



Claims Department Guide

Claim Report Procedures:

1. The Service Contract Holder should get their covered vehicle to the selling dealership when they are sixty (60) miles or less from their address. Outside of the area, any repair facility, licensed by their state to operate a business is acceptable.
2. The Service Contract Holder must approve diagnosis for the shop to determine the cause of failure and extent of damage. The Service Contract Holder is responsible for diagnosis fees if the repairs are not listed on the policy as cover components or they are excluded.
3. Once the vehicle is diagnosed, the repair facility needs to call the ADMINISTRATOR (AUL) at **1-888-285-2567** to start a claim. An estimate should be prepared with part numbers and labor times so AUL can expedite the claim.
4. An authorization number must be provided to your repair facility before they submit for payment.

Sublet:

If the selling dealership has to sublet the vehicle to another repair facility for completion of work, a complete sublet bill must be provided in order to receive payment. Complete Sublet Bill: Contract number or VIN number, Service Contract Holder Full Name, Current Odometer Reading, description of the complaint, cause, and correction, and a complete estimate with part numbers. The repairs still need to be called in prior to work being completed. This applies to items specifically listed on the policy only.

Inspections:

The administrator has the right to inspect the vehicle before an authorization is made. The inspection occurs between a twenty-four (24) to forty-eight (48) hour period and will be finalized by the administrator within twenty-four (24) hours of completion of the inspection. The inspection is done by a third party company and only reports the findings along with photos to the administrator who is responsible for approving the repairs. The inspection company will not approve or deny coverage.

Labor Rate:

The administrator will honor the repair facility's posted labor rate.

Labor Time Allowance:

The administrator will honor labor times on covered repairs from nationally recognized labor guides (All Data, Mitchell-on-Demand, Chilton). AUL covers reasonable diagnosis time needed to determine a cause of failure. If there is a discrepancy in labor AUL will review the repair facilities labor guide as a reference. An evaluation on the difference in time will be performed and an appropriate labor time will be offered. AUL does not guarantee the dealerships labor guide will be used.

Parts Pricing Allowance:

Repair shall be performed by the Issuing Dealer or repair facility so authorized by the Administrator to make such repair, **using parts of like kind and quality**. Replacement of covered parts may be made with new, remanufactured, or parts of like kind and quality, at the option of the administrator. No coverage will be provided for parts pricing over the manufactures' suggested retail price (MSRP) determined by the manufacturers' part number.

Payment Procedure:

Repairs must be called in prior to being performed to obtain an authorization. The repair facility will be provided with an authorization number and must obtain the Service Contract Holder signature approving the authorized amount before a payment is made. With the repair ordered signed the shop should fax it to **1-707-259-1878** or mail to **AUL Corp., 1250 Main Street, Suite 300, Napa, CA 94559**. Repair Orders for emergency repairs on covered items without prior authorization should be sent to the following address for review of reimbursement: **AUL Corp., 1250 Main Street, Suite 300, Napa, CA 94559**. AUL does not guarantee any non-authorized repair coverage.

Towing & Emergency Roadside Assistance:

Towing and Roadside assistance is available twenty-four hours a day, seven days (24/7) a week. This service is free of charge to you as the service contract holder. In the event of a roadside failure please call **1-888-810-5150**. Under no circumstances will AUL administrators reimburse for tow expenses if tow is performed by another party.

Contact Information:

Toll-Free: 1-888-285-2567

Postal Mail: A.U.L. Corp., 1250 Main Street, Suite 300, Napa, CA 94559

National Claims Manager: Frank Pfister

Assistant Claims Manager: Ryan Hackett

Claims Supervisors: Matt Salyer, Charlie Mahoney, Ben Beyaziff

Claims Administration Hours:

Monday-Friday: 6:00 AM PST – 5:00 PM PST



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