



Claims Procedures

OBTAIN THE FOLLOWING INFORMATION

- Service contract number (including the deductible, term, effective date, and expiration is recommended)
- Current odometer reading
- VIN (Vehicle Identification Number)
- Vehicle make, model & year
- The contract holders full name, address & telephone numbers

OBTAIN THE CUSTOMER'S AUTHORIZATION FOR DIAGNOSIS

- Contact United Car Care, Inc. **BEFORE** any extensive teardown is performed on the vehicle!

DETERMINE EXACT COST OF REPAIRS

- You will not have to make a second call if you can obtain **EXACT** amounts

CALL UNITED CAR CARE 800-571-2016

- To obtain approval number and repair instructions before initiating repairs
- United Car Care, Inc. recommends you write the authorization number and specific amount given by the Adjuster on the invoice or write-up sheet at this time

NOTIFY CUSTOMER OF ESTIMATE

- Notify customer of estimate and costs not covered under the service contract

CUSTOMER IS RESPONSIBLE FOR

- Service contract deductible or co pay
- Any non-covered parts or unauthorized repairs
- Non-specific shop supply or hazardous waste charges
- Consequential damages

AFTER THE REPAIR

- If there have been any changes in the repair cost amounts you must notify United Car Care, Inc.
- You must have a contract holder signature (a signature on the corresponding write-up or hard copy is acceptable)
- You must have the Vehicle I.D. Number
- You must have the mileage at the time of the repair

PAYMENT

Credit card payment or check payment made payable to the appropriate party.

Mail the completed repair order to :

United Car Care, Inc. Claims Department

United Car Care, Inc.
Attention: Claims Department
P.O. Box 3988
Greenwood Village, CO 80155-3988
Fax: 303-306-1922