



courtesy claims management, LLC

Claims Procedures

- A. Review the appropriate plan certificate or website for coverage.** If you have questions about a potential claim, call the Courtesy Claims Management (CCM) number provided on the Plan Certificate, or go to www.courtesyclaims for FAQs.
- B. Fill out the Claim Information Checklist** found on the CCM website, or call the CCM number to request the document.
- C. Provide the following information** by email or fax:
1. All service repair orders indicating compliance with terms and conditions of the Protection Plan, including BG part numbers. If a pre-owned vehicle, the plan registration card.
 2. Bill of Sale, if the vehicle is a pre-owned vehicle. The lease agreement, if the vehicle is leased.
 3. The estimate for repairs including part numbers, prices and labor hours. If the repair in question has not been fully diagnosed and/or torn down, the shop must get the customer's authorization to do so and email or fax when a complete diagnosis is available. Charges for diagnostic procedures and teardown costs are not covered unless they are an integral part of the repair.
- D. CCM will set up the claim and render a decision.**
1. **Approved**—You will be provided with an authorization number to complete the repairs.
 2. **Need more information**—We may elect to send an inspector to view the component(s) in question. After review of the inspection report, a decision will be made to accept or deny the claim. The adjuster may request a quantity of fluid for analysis.
 3. **Denied**—We will contact you to explain the reason for denial.
- E. For Payment**—Fax or email the authorized final repair order, signed by the customer, to CCM. Claim payments will be rendered by check or credit card.