

TIREWISE CLAIMS PROCESS

To obtain benefits under the TIREWise contract, you must:

- **Contact Vehicle Service Administrator (VSA) at 888-205-0200 for prior authorization and a claim number before work is commenced.**
- Information may be required such as digital pictures of damage, the tire brand, tire type, tire size and wheel type on the vehicle at the time of the claim.
- Retain for inspection all covered tires/wheels that require repair or replacement until the claim has been settled.
- Submit the signed repair or replacement invoice and other documentation required. Documentation may be sent to:
Faxed: 636-680-0484
Mailed: VEHICLE SERVICE ADMINISTRATOR LLC
1670 FENPARK DRIVE
FENTON, MO 63026
- Pay for the repair or replacement and obtain reimbursement if the servicing facility will not accept payment directly from VSA.

Pre-authorization is granted based on the information provided. If any documentation submitted does not substantiate the information provided during the authorization call, your claim may be denied. The amount authorized by VSA is the maximum amount that will be paid for repairs or replacement covered by the contract. Any additional amounts must receive prior authorization from VSA.

IN ORDER TO BE ELIGIBLE FOR REIMBURSEMENT:

- 1) If replaced, the damaged covered tire/wheel must be retained.
- 2) If the covered tire/wheel is repairable, ensure that you have the repair facility provide you with the bare rim run-out measurements/readings and take clear pictures of the damage before the covered tire/wheel is repaired.
- 3) You must contact us within two business days. You will be responsible for repair/replacement costs if it is determined that the repair/replacement is not eligible for coverage under this Agreement. All claim documentation must be received within ninety (90) days of repair/replacement to be eligible for payment.

EMERGENCY CLAIM PROCEDURES: In the event of Road Hazard Damage requiring repairs outside normal business hours, you may elect to wait for authorization or proceed with a tire or wheel repair or replacement. *Eligibility requirements for reimbursement per above.*

Vehicle Service Administrator LLC

1670 Fenpark Drive, Fenton, MO 63026 | Phone: 800-849-9559 | www.WiseFandI.com