

CLAIMS | CUSTOMER

How to Start the Claim Process

Contact our Claims Department before allowing the Repair Shop to begin work on your vehicle. When contacting us you will need your agreement number and current mileage, a brief description of the problem and when it first occurred, and whether the vehicle is at the repair shop currently.

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

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 we have been contacted by your repair shop, we will ask for a diagnosis and estimate of repairs for your vehicle. A Claims Adjuster will review the information from your repair shop and verify coverage of the repair. We will then issue an authorization number to the repair shop and give them instructions for payment.

When you have verified that the repairs have been completed to your satisfaction and we have received the invoice from the repair shop we will issue payment by either credit card or check depending on the preference of the repair facility.

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