



## **UltraGard Service Department Guidelines And Claim Procedures:**

1. Verify that vehicle presented for repair is the vehicle described in the UltraGard Agreement (match VIN).
2. Verify Contract Holders name on UltraGard Agreement.
3. Verify that the UltraGard is in force and has not expired by time or mileage.

### **For Tire and Wheel Claims:**

1. Verify the damaged tire meets OEM specification for that vehicle. Obtain tire size, make/model.
2. Verify the damaged tire has a remaining tread depth of at least 3/32" at the lowest point on the tire.
3. Call the administrator at **888-565-2580** to obtain an authorization number before performing the repair or replacement. **[Claims adjusters available 24/7-365].**
4. Fax a completed repair order with an explanation of the failure, tread depth, parts, labor, and customer signature to **817-552-4198**.
5. The claim will be processed within an hour. CareGard Warranty Services, Inc. will call the repair facility and issue a credit card authorization. **[Claims processors available 8-6 Central time, M-F].**
6. Tire & Wheel Claim Reimbursement parameters;
  - Tire replacement claims paid at MSRP.
  - Tire Repair (including mount/balance) not to exceed \$40
  - Wheel replacement claims paid at MSRP.
  - Mount/Balance not to exceed \$35 (run flats not to exceed \$50)
  - Towing/Roadside Benefit up to \$50 per occurrence
  - \$50 deductible applies at all transient repair facilities, \$0 deductible at issuing dealer
  - Maximum Aggregate claim benefit for Tire & Wheel repairs is \$4000



### **For Key and Key Fob claims:**

1. Verify the number of sets of Keys and/or FOB's that were received at purchase. If only one set was received, notify the customer that the contract does not provide a second key or fob if only "one" was indicated on their contract.
2. Verify cost of repairs or replacement. (Maximum reimbursement capped at \$699/year).
3. All non-working keys and/or fobs must be made available for inspection.

### **For Paintless Dent Repair claims:**

1. Verify the repairable area can be repaired by Paintless Dent Repair Methods.
2. Verify that Dent is less than 4" in diameter.
3. Max Aggregate Benefit for this coverage is \$1000

### **For Windshield Repair claims:**

1. Verify that damage is a small ding or star no more than 2 " in length
2. Maximum Aggregate Benefit for this coverage is \$1000

### **For Roadside Assistance Claims:**

1. Have customer call direct (888) 565-2580

### **For My Certified Mechanic:**

2. Call (888)829-6535 for assistance from your MCM representative
3. To register additional vehicles in your household go to [www.MCMregister.com](http://www.MCMregister.com) and follow the registration instructions