

UNITED CAR CARE

VEHICLE SERVICE CONTRACT TELEPHONE CLAIM REPORTING

Claims number: 1-800-571-2016

Claim Department Hours (Mountain Time) Monday through Friday 6:30 a.m. to 6:00 p.m.

Information needed to initiate a claim:

Contract Number

Customers full name

Vehicle identification number

Current mileage on the vehicle

Date and number of your repair order

Description of breakdown, its probable cause, and the extent of the repairs needed

Accurate estimate, including covered parts and related labor

If applicable, sublet shop's name, phone number, and contact person

PAYMENT

Submit completed claims information by Fax: 303-306-1922 or 303-785-7062

VSC Mechanical claims follow-up payment questions call: 877-299-3373

Customer inquiries call: 800-571-6412

VALUE-ADDED BENEFITS

Rental Reimbursement

See specific contract for reimbursement rates or call: 800-571-2016 to verify available coverage.

Coverage provided is based on a covered failure as defined under the contract.

Emergency Roadside Assistance including Towing call 1-800-380-2165

Towing

Flat tire change

Lock-out service

Jump start

Fluids deliver (gas, water, coolant, etc)

Trip Interruption Coverage

See specific contract for reimbursement rates or call: 1-800-571-2016 to verify coverage

If a covered failure occurs under this contract causing the vehicle to become inoperable and the customer is required to remain overnight while repairs are being completed and they are more than 100 miles from home (address on the contract) the contract provides reimbursement of food and lodging expenses up to a \$200 aggregate pre covered claim.

Ancillary Coverages

Tire & Wheel Replacement call: 800-963-9372; tripacloyalty.com/claim

Paintless Dent Repair call: 800-963-9372; tripacloyalty.com/claim

Theft Deterrent Identicar call: 800-963-9372; tripacloyalty.com/claim

Key Replacement call: 800-963-9372; tripacloyalty.com/claim

Lease Protection Coverage call: 800-963-9372; tripacloyalty.com/claim

GAP PROTECTION COVERAGE (UCC GAP/GAP WISE)

Claims Number: 800-849-1080

Have the following information available:

Copy of your GAP contract

Copy of your Retail Instalment Contract

Copy of the settlement agreement from your primary insurance carrier