AUL Online Claims Enrollment and Submission: https://eclaims.aulcorp.com

Enrollment

1. For new users, click **Register for Online Claims** on **Home Page**
2. Create your Username, and select **Start eClaims**
3. Proceed to fill out the required fields indicated with (*)
4. Once you are finished click **Submit** and check your email account that you used to enroll in eClaims
5. Click the **link** in the email to create your own password and begin using eClaims
6. Click **Home** tab and it will allow you to start your claim

Submitting an eClaim

To start, enter the customer's **Last Name** as well as **Contract Number** or **Last 6/8 Digits of the VIN** and select "Find Contract"

(If the information provided was correct and it does not find a customer, please give us a call at 888.285.2567)

1. Please proceed to fill in the information required on page 1 then click **Save & Next**
2. Select **Add New Concern** – Fill out the **Concern, Cause, and Correction (Three C's)** – Provide the **Part Number (OEM or Aftermarket)** and select the **Part Name** from the drop down list – Proceed to fill in required fields indicated with (*)
3. You must advise which **Labor Guide** you are using before entering labor hours
4. If the customer needs a rental please enter the amount of days needed
   (Rental is 5 days at $30 a day max; Engine, Transmission, and Differential allow up to 8 days at $30 per day max)
5. Once everything is entered for current concern, click **Save to Claim**
6. To add more concerns, use the **Add New Concern** button at the top of the page. When all concerns are entered select **Save & Next**
7. Please take the time to review your claim details and confirm your preferred payment type. If totals match click **Submit eClaims.** If you need to make adjustments, click **Edit** and go through the following pages
8. Please feel free to provide any comments or feedback with your claim in the box provided

You can submit any further questions or comments regarding the claim, via e-mail,
once the claim has been submitted

Checking on your eClaim

Login to your homepage – To view status of the
claim see **Claim Status**

If the **Claim Status** says Processing you cannot edit the claim
For up to the hour updates on the claim, check your email