



Online Claims Portal

Welcome to the APCO Holdings Online Claims Portal—a quick and easy way to enter claim information for quick review by our claims adjusters.

You may use the portal to begin a claim for any product other than:

- Windshield Repair
- Paintless Dent Repair
- Cosmetic Wheel Repair
- Paint Scratch Repair
- Prepaid Maintenance

START A CLAIM

Log into the Portal

- First, you will need to log in and confirm your email address. Visit <http://claims.easycare.com> or <http://claims.gwcwarranty.com> to get started.
- Enter your Service Facility's main phone **Number** without dashes (e.g., 111222333), business **Email**, and your **Name** to log into your servicer account.

Log into your servicer account

Number

Email

Name

Log in

Have you submitted a claim with us before?

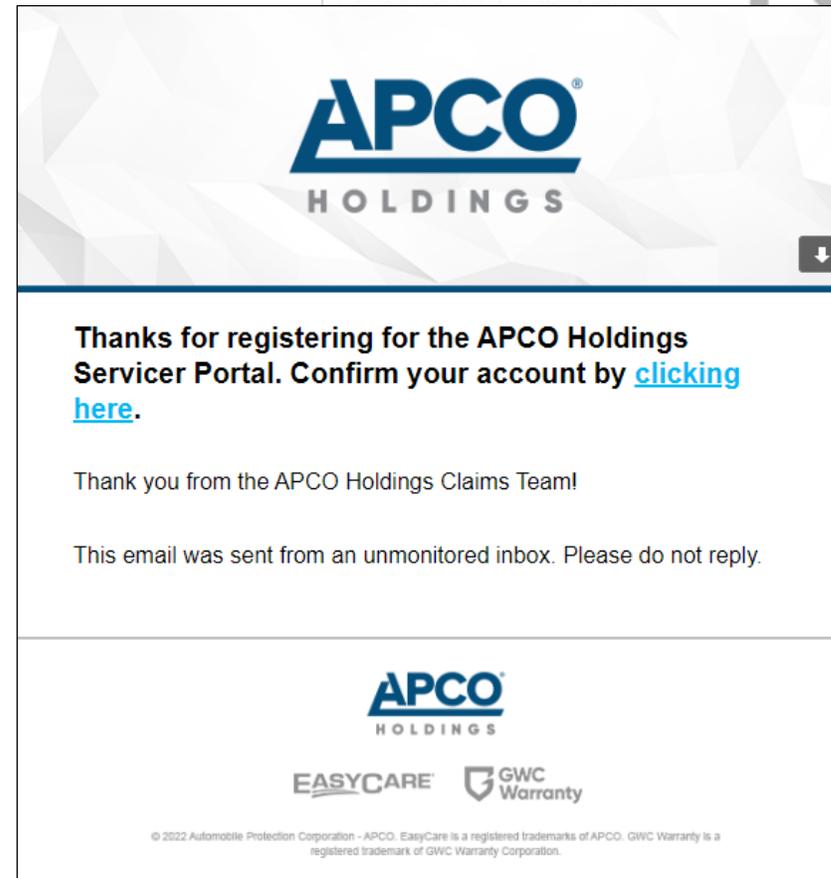
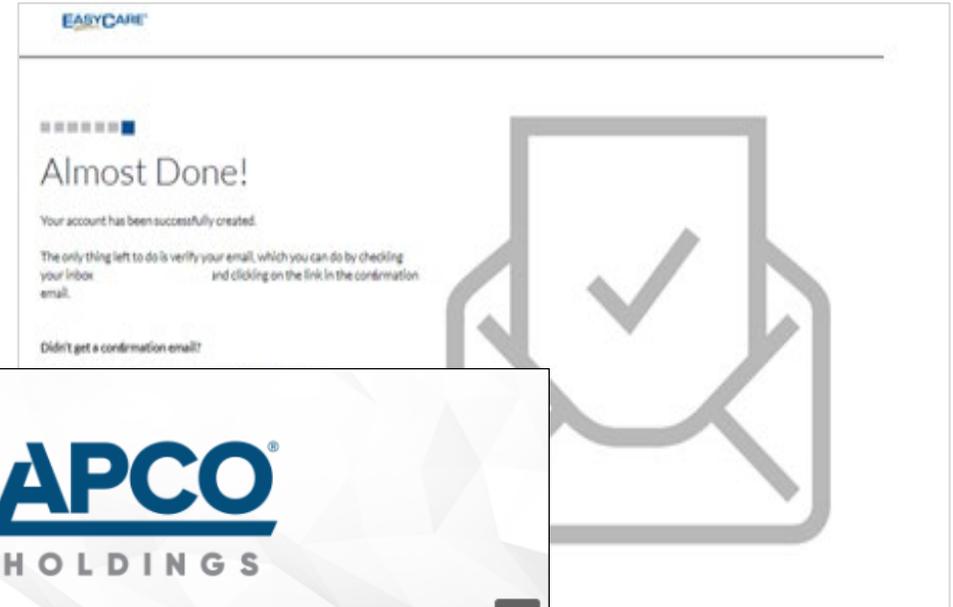
Enter your repair facility's phone number without dashes (e.g., 5552221111), your email, and your first and last name to get started.

New accounts please call: 1-800-538-4181
For assistance visit: go.apcoholdings.com/PortalHowTo

APCO HOLDINGS | EASYCARE | GWC Warranty

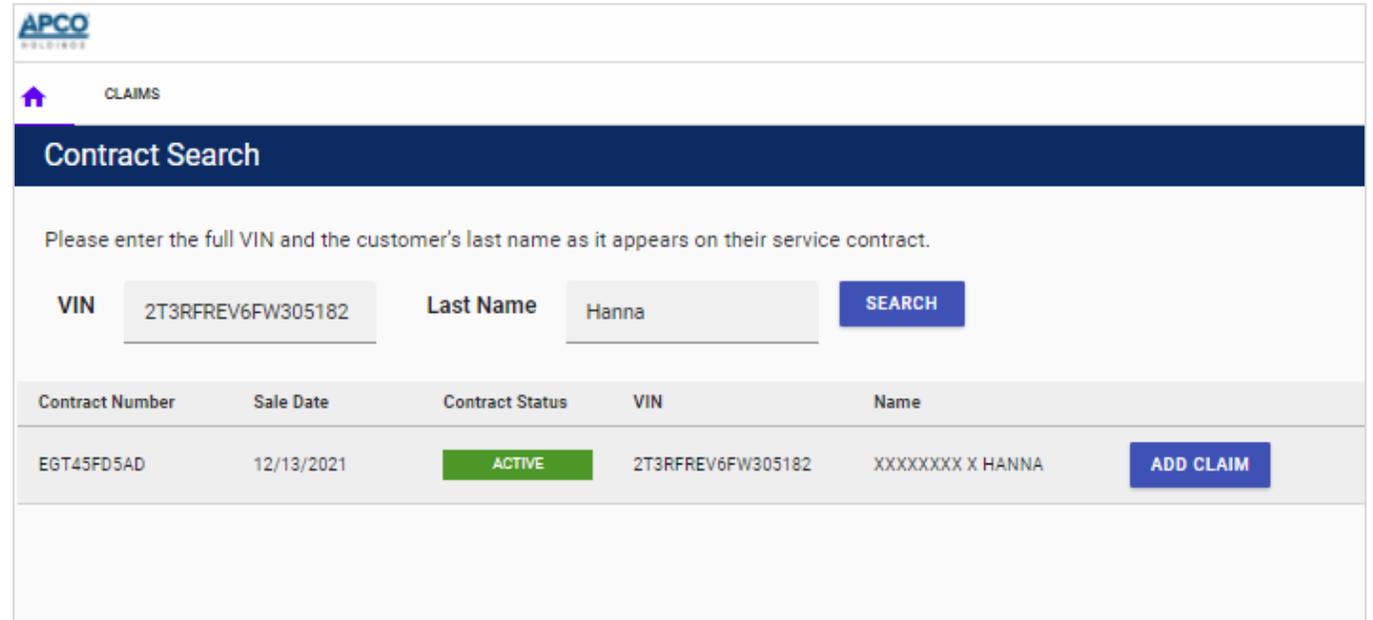
Confirm your Account

- Check your inbox for an email from noreply@apcoholdings.com to confirm your account.
- Click the link in the email.



Start a Claim

- To begin a claim, search for the customer's contract by entering the full **VIN** and customer's **Last Name**.
- When an active contract is found, click **ADD CLAIM**.
- *Please note: if the search does not return an active contract or you need support, please call the claims number on the contract.*



The screenshot displays the APCO Holdings Claims portal. At the top left is the APCO HOLDINGS logo. Below it is a navigation bar with a home icon and the text 'CLAIMS'. The main heading is 'Contract Search'. Below the heading is a form with the instruction: 'Please enter the full VIN and the customer's last name as it appears on their service contract.' The form has two input fields: 'VIN' with the value '2T3RFREV6FW305182' and 'Last Name' with the value 'Hanna'. A blue 'SEARCH' button is to the right of the 'Last Name' field. Below the form is a table with the following columns: 'Contract Number', 'Sale Date', 'Contract Status', 'VIN', and 'Name'. The table contains one row with the following data: 'EGT45FD5AD', '12/13/2021', 'ACTIVE' (in a green box), '2T3RFREV6FW305182', and 'XXXXXXXX X HANNA'. A blue 'ADD CLAIM' button is located to the right of the 'Name' column for this row.

Contract Number	Sale Date	Contract Status	VIN	Name
EGT45FD5AD	12/13/2021	ACTIVE	2T3RFREV6FW305182	XXXXXXXX X HANNA

Enter the Claim Details

- Enter the claim information and the 3 Cs—**Complaint**, **Cause**, and **Correction**. Please note that the **Cause** section should include failure-related information and diagnosis procedures performed, along with any results. **Please see next slide for tire claims.*
- Any information that has an asterisk is required.
- Click **SUBMIT** and the claim will be sent for review.

The screenshot displays a web form for entering claim details. It is organized into several sections:

- Customer Information:** Fields for Customer Name (XXXXXXXX HANNA) and VIN (2T3RFREV6FW305182).
- Claim Information:** Fields for Repair Order # (221133), Repair Order/Loss Date (04/21/2022), Service/Loss Odometer (46,000), and Vehicle Condition (Vehicle Driven-In).
- Service Center (Servicer):** Fields for Contact First Name (John), Contact Last Name (Doe), Contact Email (MIKEMILLARD1978@OUT), Contact Phone ((678) 555-0000), and Ext.
- Documents:** A section with the instruction "Please save/submit Claim to upload documents."
- Claim Details:** A section with a "+ ADD NEW FAILURE" button and three input fields for Complaint (*CLUNK NOISE OVER BUMPS), Cause (*B/F LOWER CONTROL ARM BUSHINGS ARE WORN AND LOOSE), and Correction (*REPLACE B/F LOWER CONTROL ARMS).
- Table:** A table with 9 columns: #, Part #, Warranty Months, Warranty Mileage, Qty, Amount, Total, Labor Hours, and Delete. It contains three rows of data.
- Buttons:** "SUBMIT" and "CANCEL" buttons at the bottom.

#	Part #	Warranty Months	Warranty Mileage	Qty	Amount	Total	Labor Hours	Delete
1	480690R030	12	12,000	1.00	\$250.00	\$250.00	2.60	
2	480680R030	12	12,000	1.00	\$250.00	\$250.00	0.00	
3				0.00	\$0.00	\$0.00	0.00	

Tire Repair Claims and Menu Price*

Tire Repair Only Claim

- Enter the menu labor in the part # field.
- Enter a part quantity of 1 and cost of .01. Leave labor hours blank.
- Click **SUBMIT**.

#	Part #	Warranty Months	Warranty Mileage	Qty	Amount	Total	Labor Hours	Delete
1	menu labor \$25			1.00	\$0.01	\$0.01	0.00	

Tire Replacement Only Claim

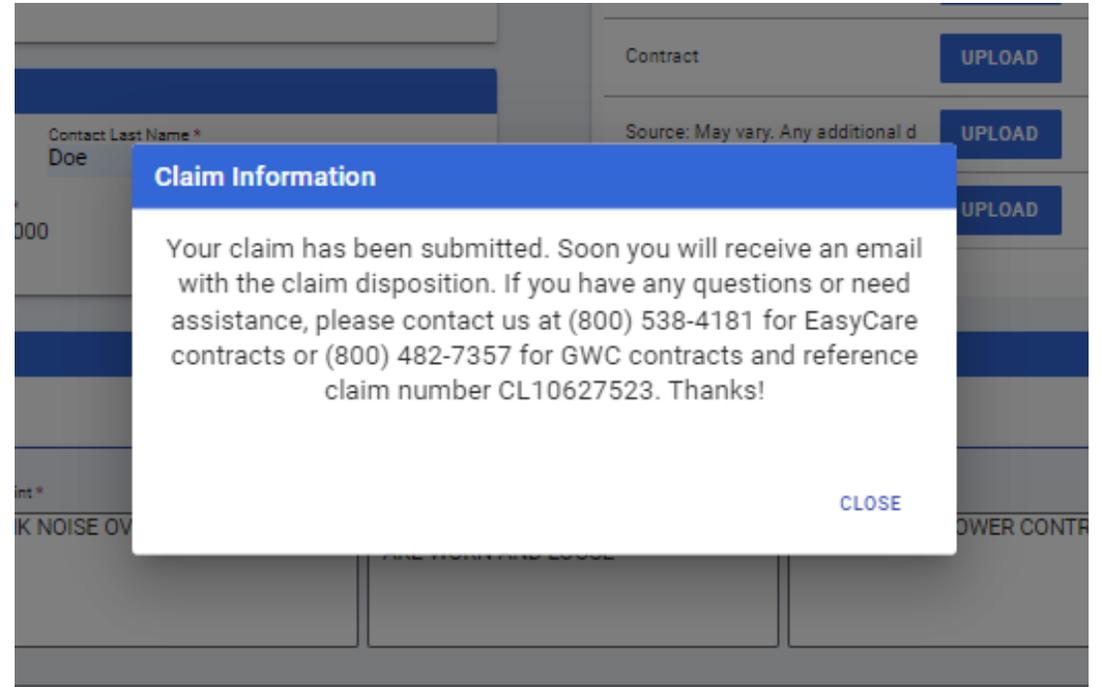
- Enter the part # for the tire on the first part line. Leave the labor hours blank.
- Enter the menu labor amount in the part # field on line 2. Enter a part quantity of 1 and cost of .01. Leave labor hours blank.
- Click **SUBMIT**.

#	Part #	Warranty Months	Warranty Mileage	Qty	Amount	Total	Labor Hours	Delete
1	19390027	0		1.00	\$181.16	\$181.16	0.00	
2	Menu Labor \$25.0			1.00	\$0.01	\$0.01	0.00	

**This process will be simplified in a future system release.*

Claim Number & Review

- You'll be provided a claim number to reference if you need to call the claims department.
- ***Please note that this is not an authorization number***—it's simply a reference number for the claim.
- Our adjusters will review the claim and send you an email with the claim disposition in an hour or less.



UPLOADING DOCUMENTS

Uploading Documents

- If your claims adjuster asks for documentation, you can upload that right to the portal.
- Click the **paperclip** next to the claim that requires additional documentation.

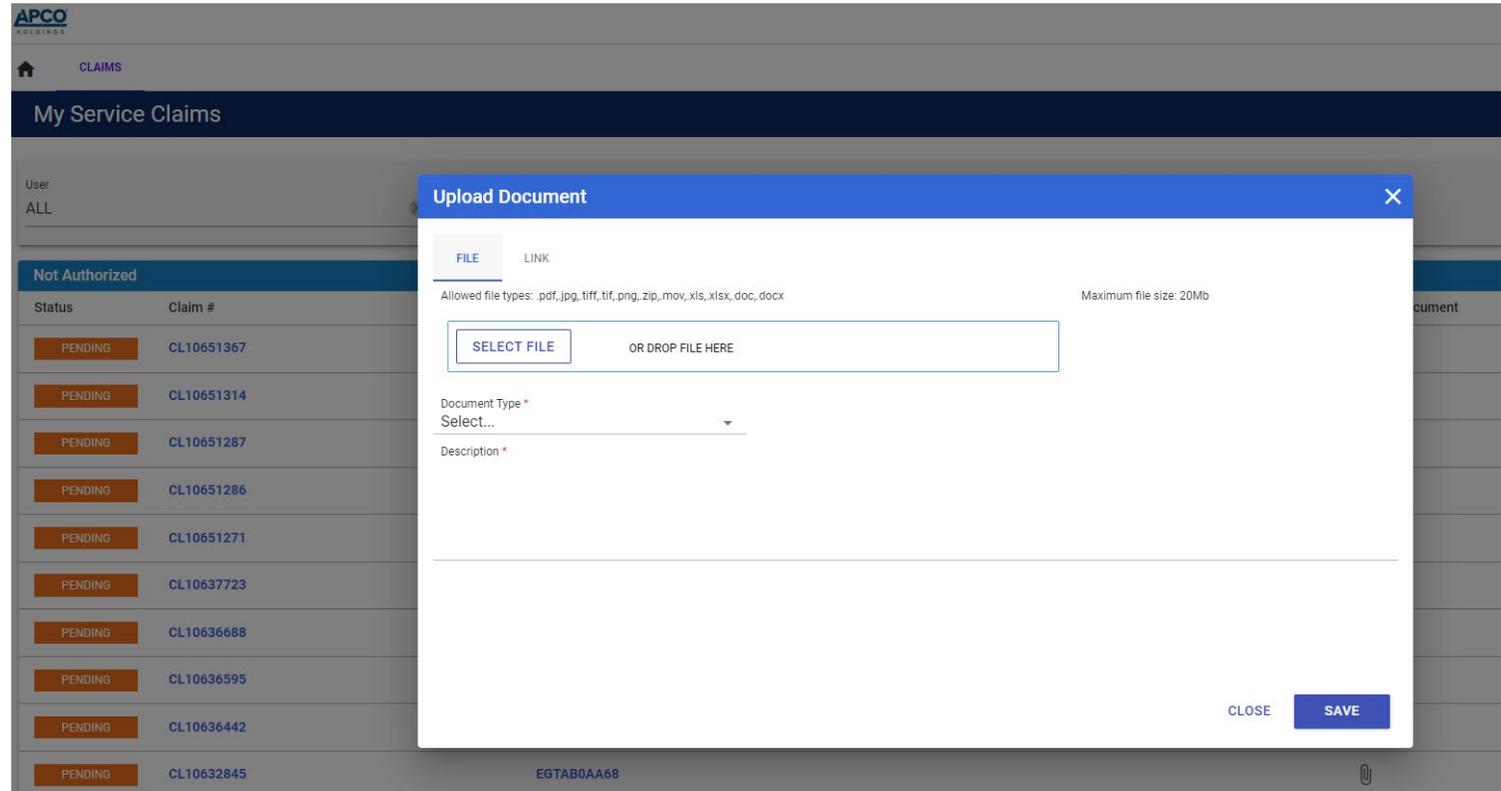
The screenshot displays the 'My Service Claims' interface. At the top, there is a navigation bar with the APCO logo and a 'CLAIMS' link. Below this is a header for 'My Service Claims' and a filter section for 'User' set to 'ALL' with an 'Apply Filters' button. The main content is divided into two sections: 'Not Authorized' and 'Authorized'. The 'Not Authorized' section contains a table with columns for Status, Claim #, Contract Number, Activity, and Upload Document. It lists seven pending claims, each with a 'PENDING' status and a paperclip icon for document upload. The 'Authorized' section contains a table with columns for Status, Claim #, Contract Number, Activity, and Self-Authorized. It lists two authorized claims, each with an 'AUTHORIZED' status and '(Approved)' activity.

Not Authorized				
Status	Claim #	Contract Number	Activity	Upload Document
PENDING	CL10637723	EGTAB0AA68		
PENDING	CL10636688	EGTAB0AA68		
PENDING	CL10636595	EGTAB0AA68		
PENDING	CL10636442	EGTAB0AA68		
PENDING	CL10632845	EGTAB0AA68		
PENDING	CL10630371	EGTAB0AA68		
PENDING	CL10627704	EGTAB0AA68		

Authorized				
Status	Claim #	Contract Number	Activity	Self-Authorized
AUTHORIZED	CL10665999	EGTAB0AA68	(Approved)	No
AUTHORIZED	CL10666041	EGTAB0AA68	(Approved)	No

Select the File

- Click **SELECT FILE** to find the document on your computer, or simply drag and drop the file into the portal.



The screenshot displays the APCO Claims portal interface. The main content area shows a table of service claims with the following data:

Status	Claim #
PENDING	CL10651367
PENDING	CL10651314
PENDING	CL10651287
PENDING	CL10651286
PENDING	CL10651271
PENDING	CL10637723
PENDING	CL10636688
PENDING	CL10636595
PENDING	CL10636442
PENDING	CL10632845

An 'Upload Document' modal window is open, featuring the following elements:

- Buttons for 'FILE' and 'LINK' at the top.
- Text: 'Allowed file types: .pdf, .jpg, .tiff, .tif, .png, .zip, .mov, .xls, .xlsx, .doc, .docx' and 'Maximum file size: 20Mb'.
- A 'SELECT FILE' button and a text area labeled 'OR DROP FILE HERE'.
- A 'Document Type' dropdown menu with 'Select...' as the current selection.
- A 'Description' text input field.
- 'CLOSE' and 'SAVE' buttons at the bottom right.

Select Document Type

- Use the drop-down menu to select the **Document Type**.
- Click **SAVE**.

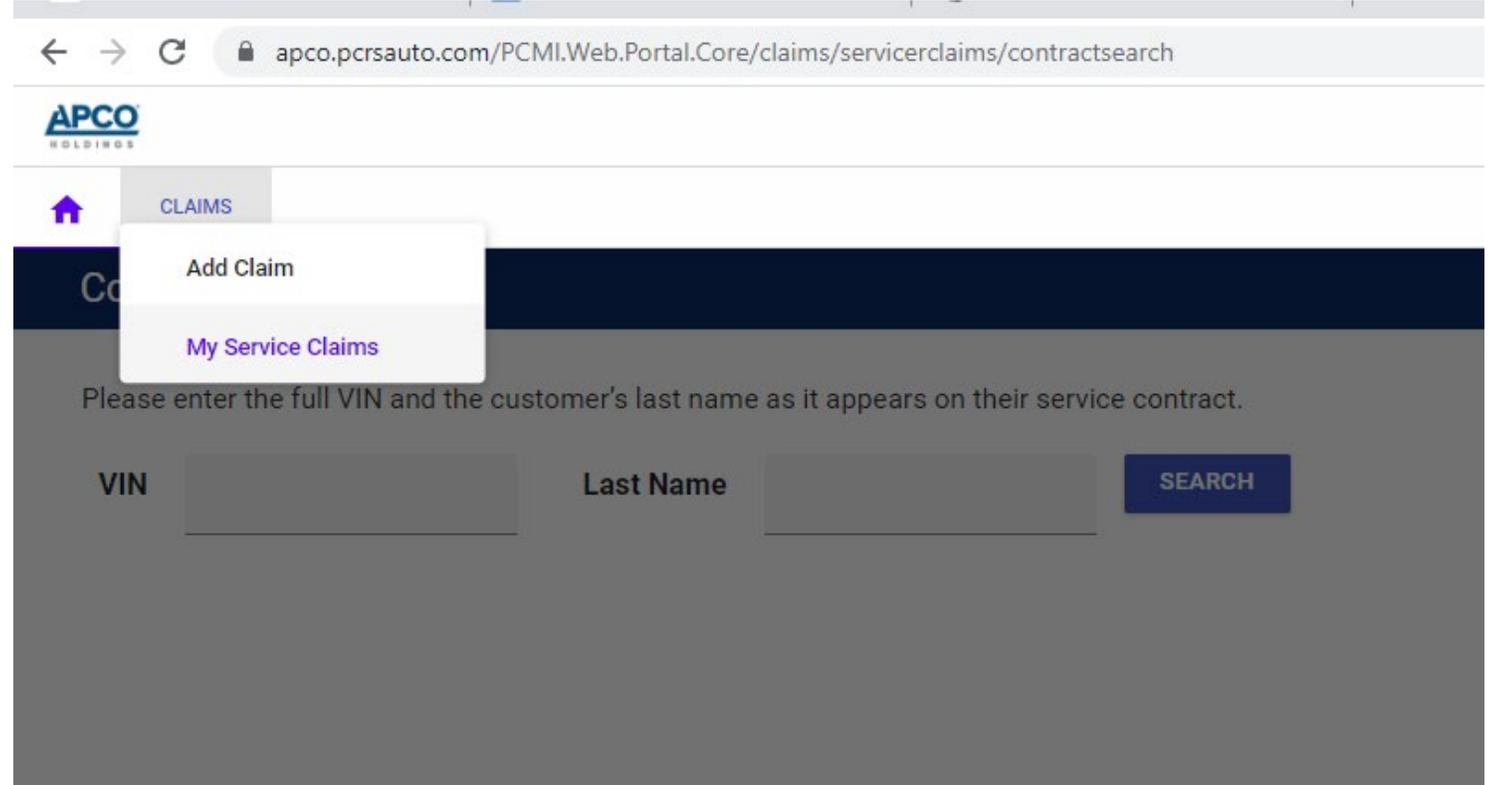
The screenshot displays the 'My Service Claims' interface. A modal window titled 'Upload Document' is active, showing options for 'FILE' and 'LINK'. It lists allowed file types (.pdf, .jpg, .tiff, .png, .zip, .mov, .xls, .xlsx, .doc, .docx) and a 20Mb size limit. A 'SELECT FILE' button is present, along with a 'OR DROP FILE HERE' area. A file named 'dtcs.jpg' (75 kb) is shown as ready to upload. The 'Document Type' dropdown menu is open, listing: Invoice, PDI, Service, Photo, TSB, Contract, and Photos. The background table shows a list of claims with 'PENDING' status and claim numbers.

Status	Claim #
PENDING	CL10651367
PENDING	CL10651314
PENDING	CL10651287
PENDING	CL10651286
PENDING	CL10651271
PENDING	CL10637723
PENDING	CL10636688
PENDING	CL10636595
PENDING	CL10636442
PENDING	CL10632845

CHECK CLAIM STATUS

Check Claim Status

- When logged into the portal, click the **CLAIMS** menu at the top of the page.
- Select **My Service Claims**.



FAQs

Claims Portal Frequently Asked Questions

Q: What is my "Number" on the login screen?

A: Your Number is the main phone number for the repair facility. Be sure to enter that number without dashes (e.g., 1112223456)

Q: What if I need to add anything (e.g., failure, parts, rental, towing) to a claim that I already submitted?

A: If you need to update an existing claim, then the best option is to call the claims phone number on the customer's contract. Have the claim number handy, because that will speed up the process of finding the claim to be updated.

Claims Portal Frequently Asked Questions

- **Q: How do I make sure that you have the information that you need to complete a claim on the first review?**
- A: Be as descriptive as possible with the Complaint and Cause. The more details we have the better. And, that will cut down on the instances where we would need to reach out for more information.
- **Q: Can I enter a claim with menu pricing for labor?**
- A: Yes. In the Part field enter "Menu Pricing" and the dollar amount (e.g., \$25). In the Quantity field enter "1" and in the Amount field enter "\$0.01". See the Menu Pricing page in this manual for more information.
- **Q: Can I check the status of claims that I've submitted through this portal?**
- A: Yes. On the main Search screen, select the Claims menu option, and then select My Service Claims. You will see claims that you have submitted through the portal, and their status (i.e., Pending, Authorized, Paid, etc.).

Thank You

If you need assistance with the claims portal,
please call the claims number on the contract
and we'll be there to help!