

# Premier Defense Chemical Protection

## *CLAIM PROCEDURE*

### Claim Department

Hours of Operation: Monday - Friday, 9:30 am - 7:00 pm, EST  
Phone Number: 888-677-4743  
FAX Number: 866-764-0343  
Claim Payment FAX: 866-764-0338  
Claim Supervisor: Daryl Dodge  
Mailing Address: PO Box 23158  
San Diego, CA 92193-3158  
Attn: Premier Defense Claim Department



### To Initiate a Claim

Within 30 days of the occurrence of any damage to the vehicle's interior or exterior, the customer must return to the selling dealer for repairs and assistance filing a claim. The dealer must do the following:

- Call the claim department at the number above to initiate claim.
- Fax or mail repair estimate and customer Limited Warranty to the fax number/address above.
- If any surface treated with sealant(s) has been modified, painted, or repaired after the initial application, then the dealer must include a repair order showing that the sealant was reapplied.

If the customer is unable to return to the selling dealer, the customer must:

- Call the Claim Department within 30 days of the occurrence of any damage to the vehicle's interior or exterior, at the number above to initiate a claim.
- The Claim Department will instruct the customer to take the vehicle to a local repair facility for inspection, cleaning and/or repairs; or
- Customer must provide the Claim Department with a copy of the Limited Warranty and an estimate of the cost of cleaning and/or repairs to obtain approval of the claim.
- No claim payments will be made if the Claim Department has not issued a claim approval reference number prior to the performance of any cleaning and/or repairs.
- The customer may be required to present photographs of affected area(s) in order to obtain approval.
- If any surface treated with sealant(s) has been modified, painted, or repaired after the initial application, the customer must include a repair order showing that the sealant was reapplied.

### What Premier Dealer Services (PDS) will do.

The PDS adjuster will call dealer or repair facility with claim decision after reviewing all documentation, requesting additional documentation, if necessary. PDS may choose at this time to send an independent 3rd party inspector to verify cleaning or repair. PDS will analyze the inspector's findings and render a claim decision to the dealer or repair facility. An authorization number is issued for approved claims with the authorized amounts.

### Claim Payment for Approved Claims

Authorized claims will be paid upon receipt of all documentation requested by adjuster including a completed and signed invoice. Fax completed and signed invoice to the Claim Payment Fax number above or mail to the address above; Attention: Premier Defense Claim Payments