

Procedure for Wear Care Service Contract Claims



Steps to take for filing a claim:

1. Advise the customer they are responsible for any work not covered by the contract.
2. Diagnose the problem(s) and the cause of the failure(s) and estimate the cost of repair.
3. Contact the Administrator and provide the claims adjuster with the customer's complaint, cause, cure, and estimate.
4. The claims adjuster will verify coverage and adjust the claim per the terms of the contract.
5. Once the claim is approved, an authorization code and approved amount will be provided.
6. Additional parts/labor after authorization requires new authorization code.

Hours: Monday - Friday,
8:00 am to 6:00 pm EST
Phone: 888.785.9736

Email: claims@capadminpros.com

All claims require prior authorization. Repairs should not begin until authorization is received from the Administrator.

Maintenance Requirements:

- Vehicle must be serviced in accordance with the manufacturer's recommendations as outlined in the owner's manual.
- Service records must be maintained and may be required for claims.
- Should a breakdown occur, immediate action must be taken to prevent further damage.
- Pick-up and delivery reimbursement is available on covered claims.
- The owner is responsible for observing all warning lights and gauges and taking the appropriate action immediately.

To process your claim request efficiently, please provide the following details:

- Contract holder's name and signature
- Repair diagnosis
- Parts
- Labor hours
- VIN
- Mileage or hours at the time of failure
- Repair totals
- Repair facility contact information (name, phone, fax, email)
- Method of payment to satisfy repair order

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