

PREMIER CLASSIC VSC

QUICK CLAIM REFERENCE



Claim Department FAQs:

- **Claim Department Hours of Operation:**
 - **Monday - Friday:** 8:00 a.m. - 5:00 p.m., EST
 - **Saturday:** 11:00 a.m. - 3:00 p.m., EST
- **Claim Department Phone:** 866-210-9442
- **Claim Department Fax:** 866-764-8544
- **Payment Department Fax:** 866-764-0338
- **Payment Department email:** claimspayment@pdsadm.com
- **Claim Supervisor:** Mike Keenan
- **Mailing Address:** PO Box 23880
San Diego, CA 92193-3880
Attn: Premier Classic VSC Claim Department

To Initiate a Claim:

- Provide your name and name of repair facility.
- Provide Contract Number with Prefix located in upper right hand corner of contract.
- Provide Repair Order Information:
 - Customer Name
 - Description of vehicle (year, make, model, last six digits of VIN)
 - Current odometer reading
 - Date of loss (date on repair order)
 - Repair order number
 - Estimate of repair
 - Breakdown of parts
 - Labor rate and labor time requested
- Provide the following information:
 - What is the customer's complaint listed on the RO?
 - What is the technician's diagnosis for the cause of failure and the proposed repair?
 - Was the vehicle towed in?
 - Is a rental car required?
 - Are there any other complaints listed on the RO?

What Premier Dealer Services will do:

- The adjuster will provide a claim authorization number and an approved amount for the repair, less the customer's applicable deductible.
- Request proof of maintenance as required in accordance with the terms and conditions of the agreement.
- The adjuster will send an inspector to verify failure, if warranted.

Claim Payment for Approved Claims:

- Authorized claims will be paid upon receipt of all documentation requested by adjuster including completed and signed invoice.
- Fax completed and signed invoice to the Payment Department fax number above or mail to the address above, Attention VSC Claim Payments.