determine claim coverage, and provide additional details or follow-up as required.

Additional Important Information

For information on customer reimbursement or specific coverage details, please refer to the customer's contract.

Customer Information

First <input type="text"/>	Last <input type="text"/>	Address <input type="text"/>	
Phone Number <input type="text"/>	Email <input type="text"/>		
Vehicle Year <input type="text"/>	Vehicle Make <input type="text"/>	Vehicle Model <input type="text"/>	Vehicle VIN <input type="text"/>

Person filing the claim (if different than customer)

First <input type="text"/>	Last <input type="text"/>	Phone Number <input type="text"/>
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Claims Guide and Procedures

To process this claim, the items below will need to be collected and sent to iA American Warranty L.P. No payments can be made until all documents are received and reviewed. All documents must be complete, clear, and legible or they cannot be processed – this will delay the claim. All documents must be submitted within 90 days of the Primary Insurance settlement/receipt date or from the date of loss if there is no Primary Insurance coverage in accordance with the terms of the GAP Waiver Addendum.

- Copy of front and back of GAP contract
- Copy of the police report or theft report, and if vehicle was recovered, a copy of the recovery report

From the primary insurance company:

- Insurance declaration pages (all pages of the policy covering the date of loss, total loss vehicle and showing all coverages, endorsements and deductibles; *first party claims)
- Copy of insurance settlement check (all copies if there are multiple checks)
- All pages of the Insurance Evaluation Report. Must include the Market Valuation Report. We are unable to accept a Market Valuation Summary
- Statement of total loss (only if there is no insurance coverage)
- Insurance settlement breakdown letter

From the lender/lienholder:

- Account number for vehicle loan
- Copy of all pages of the finance agreement/retail installment contract
- Preferred GAP payment mailing address
- Payoff balance as of the date of loss
- Payment history. This history must show the insurance check and warranty refund postings, all transactions from the beginning of the loan through present and include the running principal balance from the beginning of the loan through present

From the dealer:

- The cancellation refund amount of any of the following aftermarket products you might have: service contract, warranty, credit life, etc. and copies of their complete contracts. We can accept an itemized breakdown letter from the dealership or a copy of the refund check.
- MSRP/NADA at the time the vehicle was purchased
- Copy of Buyer's Order
- Copy build sheet/window sticker/dealer's invoice

Documents can be scanned and emailed to: swreclaimnotice@iaawg.com

If scanning is not an option available to you, you may submit the documents via fax to 512.257.4777.

All claim forms will be processed in the order received.

Claims Guide and Procedures



Hours of Operation

The iA American Claims Department is staffed to answer calls in an average of less than 60 seconds. Business hours are 7:00 a.m. to 7:00 p.m. (CST) Monday through Friday.

Filing a Claim



PHONE*

877.300.5893

Submitting Documentation



FAX

972.813.0718



EMAIL

VSCClaims@iaawg.com

* Please call the Claims Department to receive prior authorization before submitting claim information via email or fax. Please do **NOT** use these without being instructed to do so.



Coverage Verification

When contacting iA American to initiate a claim, the claims adjuster may request:

- Contract number, vehicle mileage, and VIN number
- Customer name, address, phone number, and service agreement number
- Cost of repair (Administrator will pay up to MSRP)
- Estimated labor time from a nationally recognized labor guide
- Labor rate and tax rate, and information regarding sublets (if applicable)

The claims adjuster will verify the contract is in force, determine claim coverage, and provide additional details or follow-up as required.

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 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. 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 these requests will either impede the payment process or result in a denial of payment.

For information on customer reimbursement or specific coverage details, please refer to the customer's contract.

Claims Guide and Procedures



Hours of Operation

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Filing a Claim



PHONE*

866.444.1598

Submitting Documentation



FAX

972.813.0718



EMAIL

VSCClaims@iaawg.com

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Coverage Verification

When contacting iA American to initiate a claim, the claims adjuster may request:

- Contract number, vehicle mileage, and VIN number
- Customer name, address, phone number, and service agreement number
- Cost of key replacement (Administrator will pay up to MSRP)
- Estimated labor time from a nationally recognized labor guide
- Labor rate and tax rate, and information regarding sublets (if applicable)

The claims adjuster will verify the contract is in force, determine claim coverage, and provide additional details or follow-up as required.

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 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. In all instances, if you or your customer would like to be reimbursed for an authorized key/fob replacement, then the claim must be submitted to us within 90 days of authorization. Please note: failure to adhere to these requests will either impede the payment process or result in a denial of payment.

For information on customer reimbursement or specific coverage details, please refer to the customer's contract.

Claims Guide and Procedures



Hours of Operation

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Filing a Claim



PHONE*

866.843.7565

Submitting Documentation



FAX

972.813.0718



EMAIL

VSCClaims@iaawg.com

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Coverage Verification

When contacting iA American to initiate a claim, the claims adjuster may request:

- Contract number, vehicle mileage, and VIN number
- Customer name, address, phone number, and service agreement number
- Cause of failure and your recommended correction
- Tread depth of the damaged tire(s)
- Cost to repair/replace tire, wheel, or both (Administrator will reimburse up to MSRP)
- Estimated labor time from a nationally recognized labor guide
- Labor rate and tax rate, and information regarding sublets (if applicable)

The claims adjuster will verify the contract is in force, determine claim coverage, and provide additional details or follow-up as required.

Additional Important Information

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For information on customer reimbursement or specific coverage details, please refer to the customer's contract.



iA American
Powersports

Claims Guide and Procedures



Hours of Operation

The iA American Vehicle Service Contract Claims Department is staffed to answer calls in an average of less than 60 seconds. Business hours are 7:00 a.m. to 7:00 p.m. (CST) Monday through Friday and 8:00 a.m. to 2:00 p.m. (CST) Saturday..

Filing a Claim



PHONE*

866.786.7671

Submitting Documentation



FAX

972.813.0718



EMAIL

VSCClaims@iaawg.com

* Please call the Claims Department to receive prior authorization before submitting claim information via email or fax. Please do **NOT** use these without being instructed to do so.



Coverage Verification

When contacting iA American to initiate a claim, the claims adjuster may request:

Before working on vehicle:

- Obtain a copy of the vehicle service contract
- Verify that the manufacturer's recommended maintenance has been performed, and request maintenance receipts applicable to the claim
- Verify any manufacturer's bulletins and recalls, along with any emissions, parts, or labor warranties which may pertain to the concern(s) at hand

Disassembly and diagnosis:

- 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
- 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:

- Customer's complaint
- Cause of failure and your recommended correction
- Customer's name, address, phone number, and contract number
- Vehicle mileage and VIN number
- The price for each component, including part numbers (the Administrator will pay up to MSRP)
- Estimated labor time
- Labor rate and tax rate
- Information regarding sublets (if applicable)

The claims adjuster will verify the contract is in force, determine claim coverage, and provide additional details or follow-up as required.

Claims Guide and Procedures

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 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. 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 these requests will either impede the payment process or result in a denial of payment.

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.

For information on customer reimbursement or specific coverage details, please refer to the customer's contract.

Claims Guide and Procedures



Hours of Operation

The iA American Vehicle Service Contract Claims Department is staffed to answer calls in an average of less than 60 seconds. Business hours are 7:00 a.m. to 7:00 p.m. (CST) Monday through Friday and 8:00 a.m. to 2:00 p.m. (CST) Saturday.

Filing a Claim



PHONE*

866.786.7671

Submitting Documentation



FAX

972.813.0718



EMAIL

VSCClaims@iaawg.com

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Coverage Verification

When contacting iA American to initiate a claim, the claims adjuster may request:

Before working on vehicle:

- Obtain a copy of the vehicle service contract
- Verify that the manufacturer's recommended maintenance has been performed, and request maintenance receipts applicable to the claim
- Verify any manufacturer's bulletins and recalls, along with any emissions, parts, or labor warranties which may pertain to the concern(s) at hand

Disassembly and diagnosis:

- 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
- 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:

- Customer's complaint
- Cause of failure and your recommended correction
- Customer's name, address, phone number, and contract number
- Vehicle mileage and VIN number
- The price for each component, including part numbers (the Administrator will pay up to MSRP)
- Estimated labor time
- Labor rate and tax rate
- Information regarding sublets (if applicable)

The claims adjuster will verify the contract is in force, determine claim coverage, and provide additional details or follow-up as required.

Claims Guide and Procedures

Additional Important Information

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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.

For information on customer reimbursement or specific coverage details, please refer to the customer's contract.

Claims Guide and Procedures



Hours of Operation

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Filing a Claim



PHONE*

866.786.7671

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FAX

972.813.0718



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Coverage Verification

When contacting iA American to initiate a claim, the claims adjuster may request:

- Contract number, vehicle mileage, and VIN number
- Customer name, address, phone number, and service agreement number
- Cause of failure and your recommended correction
- Tread depth of the damaged tire(s)
- Cost to repair/replace tire, wheel, or both (Administrator will reimburse up to MSRP)
- Estimated labor time
- Labor rate and tax rate, and information regarding sublets (if applicable)

The claims adjuster will verify the contract is in force, determine claim coverage, and provide additional details or follow-up as required.

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 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. 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 these requests will either impede the payment process or result in a denial of payment.

For information on customer reimbursement or specific coverage details, please refer to the customer's contract.



iA American
Recreational Vehicles

Claims Guide and Procedures



Hours of Operation

The iA American Vehicle Service Contract Claims Department is staffed to answer calls in an average of less than 60 seconds. Business hours are 7:00 a.m. to 7:00 p.m. (CST) Monday through Friday and 8:00 a.m. to 2:00 p.m. (CST) Saturday.

Filing a Claim



PHONE*

866.444.1601

Submitting Documentation



FAX

972.813.0718



EMAIL

VSCClaims@iaawg.com

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Coverage Verification

When contacting iA American to initiate a claim, the claims adjuster may request:

Before working on vehicle:

- Obtain a copy of the vehicle service contract
- Verify that the manufacturer's recommended maintenance has been performed, and request maintenance receipts applicable to the claim
- Verify any manufacturer's bulletins and recalls, along with any emissions, parts, or labor warranties which may pertain to the concern(s) at hand

Disassembly and diagnosis:

- 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
- 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:

- Customer's complaint
- Cause of failure and your recommended correction
- Customer's name, address, phone number, and contract number
- Vehicle mileage and VIN number
- The price for each component, including part numbers (the Administrator will pay up to MSRP)
- Estimated labor time
- Labor rate and tax rate
- Information regarding sublets (if applicable)

The claims adjuster will verify the contract is in force, determine claim coverage, and provide additional details or follow-up as required.

Claims Guide and Procedures

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 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. 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 these requests will either impede the payment process or result in a denial of payment.

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.

For information on customer reimbursement or specific coverage details, please refer to the customer's contract.

Claims Guide and Procedures



Hours of Operation

The iA American Claims Department is staffed to answer calls in an average of less than 60 seconds. Business hours are 7:00 a.m. to 7:00 p.m. (CST) Monday through Friday.

Filing a Claim



PHONE*

877.300.5893

Submitting Documentation



FAX

972.813.0718



EMAIL

VSCClaims@iaawg.com

* Please call the Claims Department to receive prior authorization before submitting claim information via email or fax. Please do **NOT** use these without being instructed to do so.



Coverage Verification

When contacting iA American to initiate a claim, the claims adjuster may request:

- Contract number, vehicle mileage, and VIN number
- Customer name, address, phone number, and service agreement number
- Customer signature
- Customer complaint (photos may be required)
- Cause of complaint\
- Your recommended correction
- Cost of repair (Administrator will pay up to MSRP)
- Estimated labor time from a nationally recognized labor guide
- Labor rate and tax rate
- Information regarding sublets

The claims adjuster will verify the contract is in force, determine claim coverage, and provide additional details or follow-up as required.

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 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. 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 these requests will either impede the payment process or result in a denial of payment.

For information on customer reimbursement or specific coverage details, please refer to the customer's contract.

Claims Guide and Procedures



Hours of Operation

The iA American GAP Claims Department is staffed to answer calls in an average of less than 60 seconds. Business hours are 9:00 a.m. to 6:00 p.m. (CST) Monday through Friday.

Filing a Claim



PHONE

Please refer to your contract

Submitting Documentation



FAX

505.348.3510



EMAIL

swreclaimnotice@iaawg.com



Coverage Verification

When contacting iA American to initiate a claim, the claims adjuster may request:

- Addendum/waiver number and copy of contract
- Customer name, address, phone number, and service agreement number
- Required documents listed on GAP claim form

The claims adjuster will verify the contract is in force, determine claim coverage, and provide additional details or follow-up as required.

Additional Important Information

For information on customer reimbursement or specific coverage details, please refer to the customer’s contract.

Customer Information

First <input type="text"/>	Last <input type="text"/>	Address <input type="text"/>	
Phone Number <input type="text"/>	Email <input type="text"/>		
Vehicle Year <input type="text"/>	Vehicle Make <input type="text"/>	Vehicle Model <input type="text"/>	Vehicle VIN <input type="text"/>

Person filing the claim (if different than customer)

First <input type="text"/>	Last <input type="text"/>	Phone Number <input type="text"/>
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Claims Guide and Procedures

To process this claim, the items below will need to be collected and sent to iA American Warranty L.P. No payments can be made until all documents are received and reviewed. All documents must be complete, clear, and legible or they cannot be processed – this will delay the claim. All documents must be submitted within 90 days of the Primary Insurance settlement/receipt date or from the date of loss if there is no Primary Insurance coverage in accordance with the terms of the GAP Waiver Addendum.

- Copy of front and back of GAP contract
- Copy of the police report or theft report, and if vehicle was recovered, a copy of the recovery report

From the primary insurance company:

- Insurance declaration pages (all pages of the policy covering the date of loss, total loss vehicle and showing all coverages, endorsements and deductibles; *first party claims)
- Copy of insurance settlement check (all copies if there are multiple checks)
- All pages of the Insurance Evaluation Report. Must include the **Market Valuation Report**. We are unable to accept a Market Valuation Summary
- Statement of total loss (only if there is no insurance coverage)
- Insurance settlement breakdown letter

From the lender/lienholder:

- Account number for vehicle loan
- Copy of all pages of the finance agreement/retail installment contract
- Preferred GAP payment mailing address
- Payoff balance as of the date of loss
- Payment history. This history must show the insurance check and warranty refund postings, all transactions from the beginning of the loan through present and include the running principal balance from the beginning of the loan through present

From the dealer:

- The cancellation refund amount of any of the following aftermarket products you might have: service contract, warranty, credit life, etc. and copies of their complete contracts. We can accept an itemized breakdown letter from the dealership or a copy of the refund check.
- MSRP/NADA at the time the vehicle was purchased
- Copy of Buyer's Order
- Copy build sheet/window sticker/dealer's invoice

Documents can be scanned and emailed to: swreclaimnotice@iaawg.com

If scanning is not an option available to you, you may submit the documents via fax to 512.257.4777.

All claim forms will be processed in the order received.

Claims Guide and Procedures



Hours of Operation

The iA American Claims Department is staffed to answer calls in an average of less than 60 seconds. Business hours are 7:00 a.m. to 7:00 p.m. (CST) Monday through Friday.

Filing a Claim



PHONE*

866.843.7565

Submitting Documentation



FAX

972.813.0718



EMAIL

VSCClaims@iaawg.com

* Please call the Claims Department to receive prior authorization before submitting claim information via email or fax. Please do **NOT** use these without being instructed to do so.



Coverage Verification

When contacting iA American to initiate a claim, the claims adjuster may request:

- Contract number, vehicle mileage, and VIN number
- Customer name, address, phone number, and service agreement number
- Cause of failure and your recommended correction
- Tread depth of the damaged tire(s)
- Cost to repair/replace tire, wheel, or both (Administrator will reimburse up to MSRP)
- Estimated labor time
- Labor rate and tax rate, and information regarding sublets (if applicable)

The claims adjuster will verify the contract is in force, determine claim coverage, and provide additional details or follow-up as required.

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 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. 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 these requests will either impede the payment process or result in a denial of payment.

For information on customer reimbursement or specific coverage details, please refer to the customer's contract.



iA American
Automotive

Claims Guide and Procedures



Hours of Operation

The iA American Claims Department is staffed to answer calls in an average of less than 60 seconds. Business hours are 7:00 a.m. to 7:00 p.m. (CST) Monday through Friday.

Filing a Claim



PHONE*

800.346.6469

Submitting Documentation



FAX

512.257.4777



EMAIL

Claims@iaawg.com

* Please call the Claims Department to receive prior authorization before submitting claim information via email or fax. Please do **NOT** use these without being instructed to do so.



Coverage Verification

When contacting iA American to initiate a claim, the claims adjuster may request:

- Contract number, vehicle mileage, and VIN number
- Customer name, address, phone number, and email
- Repair facility information, name of company, contact person, phone number, email, and payment information
- Pictures of damage(s)
- Estimate to repair damages (unless the damage is due to interior fabric staining)
- The dealership can upload the pictures and estimate to connect. iasdirect.com but will need the claim number and contract number to do so

The claims adjuster will verify the contract is in force, determine claim coverage, and provide additional details or follow-up as required.

Additional Important Information

All work must be pre-authorized by iA American, or the claim will be denied. Upon completion of the authorized repairs, a final invoice signed by the customer is required in order to issue a claim payment to the dealership or repair facility. If Super Polysteel or appearance products were used, it is recommended that the customer and/or dealership keep the proof that Polysteel or products associated with customer's contract was reapplied to the damaged areas.

The status of all claims can be viewed online at connect.iasdirect.com by dealerships and fasterclaims.com by customers. The customer and/or technician will need to enter the authorization code, and then they will be able to view the status and/or see what is still needed in order to process the claim.

Claims Guide and Procedures

Customer Name

Claim Number

Warranty

VIN Number

Date Sent

Dear Customer,

In order to process the appearance claim that you have filed, we need to have the following information. Please complete the questions and return this form along with pictures of the damaged area, a copy of the guarantee, and we will review your claim.

- What is occurring and what caused the problem?
- Was it there at the time of purchase?
- What is the date you first noticed the problem?
- What steps have been taken to treat the problem area?
- Has the dealership seen the damage? If so, who did you speak with and what did they say about the problem?
- Have you used our products?
- Which ones?
- How often?

Documents can be faxed to 512.257.4777 or emailed to: claims@iaawg.com

Once a claim has been started, you may upload your documents directly to your claim from our website: www.fasterclaims.com. To do so, be sure you have the contract number and claim number available.

All claim forms will be processed in the order received.

Thank you,

iA American Claims Department
800.346.6469

Claims Guide and Procedures

Filing a Claim



PHONE*

800.346.6469

Submitting Documentation



FAX

512.257.4777



EMAIL

Claims@iaawg.com

* Please call the Claims Department to receive prior authorization before submitting claim information via email or fax. Please do **NOT** use these without being instructed to do so.

Customer Information

First	Last	Address
<input type="text"/>	<input type="text"/>	<input type="text"/>
Phone Number	Email	Warranty Number
<input type="text"/>	<input type="text"/>	<input type="text"/>

Claim Submitted By

First	Last	Phone Number
<input type="text"/>	<input type="text"/>	<input type="text"/>

To file the claim, fax this document and a copy of the warranty to 512.257.4777.

The documents listed below must be obtained and submitted to us in order for this claim to be processed:

- A copy of the warranty (front and back)
- A copy of the police report
- A copy of the recovery report (if applicable)
- A copy of the declarations page from the customer’s insurance (the page that shows deductibles)
- A copy of the insurance settlement check
- A copy of the insurance company’s total loss evaluation and total loss breakdown/worksheet
- If the vehicle was recovered within 30 days, we need an estimate and pictures of the damage(s).
- If this is a vehicle replacement warranty, a copy of the replacement vehicle finance contract or signed buyer’s order showing the replacement vehicle allowance.
- In addition, we need the name and phone number of the adjuster who handled this claim and will need to be able to contact them to complete our investigation of the claim.

For faster claims processing, visit our website: www.fasterclaims.com.

Claims Guide and Procedures

Customer Information

First	Last	Address	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Phone Number		Email	
<input type="text"/>		<input type="text"/>	
Vehicle Year	Vehicle Make	Vehicle Model	Vehicle VIN
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Person filing the claim (if different than customer)

First	Last	Phone Number
<input type="text"/>	<input type="text"/>	<input type="text"/>

To process this claim, the items below will need to be collected and sent to iA American Warranty L.P. No payments can be made until all documents are received and reviewed. All documents must be complete, clear, and legible or they cannot be processed – this will delay the claim. All documents must be submitted within 90 days of the Primary Insurance settlement/receipt date or from the date of loss if there is no Primary Insurance coverage in accordance with the terms of the GAP Waiver Addendum.

- Copy of front and back of GAP contract
- Copy of the police report or theft report, and if vehicle was recovered, a copy of the recovery report

From the primary insurance company:

- Insurance declaration pages (all pages of the policy covering the date of loss, total loss vehicle and showing all coverages, endorsements and deductibles; *first party claims)
- Copy of insurance settlement check (all copies if there are multiple checks)
- All pages of the Insurance Evaluation Report. Must include the **Market Valuation Report**. We are unable to accept a Market Valuation Summary
- Statement of total loss (only if there is no insurance coverage)
- Insurance settlement breakdown letter

From the lender/lienholder:

- Account number for vehicle loan
- Copy of all pages of the finance agreement/retail installment contract
- Preferred GAP payment mailing address
- Payoff balance as of the date of loss
- Payment history. This history must show the insurance check and warranty refund postings, all transactions from the beginning of the loan through present and include the running principal balance from the beginning of the loan through present

From the dealer:

- The cancellation refund amount of any of the following aftermarket products you might have: service contract, warranty, credit life, etc. and copies of their complete contracts. We can accept an itemized breakdown letter from the dealership or a copy of the refund check.
- MSRP/NADA at the time the vehicle was purchased
- Copy of Buyer's Order
- Copy build sheet/window sticker/dealer's invoice

Documents can be scanned and emailed to: claims@iaawg.com

If scanning is not an option available to you, you may submit the documents via fax to 512.257.4777.

All claim forms will be processed in the order received.

Claims Guide and Procedures



Hours of Operation

The iA American Claims Department is staffed to answer calls in an average of less than 60 seconds. Business hours are 7:00 a.m. to 7:00 p.m. (CST) Monday through Friday.

Filing a Claim



PHONE*

800.346.6469

Submitting Documentation



FAX

512.257.4777



EMAIL

Claims@iaawg.com

* Please call the Claims Department to receive prior authorization before submitting claim information via email or fax. Please do **NOT** use these without being instructed to do so.



Coverage Verification

When contacting iA American to initiate a claim, the claims adjuster may request:

- Contract number, vehicle mileage, and VIN number
- Customer name, address, phone number, and service agreement number
- Vehicle year, make, and model
- Cause of damage, date of loss, and damaged panel on vehicle
- Sublet information (if applicable)
- Size of damage
- Total number of panels
- Repair labor rate per panel
- Service Total
- Who will be reimbursed - the customer, PDR facility, or dealer

The claims adjuster will verify the contract is in force, determine claim coverage, and provide additional details or follow-up as required.

Additional Important Information

Our claims processors will provide an authorization code when a repair is authorized. This code is not a claim number or VIN.

Claims Guide and Procedures



Hours of Operation

The iA American Claims Department is staffed to answer calls in an average of less than 60 seconds. Business hours are 7:00 a.m. to 7:00 p.m. (CST) Monday through Friday.

Filing a Claim



PHONE*

800.346.6469

Submitting Documentation



FAX

512.257.4777



EMAIL

Claims@iaawg.com

* Please call the Claims Department to receive prior authorization before submitting claim information via email or fax. Please do **NOT** use these without being instructed to do so.



Coverage Verification

When contacting iA American to initiate a claim, the claims adjuster may request:

- Technician's name and telephone number of the dealership
- Contract number, vehicle mileage, and VIN number
- Customer name, address, phone number, and service agreement number
- Year, make, and model of vehicle
- Where and/or when did the loss occur?
- How many keys are being replaced? Is it a key with fob or just a key?
- What is the cost of just the key?
- What is the part number of the key or fob?
- What is the cost of labor, if applicable?
- What is the tax amount?
- What is the total cost of the replacement?

The claims adjuster will verify the contract is in force, determine claim coverage, and provide additional details or follow-up as required.

Additional Important Information

If a customer is located within 25 miles of the original selling dealership, iA American will refer the customer back to the dealer for any key replacements. If not within 25 miles, they will be directed to the appropriate franchise dealer.

All replacements done at the original selling dealer will be reimbursed directly to that dealership. Key replacement warranties may have a yearly claim limit of either. Check contract for limitation.

Claims meeting the criteria of the warranty will be issued an authorization code to be included on the final invoice.

Claims Guide and Procedures



Hours of Operation

The iA American Claims Department is staffed to answer calls in an average of less than 60 seconds. Business hours are 7:00 a.m. to 7:00 p.m. (CST) Monday through Friday.

Filing a Claim



PHONE*

800.346.6469

Submitting Documentation



FAX

512.257.4777



EMAIL

Claims@iaawg.com

* Please call the Claims Department to receive prior authorization before submitting claim information via email or fax. Please do **NOT** use these without being instructed to do so.



Coverage Verification

When contacting iA American to initiate a claim, the claims adjuster may request:

Work done at the dealership

- Contract number, vehicle mileage, and VIN number
- Customer name, address, phone number, and service agreement number
- What is the extent of damage to the windshield (chip or crack)?
- When did the customer notice the damage?
- How did the damage occur?
- Is the chip or crack larger than a dollar bill?
- Where is the chip or crack located?
- What is the estimated cost of the repair? (If the dealer is using their own windshield technician, or the sublet charge if the work is being sublet out to another company.)

Replacement Claims

- Contract number, vehicle mileage, and VIN number
- Customer name, address, phone number, and service agreement number
- Glass part number and glass price
- Sensor part number (if applicable)
- Sensor price (if applicable)
- Labor
- Miscellaneous - molding kits, glue, clips, etc.
- Proof calibration was completed, such as Certificate of Calibration (if applicable)
- Sales tax (if applicable)
- Photos of damage may be required

The claims adjuster will verify the contract is in force, determine claim coverage, and provide additional details or follow-up as required.

Additional Important Information

In most cases, Safelite Auto Glass can be dispatched for any glass repairs/replacement unless the dealership prefers to use their own repair technician.

The status of all claims can be viewed online at connect.iasdirect.com. The customer and/or technician will need to enter the contract and/or claim number, and then they will be able to view the status and/or see what is still needed to process the claim.

Claims Guide and Procedures



Hours of Operation

The iA American Claims Department is staffed to answer calls in an average of less than 60 seconds. Business hours are 7:00 a.m. to 7:00 p.m. (CST) Monday through Friday.

Filing a Claim



PHONE*

800.346.6469

Submitting Documentation



FAX

512.257.4777



EMAIL

Claims@iaawg.com

* Please call the Claims Department to receive prior authorization before submitting claim information via email or fax. Please do **NOT** use these without being instructed to do so.



Coverage Verification

When contacting iA American to initiate a claim, the claims adjuster may request:

- Contract number, vehicle mileage, and VIN number
- Customer name, address, phone number, and email
- Pictures of the damage and estimate to repair damage
- Submit photos and estimate via connect.iasdirect.com
- Repair facility information, name of company, contact person, phone number, email, and payment information
- Completed questionnaire on the following page.

The claims adjuster will verify the contract is in force, determine claim coverage, and provide additional details or follow-up as required.

Additional Important Information

All work must be pre-authorized by iA American, or the claim will be denied. Upon completion of the authorized repairs, a final invoice signed by the customer is required in order to issue a claim payment to the dealership or repair facility.

The status of all claims can be viewed online at connect.iasdirect.com by dealerships and fasterclaims.com by customers. The customer and/or technician will need to enter the authorization code and contract number. They will then be able to view the status and/or see what is still needed in order to process the claim.

Claims Guide and Procedures

Customer Information

First	Last	Address	
Phone Number	Email		
Vehicle Year	Vehicle Make	Vehicle Model	Vehicle VIN

Dealership from whom product was financed	Lessor/Lienholder	
Scheduled Finance Agreement Termination Date	Actual Finance Agreement Lease Termination Date	Have you returned the vehicle to the dealer yet? <input type="checkbox"/> Yes <input type="checkbox"/> No

Filing a Claim



PHONE*

800.346.6469

Submitting Documentation



FAX

512.257.4777



EMAIL

Claims@iaawg.com

Please include a copy of the following documents:

- Lease Excess Wear & Tear Agreement
- Itemized bill from your lessor/lienholder for excess wear & tear charges
- Lease Agreement (front and back)
- Finalized copy of Condition Report/Inspection Report with charges listed and color photographs
- Vehicle Return Receipt or Odometer Disclosure Statement

Claims Guide and Procedures



Administrator

iA American Warranty Group
PO Box 204329 • Austin, TX 78720
800.346.6469

Filing a Claim



PHONE*

800.346.6469

Submitting Documentation



FAX

512.257.4777



EMAIL

Claims@iaawg.com (Documents)
claimspics@iaawg.com (Photos only)



Coverage Verification

If there should be any signs of corrosion on any treated area, then the following procedures must be carefully followed to ensure the claim can be processed efficiently. When contacting iA American to initiate a claim, the claims adjuster may request:

- Contract number, vehicle mileage, and VIN number
- Customer name, address, phone number, and email
- An itemized written estimate for repairs must be obtained. If the first estimate exceeds \$500, a second estimate is required.

- Send a complete copy of the warranty, vehicle/damage pictures, along with estimate(s) for repairs within 30 days from the date the customer first became aware of the corrosion damage

The claims adjuster will verify the contract is in force, determine claim coverage, and provide additional details or follow-up as required.

Additional Important Information

Repairs are not to be made until authorization has been received from the claims department. Unauthorized repairs will be denied.

NOTE: IF COPIES OF THE ABOVE-MENTIONED INFORMATION ARE SUBMITTED TO iA American LATER THAN 30 DAYS FROM THE DATE YOU FIRST BECAME AWARE OF THE CORROSION DAMAGE, THEN THE COST OF REPAIRS BECOMES THE RESPONSIBILITY OF THE OWNER.

Claim Form

Contract Information

Contract Number	Date
<input type="text"/>	<input type="text"/>

Customer Information

First	Last		
<input type="text"/>	<input type="text"/>		
Street	City	State	Zip
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Phone	Cell	Email	
<input type="text"/>	<input type="text"/>	<input type="text"/>	

Vehicle Information

Year	Make	Model	VIN
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

If under manufacturer's warranty, has claim been filed with manufacturer?

Yes No

Date Customer first noticed corrosion:

Accident Information

If under manufacturer's warranty, has claim been filed with manufacturer?

Yes No

When:

Was the electronic module damaged in the accident?

Yes No

If yes, was the electronic module replaced?

Yes No

When:

Is the damaged area a result of corrosion perforation from the inside or surface corrosion? (Please be specific as possible)

Please describe full extent of the damage.

Dealer Information

Dealer Contact Name	Dealer Contact Phone Number
<input type="text"/>	<input type="text"/>

All claims must be accompanied by the following:

- Copy of Warranty
- Itemized written repair estimate(s)
- Picture of damaged area(s)

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



iA American
Additional Information

(These procedures follow the same guidelines as service contract claims.)

- The service tech must provide an itemized list of the charges and a claim amount will be agreed upon. The claims processor will then give an approval number. Most claims are approved immediately. However, if the claim is above a certain dollar amount or has wheels, iA American will price check and will call the tech back within two hours.
- At the end of the call, the claims rep asks the tech if the reimbursement will go to the customer or to the dealer. If reimbursement is to go to the dealer, then the claims rep asks if payment is to be via check or credit card. If credit card, the claims rep requests a fax number or email to which to send the payment and to whose attention to direct the fax or email.
- Once they have approval, the tech will fax the Paid Invoice / Repair Order (RO) to fax number 512.257.4777 or email to claims@iaawg.com. The RO must contain the customer's name, year/make/model of vehicle, and VIN. If it does not, iA American will need a copy of the warranty.
- After the claims processor receives the RO, a credit card approval document will be faxed or emailed back to the tech within 24 business hours of iA American's receipt of the RO.

For reimbursement, the following documentation must be forwarded to us:

- A copy of the invoice with the authorization code and customer's signature.
- If the invoice does not contain the covered vehicle's VIN or year/make/model, we will need a copy of the warranty (front and back).
- All documents must be completely legible.
- The customer should include his or her name, current address, and a daytime telephone number.

Requested documents can also be submitted via fax to 512.257.4777

The status of all claims can be viewed online at connect.iasdirect.com or www.fasterclaims.com. The customer and/or technician will need to enter the authorization code, and then they will be able to view the status and/or see what is still needed in order to process the claim.

iA American Warranty L.P. reserves the right to investigate any claim prior to authorization.

The claims app for Apple and Android devices will save you time by making submitting claims a breeze for tire and wheel claims only. Simply follow these easy steps to download and begin using the claims app.

To Download:

- iPhone: Go to the App Store and search for "IAS Claims." Download and open the app for the next step.
- Android: Go to the Google Play Store and search for "IAS Connect." Download and open the app for the next step.

To Register:

- This process is the same for both Android and iPhone users.
- Open the IAS Claims app, and type in a valid email address when prompted.
- The app will then prompt you to enter your first and last name.
- Once completed, the app will send an email to the address you previously entered and prompt you to restart the app.
- Check your email for the verification sent by the app.
- Click the link in the email, and it will open a browser window confirming your registration.
- Go back to your app, enter your email address, and you will have full functionality of the app.

Want to Try It Out First?

For training and testing purposes, we've set up a mock claim and VIN number so that users can take and submit photos. It will work as normal, but nothing will actually be sent to the iA American claims team. To find the mock customer/claim with the name "JOHN CUSTOMER," simply use the following information:

- Claim number: 0
- Last 8 of VIN: 12345678

Using the App:

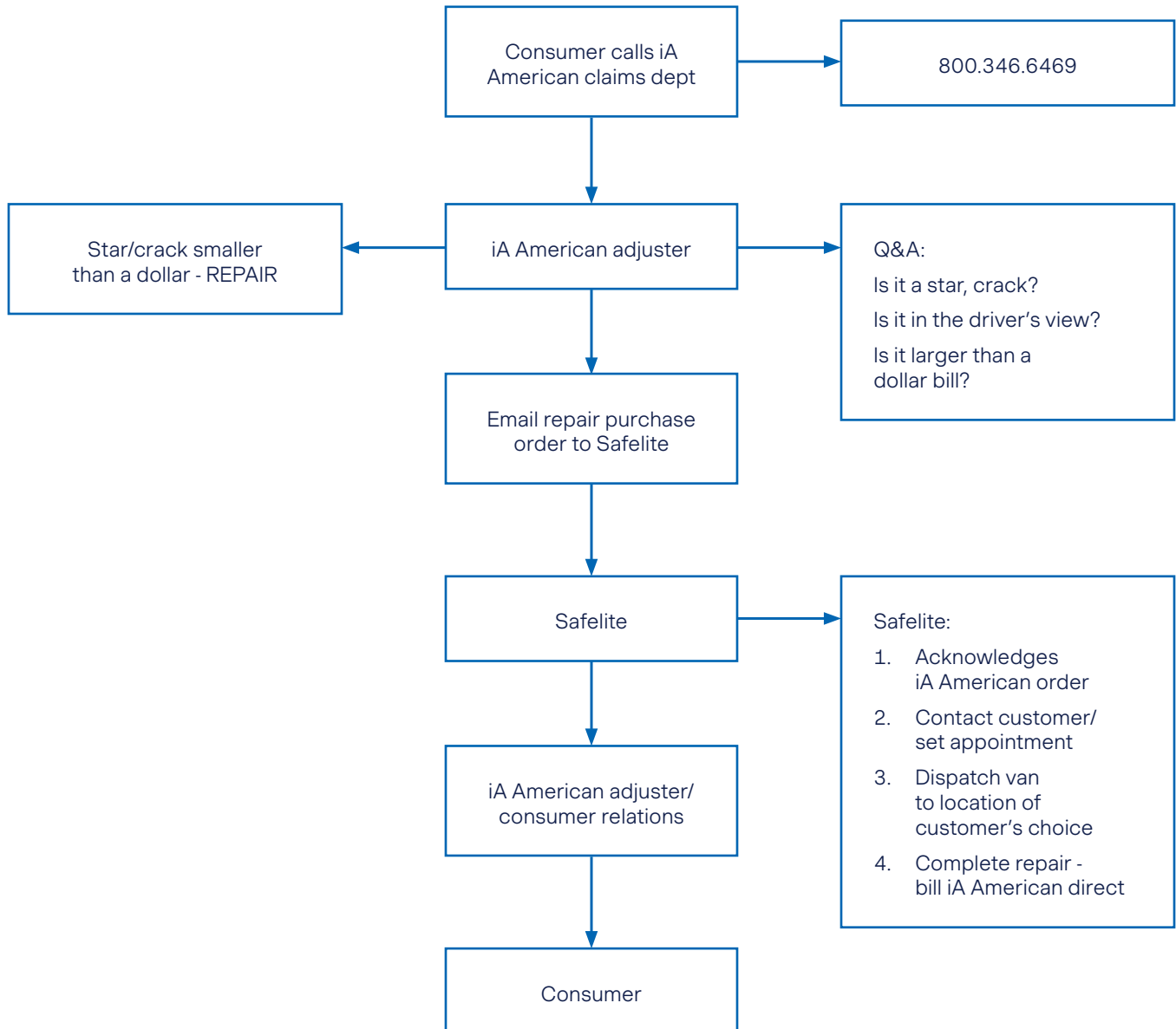
- Open the app.
- Tap the "Submit Claims Photos" button.
- Enter the claim number provided by our claims department and the last 8 characters of the customer's VIN. Then tap the check mark.
- The next screen will show basic claims information. Tap the check mark to confirm that this is correct.
- The next screen will simply advise you on the steps required to take and send pictures. Tap "Take VIN Photo." This will immediately open your camera and allow you to take a picture of the VIN plate. Take the picture, and if you are satisfied with the result, tap "Use Photo."
- This will take you to the primary picture taking screen. From here you can easily select which pictures to take on the convenient diagram in the same fashion as taking the VIN photo. Once all required pictures have been taken, tap "Review Photos" to take you to the next screen.
- Once you have confirmed all required pictures have been taken, tap the "Upload Photos" button. This will automatically upload the photos to the iA American Claims Department for review, and your picture taking process is complete.



Claims Process

Safelite Solutions is iA American's Windshield fulfillment company.

- Provides complete claims management solutions for the nation's leading fleet and insurance companies.
- The company will serve as iA American's field service organization for windshield repair.
- Safelite's Repair Medics® technicians service more than 400,000 windshields per year. By using state-of-the-art resins and tools, they ensure the highest quality and most durable repairs.
- The Safelite network includes over 10,500 affiliate providers and serves the needs of more than 100 insurance and fleet companies, including 15 of the top 20 property and casualty companies.





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