

## Premier Maintenance Plan

### Claim Department:

Hours of Operations: Mon-Fri, 9:30am - 7:00pm, EST  
Phone Number: 888-438-0100  
Fax Number: 866-764-0341  
Email: ppm@pdsadm.com  
Claim Supervisor: Daryl Dodge  
Mailing Address: PO Box 23880  
San Diego, CA 92193  
Attn: PMP Claim Department



### To Initiate an eClaim:

Go to [www.pdsadm.com](http://www.pdsadm.com). Click Premier Access Login. Enter User ID and Password. To request a User ID and Password, please call Sales Support at 888-676-6871 or email [SalesSupport@pdsadm.com](mailto:SalesSupport@pdsadm.com)

- Once you have logged in to Premier Access, select PMP Service Authorization.
    - a. Search for valid contract information by entering consumer last name, contract number, VIN or Loyalty Card number
    - b. Select the contract number from list presented
    - c. Review available services and enter current odometer, choose "Get Next Service" button
    - d. Select services to be provided and enter the repair order (RO) number \*
    - e. Select "Get Auth" button
    - f. Claims \$50 and below will automatically be approved.
    - g. Claims greater than \$50 require the dealership to submit Proof of Claim or signed Repair Order
- \* If you are unable to select desired service, please call claims at 888-438-0100.

### Manual Claim Procedure:

The dealership must contact the Claim Department to open a claim file at the time of repair by calling the claim telephone number above.

Be prepared to provide the following:

- Customer Agreement number
- Customer Name
- Description of vehicle (year, make, model, last six digits of VIN)
- Current odometer reading
- Date of service
- Repair order number
- Estimate of service cost

### What Administrator will do:

- For a manual (phone in) claim, the Administrator will authorize payment upon receipt of Proof of Claim (fax preferred). Proof of Claim shall consist of a signed repair order showing that the maintenance was performed at the dealership's service department. The Administrator may require additional Proof of Claim documentation at its discretion.
- For eClaim processing, \$50.00 maximum Claim, no action is required after the authorization has been received online. Administrator will be notified by the eClaim system and will process the payment to the dealer.
- For eClaims greater than \$50.00, please fax or email in signed Repair Order for approval.
- Authorized claims will be paid via check.