

The Warranty Group

Claims Guide

When Calling in a claim, please follow the below steps:

- **Call 1-800-527-3426 to speak to a claims authorization agent**
- **Claims Hours are: M-F 7 am – 7 pm CST, 9 am – 3:30 pm CST on Saturdays**
- **Have the contract number or VIN number, customer name, and scope of repair (parts, labor, etc.) ready prior to calling**
- **An authorization code will be issued and is mandatory prior to any repairs being performed**
- **If a claim needs to be made during off-hours, you may proceed with the repair. You must notify us of the repair ASAP and still receive an authorization code afterwards. We will only authorize repairs per the terms of the contract.**

**Emergency Roadside Assistance is available 24/7/365.
The number for Roadside Assistance is 1-800-270-8447.
Roadside is available for covered repaired vehicles.**