

## CLAIMS | REPAIR SHOPS

### How to Start the Claim Process for Your Customer

Contact our Claims Department before you begin work on an agreement holder's vehicle.

The agreement holder will need to authorize you to diagnose the problem.

When contacting us you will need their agreement number and current mileage, a brief description of the problem and when it first occurred, and a breakdown of parts and labor including any part numbers.

You can contact us by the following methods:

- Fill out the Online Claims Form
- Call us Toll Free at 1-800-264-5090
- Email us at [claims@ascwarranty.com](mailto:claims@ascwarranty.com)

It is very important that we hear from you before any repairs are made. Repairs which are done without authorization from our Claims Department are subject to denial.

Once you have contacted us we will ask for a diagnosis and estimate of repairs for the vehicle.

A Claims Adjuster will review the information and verify coverage of the repair. We will then issue an authorization number for any covered repairs and give you instructions for payment.

When we have received the invoice from your repair shop we will issue payment by either credit card or check depending on your preference.

**ASC Warranty**

P.O. Box 2400

Mountain Home, AR 72654



**Dealer Services:** (800) 442-7116

**Claims Administration:** (800) 264-5090

**Roadside Assistance:** (888) 207-0166