

Mechanical Repair Coverage

Claims Self-Help Guide

Your guide to filing a claim and checking the status of a claim.



Common Purpose. Uncommon Commitment.

The following information is provided to assist your credit union with filing or checking the status of a **Mechanical Repair Coverage** claim. It is not intended to be all inclusive, but is designed to provide you with general guidelines to help you in preparing, filing, and checking the status of your claim. To receive special assistance or instructions, contact Consumer Program Administrators toll-free at **1-800-752-6265 (for all states except Florida)** or **1-800-621-2130 (for the state of Florida)**.

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Claim process for Mechanical Repair Coverage

Below is the process your member and the repair facility should follow for Mechanical Repair Coverage claims:

- Your member should arrange to have the vehicle taken to an authorized repair facility. If the vehicle needs towing, the member can take advantage of the 24 hour Roadside Assistance benefit at **(1-888-723-3202)**.
- The repair facility should notify the Administrator / Consumer Program Administrator of the failure as soon as possible. The repair facility can contact the Administrators at the phone numbers listed below:
 - **1-800-752-6265** (for all states except for Florida)
 - **1-800-621-2130** (for the state of Florida)

NOTE: In the states of LA & WI the Administrator is Automotive Warranty Services of Florida.

- Your member should authorize the repair facility to perform the necessary diagnostic work in order to determine the cause of failure and a repair estimate.
- If the vehicle does not or did not require further inspection or teardown, the repair facility will be provided with an authorization number to proceed with the repairs.
- Your member will need to pay the required deductible and any costs not incurred by the service contract. The covered repairs are paid by corporate credit card directly to the repair facility.



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To check the status of a claim

To check the status of a claim, please contact the **Consumer Program Administrators** at the following numbers:

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- **1-800-621-2130** (for the state of Florida)