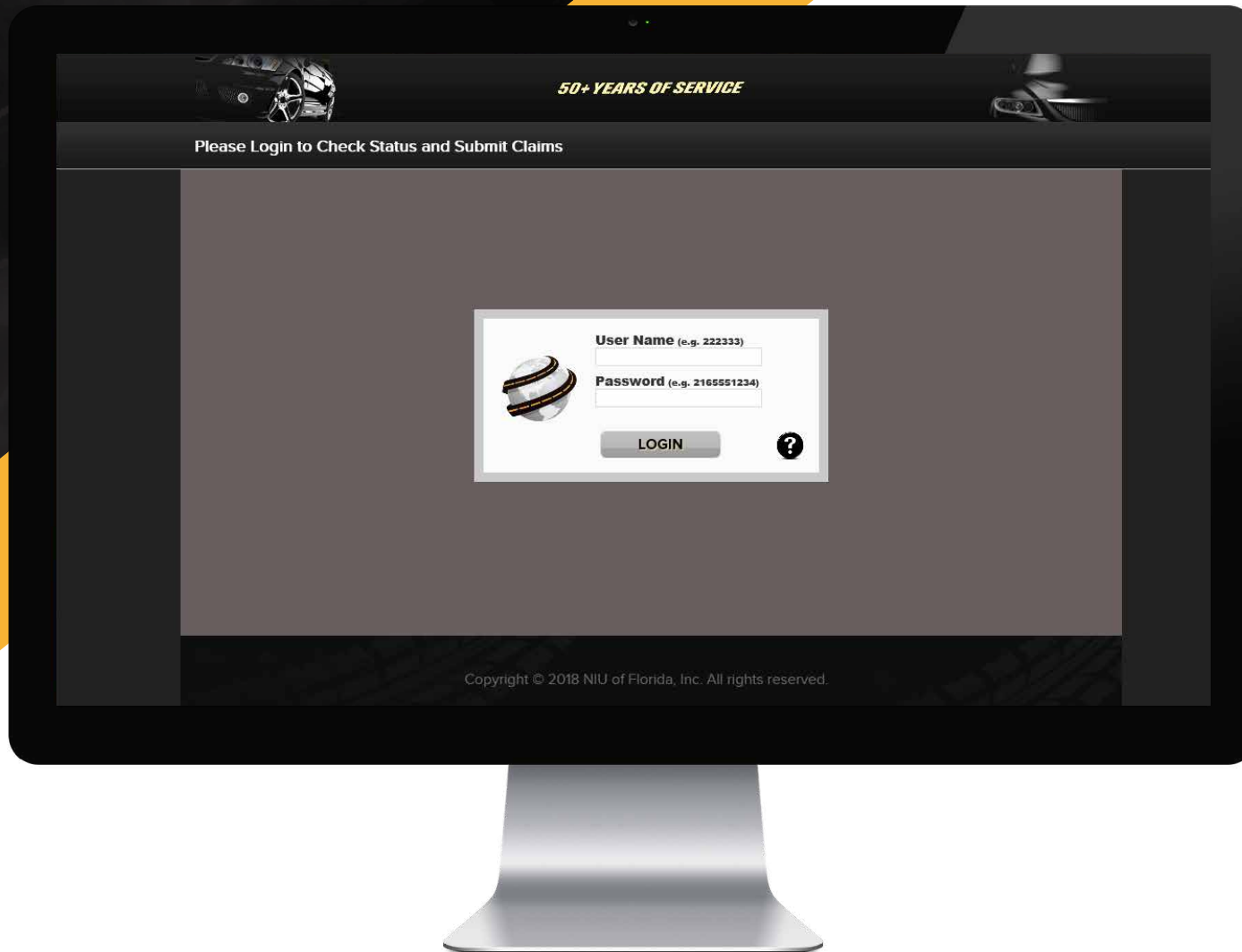


# CLAIMS GUIDE



## CLAIMS CENTER

Go to  
[nsdmc.com/producerclaims](https://nsdmc.com/producerclaims)  
Login with your  
User ID & Password.

Contact a Marketing Representative  
to get User ID & Password.

# CLAIMS GUIDE

50+ YEARS OF SERVICE

Check Claim Status

Start a New Claim

Logout

Search  Last 30 60 90 365 Days

Customer	Claim #	Damage Date	Status	Docs Due	Paid Amount	Feature(s)	Denial Reason	Action Needed
Monserrat, Esther	273-7150115	10/31/2018	Open	1/29/2019	\$0.00	TIRE REPLACE	N/A	YES!
Geyser, Matthew	273-7146289	10/30/2018	Open	1/28/2019	\$0.00	TIRE REPAIR	N/A	No
Harris, Joan	273-7144002	10/29/2018	Paid	1/27/2019	\$162.36	TIRE REPLACE	N/A	No
Simpson, Latoya	273-7143609	10/27/2018	Open	1/25/2019	\$0.00	TIRE REPLACE	N/A	YES!
Davy, Stacy Ann	249-7143235	10/26/2018	Paid	1/24/2019	\$270.85	KEY REPLACE	N/A	No
Rosado, Samuel	270-7137428	10/26/2018	Paid	1/24/2019	\$29.00	TIRE REPAIR	N/A	No
Donaldson, Ahlaya	275-7150130	10/25/2018	N/A	1/23/2019	\$0.00		N/A	No
Munoz, Rosaura	273-7135140	10/25/2018	Open	1/23/2019	\$0.00	TIRE REPLACE	N/A	YES!
Sirias, Axel	273-7134664	10/25/2018	Paid	1/23/2019	\$201.20	TIRE REPLACE	N/A	No
Guzman, Rafael	273-7134343	10/25/2018	Denied	1/23/2019	\$0.00	TIRE REPLACE	Based on information provided your tires have a tread depth of 1/32 and 2/32. According to your poli	No
Galan Marquez, Eliana	275-7144318	10/23/2018	Open	1/21/2019	\$0.00	GAP	N/A	No
Ram, Rabindra	273-7128341	10/23/2018	Paid	1/21/2019	\$121.67	TIRE REPLACE	N/A	No
Salvant, Jessica	273-7119767	10/19/2018	Paid	1/17/2019	\$187.66	TIRE REPLACE	N/A	No
Smith, Dellearese	273-7117477	10/18/2018	Paid	1/16/2019	\$273.38	TIRE REPLACE	N/A	No
Fleurima, Elijah	273-7114054	10/17/2018	Open	1/15/2019	\$0.00	TIRE REPAIR TIRE REPLACE	N/A	YES!
Bellamy, Richard	273-7110647	10/16/2018	Paid	1/14/2019	\$177.13	TIRE REPLACE	N/A	No
Donnard, Hubert	273-7105332	10/16/2018	Paid	1/14/2019	\$232.20	TIRE REPLACE	N/A	No

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## CLAIM STATUS

Once logged in you can easily see if a claim was paid, denied or outstanding. Users can click the corresponding button to view claims from the last 30, 60, 90 or 365 days.

# CLAIMS GUIDE

50+ YEARS OF SERVICE

Check Claim Status

Start a New Claim

Logout

Search  Last 30 60 90 365 Days

Customer	Claim #	Damaged Date	Status	Docs Due	Paid Amount	Feature(s)	Denial Reason	Action Needed
Monserrat, Esther	273-7150115	10/31/2018	Open	1/29/2019	\$0.00	TIRE REPLACE	N/A	YES!
Geyser, Matthew	273-7146289	10/30/2018	Open	1/28/2019	\$0.00	TIRE REPAIR	N/A	No
Harris, Joan	273-7144002	10/29/2018	Paid	1/27/2019	\$162.36	TIRE REPLACE	N/A	No
Simpson, Latoya	273-7143609	10/27/2018	Open	1/25/2019	\$0.00	TIRE REPLACE	N/A	YES!
Davy, Stacy Ann	249-7143235	10/26/2018	Paid	1/24/2019	\$270.85	KEY REPLACE	N/A	No
Rosado, Samuel	270-7137428	10/26/2018	Paid	1/24/2019	\$29.00	TIRE REPAIR	N/A	No
Donaldson, Ahlaya	275-7150130	10/25/2018	N/A	1/23/2019	\$0.00		N/A	No
Munoz, Rosaura	273-7135140	10/25/2018	Open	1/23/2019	\$0.00	TIRE REPLACE	N/A	YES!
Sirias, Axel	273-7134664	10/25/2018	Paid	1/23/2019	\$201.20	TIRE REPLACE	N/A	No
Guzman, Rafael	273-7134343	10/25/2018	Denied	1/23/2019	\$0.00	TIRE REPLACE	Based on information provided your tires have a tread depth of 1/32 and 2/32. According to your poli	No
Galan Marquez, Eliana	275-7144318	10/23/2018	Open	1/21/2019	\$0.00	GAP	N/A	No
Ram, Rabindra	273-7128341	10/23/2018	Paid	1/21/2019	\$121.67	TIRE REPLACE	N/A	No
Salvant, Jessica	273-7119767	10/19/2018	Paid	1/17/2019	\$187.66	TIRE REPLACE	N/A	No
Smith, Dellearese	273-7117477	10/18/2018	Paid	1/16/2019	\$273.38	TIRE REPLACE	N/A	No
Fleurima, Elijah	273-7114054	10/17/2018	Open	1/15/2019	\$0.00	TIRE REPAIR TIRE REPLACE	N/A	YES!
Bellamy, Richard	273-7110647	10/16/2018	Paid	1/14/2019	\$177.13	TIRE REPLACE	N/A	No
Donard, Hubert	273-7105332	10/16/2018	Paid	1/14/2019	\$232.20	TIRE REPLACE	N/A	No

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## CLAIM STATUS

If the “Action Needed” column shows a red “YES!” it requires additional documentation. Click “YES!” to see what is needed to complete the claim.

# CLAIMS GUIDE

50+ YEARS OF SERVICE

Check Claim Status

Start a New Claim

Logout

Search  Last 30 60 90 365 Days

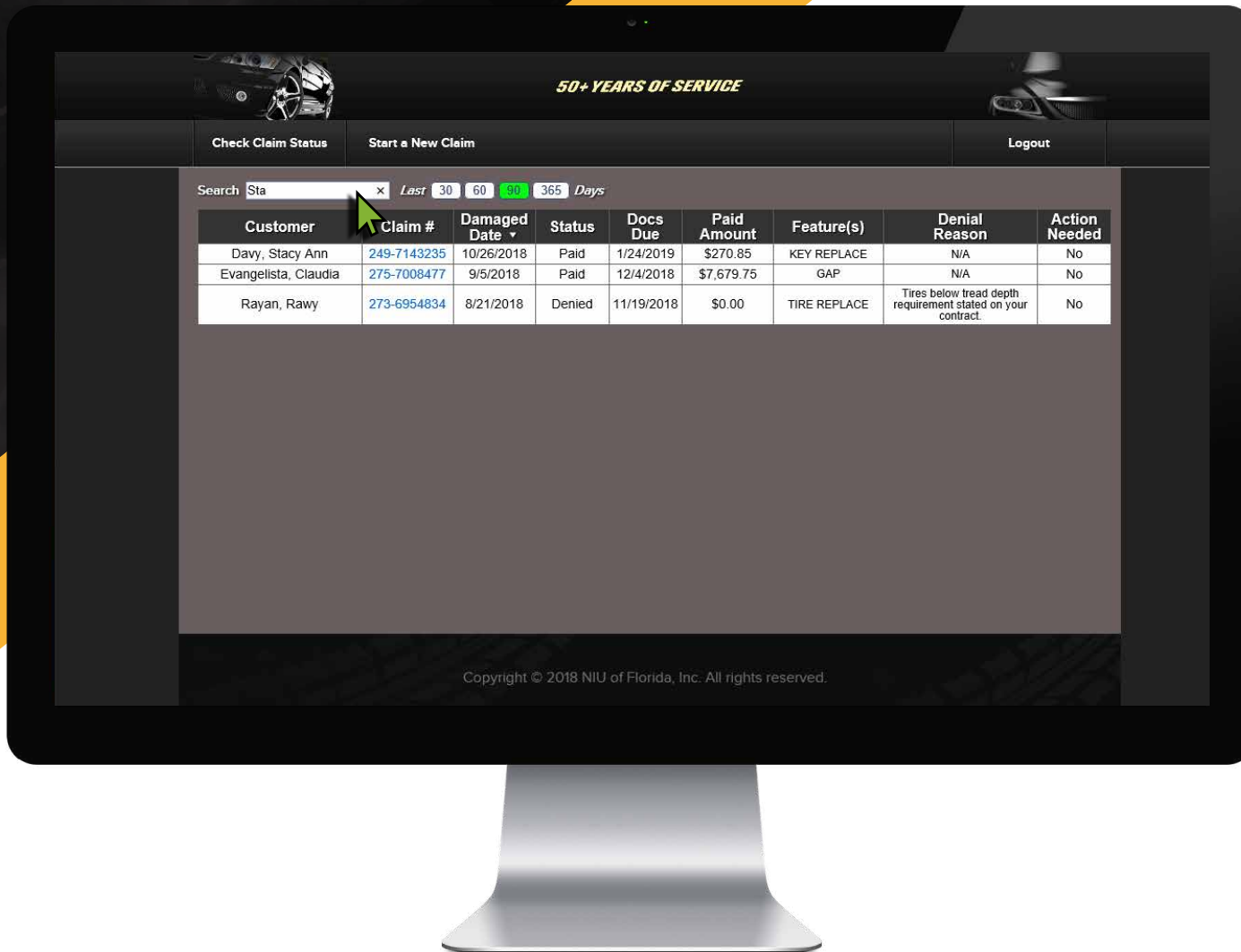
Customer	Claim #	Damaged Date	Status	Docs Due	Paid Amount	Feature(s)	Denial Reason	Action Needed
Monserrat, Esther	273-7150115	10/31/2018	Open	1/29/2019	\$0.00	TIRE REPLACE	N/A	YES!
Geyser, Matthew	273-7146289	10/30/2018	Open	1/28/2019	\$0.00	TIRE REPAIR	N/A	No
Harris, Joan	273-7144002	10/29/2018	Paid	1/27/2019	\$162.36	TIRE REPLACE	N/A	No
Simpson, Latoya	273-7143609	10/27/2018	Open	1/25/2019	\$0.00	TIRE REPLACE	N/A	YES!
Davy, Stacy Ann	249-7143235	10/26/2018	Paid	1/24/2019	\$270.85	KEY REPLACE	N/A	No
Rosado, Samuel	270-7137428						N/A	No
Donaldson, Ahlaya	275-7150130						N/A	No
Munoz, Rosaura	273-7135140						N/A	YES!
Sirias, Axel	273-7134664						N/A	No
Guzman, Rafael	273-7134343						Based on information provided your tires have a tread depth of 1/32 and 2/32. According to your poli	No
Galan Marquez, Eliana	275-7144318						N/A	No
Ram, Rabindra	273-7128341						N/A	No
Salvant, Jessica	273-7119767						N/A	No
Smith, Delliarese	273-7117477	10/18/2018	Paid	1/16/2019	\$273.38	TIRE REPLACE	N/A	No
Fleurima, Elijah	273-7114054	10/17/2018	Open	1/15/2019	\$0.00	TIRE REPAIR TIRE REPLACE	N/A	YES!
Bellamy, Richard	273-7110647	10/16/2018	Paid	1/14/2019	\$177.13	TIRE REPLACE	N/A	No
Donard, Hubert	273-7105312	10/16/2018	Paid	1/14/2019	\$222.20	TIRE REPLACE	N/A	No

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## CLAIM STATUS

If the “Action Needed” column shows a red “YES!” it requires additional documentation. Click “YES!” to see what is needed to complete the claim.

# CLAIMS GUIDE



## SEARCH CLAIMS

You can use the search bar to locate a specific claim by name or number.

# CLAIMS GUIDE

50+ YEARS OF SERVICE

Check Claim Status

Start a New Claim

Logout

Search  Last 30 60 90 365 Days

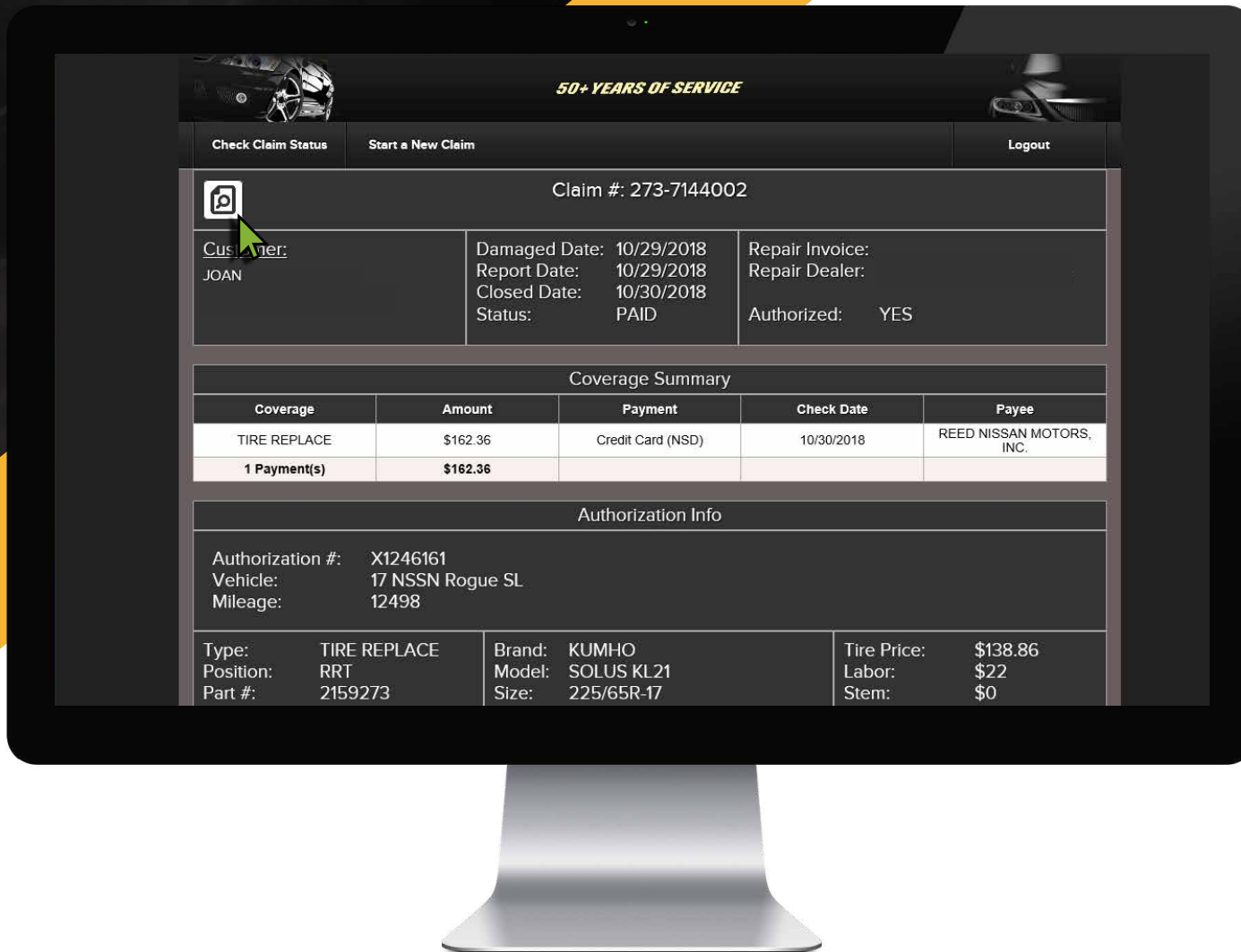
Customer	Claim #	Damaged Date	Status	Docs Due	Paid Amount	Feature(s)	Denial Reason	Action Needed
Monserrat, Esther	<a href="#">273-7150115</a>	10/31/2018	Open	1/29/2019	\$0.00	TIRE REPLACE	N/A	YES!
Geyser, Matthew	<a href="#">273-7146289</a>	10/30/2018	Open	1/28/2019	\$0.00	TIRE REPAIR	N/A	No
Harris, Joan	<a href="#">273-7144002</a>	10/29/2018	Paid	1/27/2019	\$162.36	TIRE REPLACE	N/A	No
Simpson, Latoya	<a href="#">273-7144009</a>	10/27/2018	Open	1/25/2019	\$0.00	TIRE REPLACE	N/A	YES!
Davy, Stacy Ann	<a href="#">249-7144335</a>	10/26/2018	Paid	1/24/2019	\$270.85	KEY REPLACE	N/A	No
Rosado, Samuel	<a href="#">270-7137428</a>	10/26/2018	Paid	1/24/2019	\$29.00	TIRE REPAIR	N/A	No
Donaldson, Ahlaya	<a href="#">275-7150130</a>	10/25/2018	N/A	1/23/2019	\$0.00		N/A	No
Munoz, Rosaura	<a href="#">273-7135140</a>	10/25/2018	Open	1/23/2019	\$0.00	TIRE REPLACE	N/A	YES!
Sirias, Axel	<a href="#">273-7134664</a>	10/25/2018	Paid	1/23/2019	\$201.20	TIRE REPLACE	N/A	No
Guzman, Rafael	<a href="#">273-7134343</a>	10/25/2018	Denied	1/23/2019	\$0.00	TIRE REPLACE	Based on information provided your tires have a tread depth of 1/32 and 2/32. According to your poli	No
Galan Marquez, Eliana	<a href="#">275-7144318</a>	10/23/2018	Open	1/21/2019	\$0.00	GAP	N/A	No
Ram, Rabindra	<a href="#">273-7128341</a>	10/23/2018	Paid	1/21/2019	\$121.67	TIRE REPLACE	N/A	No
Salvant, Jessica	<a href="#">273-7119767</a>	10/19/2018	Paid	1/17/2019	\$187.66	TIRE REPLACE	N/A	No
Smith, Delliarese	<a href="#">273-7117477</a>	10/18/2018	Paid	1/16/2019	\$273.38	TIRE REPLACE	N/A	No
Fleurima, Elijah	<a href="#">273-7114054</a>	10/17/2018	Open	1/15/2019	\$0.00	TIRE REPAIR TIRE REPLACE	N/A	YES!
Bellamy, Richard	<a href="#">273-7110647</a>	10/16/2018	Paid	1/14/2019	\$177.13	TIRE REPLACE	N/A	No
Donard, Hubert	<a href="#">273-7105312</a>	10/16/2018	Paid	1/14/2019	\$222.20	TIRE REPLACE	N/A	No

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## SEARCH CLAIMS

To get more detail about a particular claim, click on the claim number.

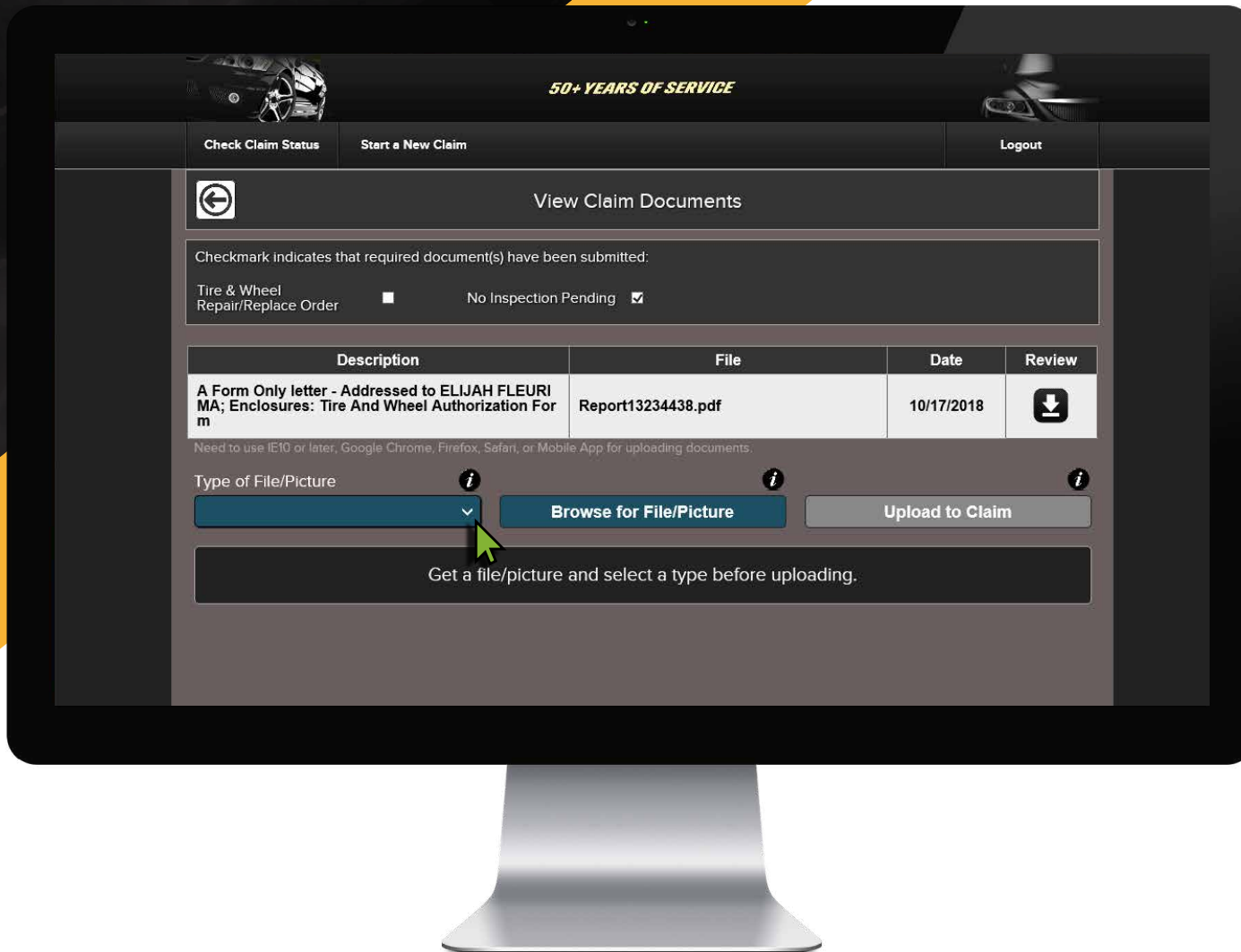
# CLAIMS GUIDE



## DOCUMENTS

Click on the magnifying glass icon to access the documents section of the claim.

# CLAIMS GUIDE

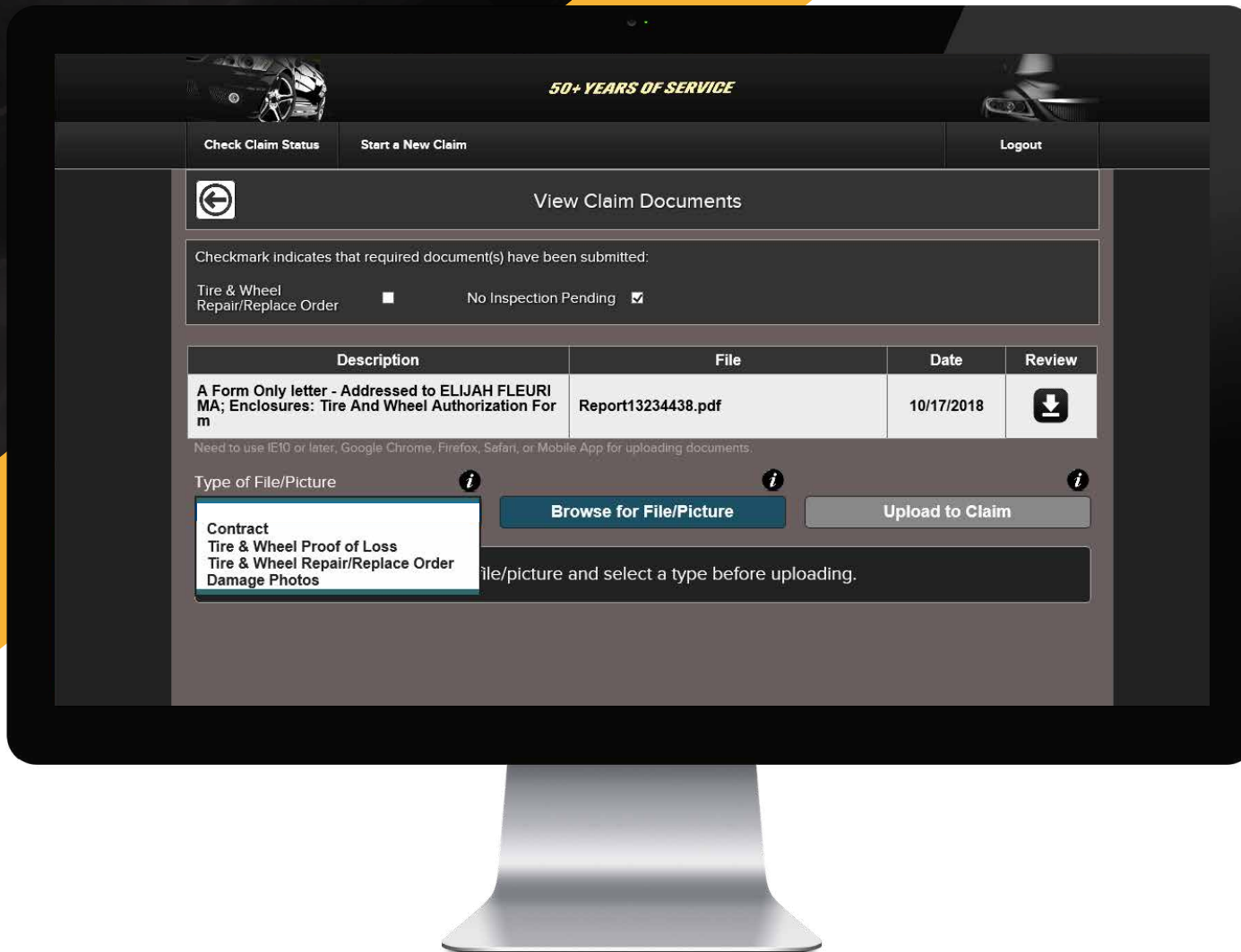


## DOCUMENTS

This screen can also be used to upload outstanding documents. To upload, first select the document type from the drop down list.



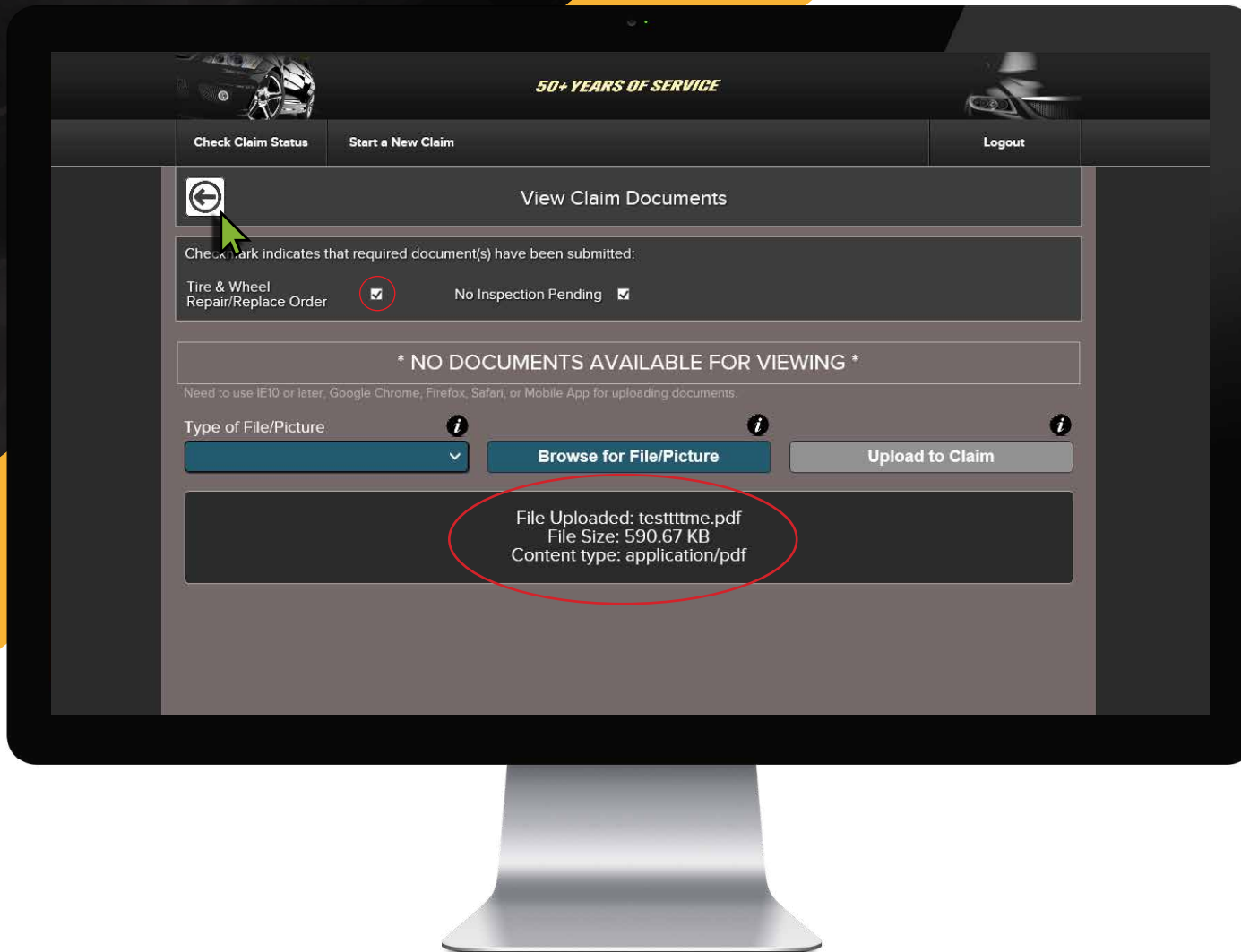
# CLAIMS GUIDE



## DOCUMENTS

To upload, first select the document type from the drop down list.

# CLAIMS GUIDE



## DOCUMENTS

Once the document is uploaded, you will get a confirming message. To verify, the Tire and Wheel Repair/Replace order will be checked off.

To return to the main screen, click the back-arrow button.

# CLAIMS GUIDE

50+ YEARS OF SERVICE

Check Claim Status

Start a New Claim

Secondary Tow Claim

Logout

Search  Last 30 Days

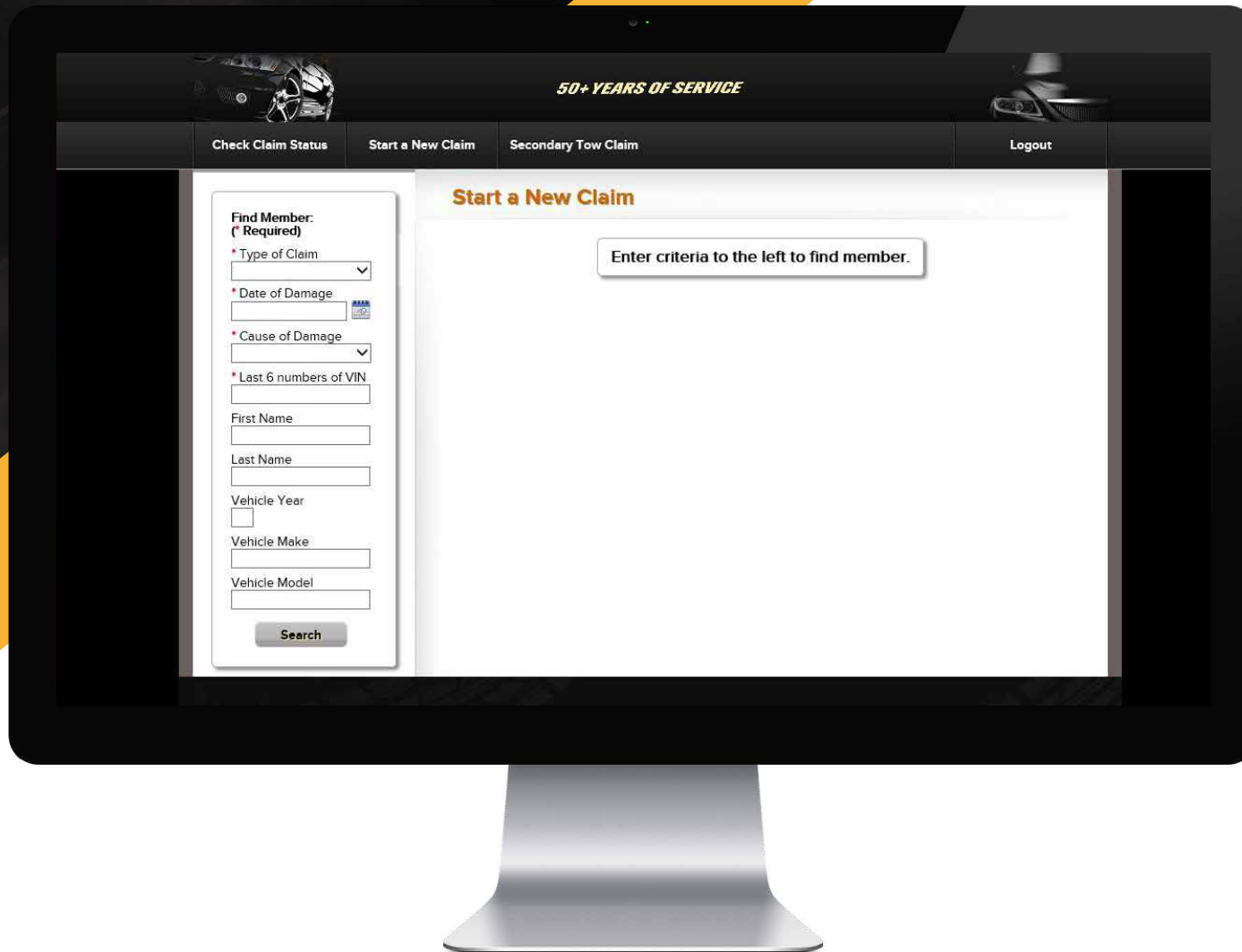
Carey, Jim	999-7046518	9/24/2018	Open	12/23/2018	\$0.00	GLASS REPAIR	N/A	No
Carey, Jim	999-7041309	9/21/2018	Open	12/20/2018	\$0.00	TIRE REPLACE	N/A	YES!
Carey, Jim	999-7041302	9/21/2018	Open	12/20/2018	\$0.00	TIRE REPLACE	N/A	YES!
Carey, Jim	999-7041282	9/21/2018	Open	12/20/2018	\$0.00	TIRE REPLACE	N/A	YES!
Carey, Jim	999-7041238	9/21/2018	Open	12/20/2018	\$0.00	TIRE REPLACE	N/A	YES!
Carey, Jim	999-7041237	9/21/2018	Open	12/20/2018	\$0.00	GLASS REPLACE	N/A	No
Carey, Jim	999-7041216	9/21/2018	Open	12/20/2018	\$0.00	TIRE REPLACE	N/A	YES!
Carey, Jim	999-7041209	9/21/2018	Open	12/20/2018	\$0.00	GLASS REPLACE	N/A	No
Carey, Jim	999-7041193	9/21/2018	Open	12/20/2018	\$0.00	TIRE REPLACE	N/A	YES!
Carey, Jim	999-7041179	9/21/2018	Open	12/20/2018	\$0.00	TIRE REPLACE	N/A	YES!
Carey, Jim	999-7041168	9/21/2018	Open	12/20/2018	\$0.00	TIRE REPLACE	N/A	YES!
Carey, Jim	999-7041048	9/21/2018	Open	12/20/2018	\$0.00	TIRE REPLACE	N/A	YES!
Carey, Jim	999-7040957	9/21/2018	Open	12/20/2018	\$0.00	GLASS REPLACE	N/A	No
Carey, Jim	999-7040788	9/21/2018	Open	12/20/2018	\$0.00	GLASS REPAIR	N/A	No
Carey, Jim	999-7040770	9/21/2018	Open	12/20/2018	\$0.00	GLASS REPAIR	N/A	No
Carey, Jim	999-7040739	9/21/2018	Open	12/20/2018	\$0.00	GLASS REPAIR	N/A	No
Carey, Jim	999-7040728	9/21/2018	Open	12/20/2018	\$0.00	GLASS REPAIR	N/A	No
Carey, Jim	999-7040708	9/21/2018	Open	12/20/2018	\$0.00	GLASS REPAIR	N/A	No

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## NEW CLAIM

In order to start a new claim you must be the selling dealer. At this time, we accept tire repair, tire replacement, and glass repair claims only.

# CLAIMS GUIDE



50+ YEARS OF SERVICE

Check Claim Status Start a New Claim Secondary Tow Claim Logout

**Start a New Claim**

Find Member: (\* Required)

\* Type of Claim

\* Date of Damage

\* Cause of Damage

\* Last 6 numbers of VIN

First Name

Last Name

Vehicle Year

Vehicle Make

Vehicle Model

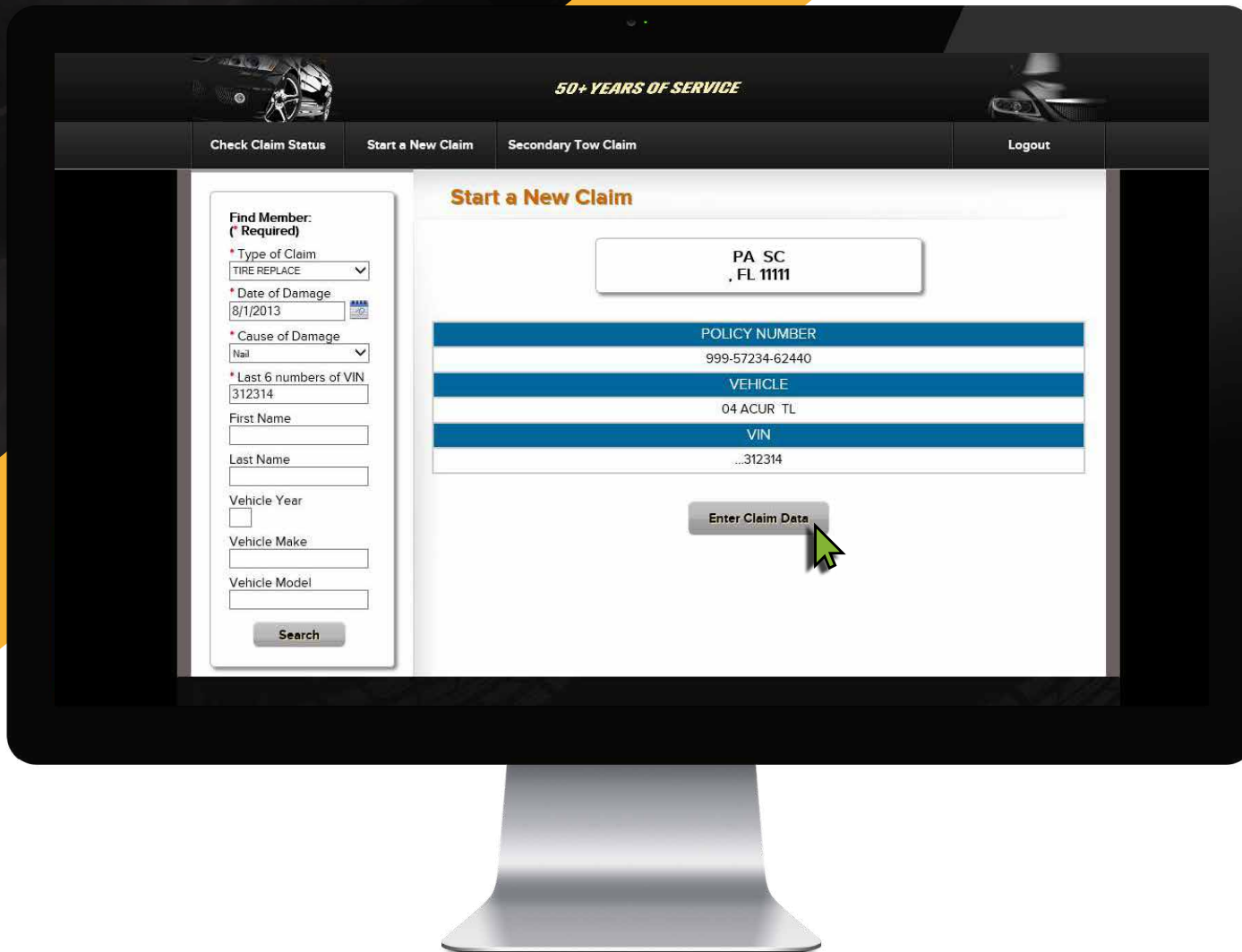
Search

Enter criteria to the left to find member.

## NEW CLAIM

Select the type of claim, date of damage, cause of damage, and the last 6 numbers of the VIN. In the event that you have two customers with the same 6 numbers of a VIN, you will be prompted to add additional information.

# CLAIMS GUIDE



**NEW CLAIM**  
TIRE REPLACEMENT

# CLAIMS GUIDE

50+ YEARS OF SERVICE

Check Claim Status Start a New Claim Secondary Tow Claim Logout

**Enter** **Tire Replacement Claim** PETER TOSH  
999-57234-63040

Part # (SKU)  
0356555

Mileage

**Tire Info**

Model	Size	Speed	Load	Tread (#32)	Position
CONTIECONTACT	205/55R16	Q	91		

Price	Labor Cost	Disposal Fee	Tire Tax
0	13	0	0

State: FL - Florida Taxable Items: Sales Tax Not Payable Sales Tax: 0.00 Amount Requested: 0.00

Send Claim Cancel

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## NEW CLAIM TIRE REPLACEMENT

Please be sure to enter the exact tire make, model, size, speed, and load rating; otherwise, pricing will be incorrect and your claim will be rejected.

- ▶ Tread depth in 32nds of an inch
- ▶ Tire Position
- ▶ Vehicle mileage
- ▶ Sales tax rate if applicable

# CLAIMS GUIDE

50+ YEARS OF SERVICE

Check Claim Status Start a New Claim Secondary Tow Claim Logout

**Enter** **New Claim** PETER TOSH  
999-57234-63040

Part # (SKU)  
0356555

Mileage

**Tire Info**

Model	Size	Speed	Load	Tread (/32)	Position
CONTIECONTACT	205/55R16	Q	91		

Price	Labor Cost	Disposal Fee	Tire Tax
0	13	0	0

State: FL - Florida

Taxable Items: Sales Tax Not Payable

Sales Tax: 0.00

Amount Requested: 0.00

Send Claim Cancel

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ATLAS  
AVON  
BFGOODRICH  
BORBET  
BRIDGESTONE  
CONTINENTAL  
COOPER  
DICK CEPEK  
DUNLOP  
FALKEN  
FIRESTONE  
FUZION  
GENERAL  
GEOTOUR  
GITI TIRE  
GOODYEAR  
HANKOOK  
JK TYRE  
KELLY  
KENDA  
KUMHO  
LAUFENN  
MAXXIS  
MICHELIN  
NEXEN  
NITTO  
NOKIAN  
NON-TIRE  
OHTSU

## NEW CLAIM TIRE REPLACEMENT

Please be sure to enter the exact tire make, model, size, speed, and load rating; otherwise, pricing will be incorrect and your claim will be rejected.

- ▶ Tread depth in 32nds of an inch
- ▶ Tire Position
- ▶ Vehicle mileage
- ▶ Sales tax rate if applicable

# CLAIMS GUIDE

50+ YEARS OF SERVICE

Check Claim Status Start a New Claim Secondary Tow Claim Logout

### Enter a Tire(s) Replacement Claim

PETER TOSH  
999-57234-63040

**Tire Info**

Part # (SKU)	Brand	Model	Size	Speed	Load	Tread (#/32)	Position
0356555	CONTINENTAL	CONTIECONTACT	205/55R16	Q	91	7	Front Left

Price	Labor Cost	Disposal Fee	Tire Tax
125	13	2	1.50

Mileage: 25235

Tax Rate %: 0

State: FL - Florida

Taxable Items: Sales Tax Not Payable

Sales Tax: 0.00

Amount Requested: **141.50**

Send Claim Cancel

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## NEW CLAIM TIRE REPLACEMENT

Enter your requested tire price. If your ask price is within our guidelines, it will be approved. Otherwise, you will get a message with the allowable price. Labor will be prepopulated and cannot be changed. Enter Disposal Fee and Tire Tax if applicable, and the total will appear in green at the bottom right.



# CLAIMS GUIDE

**50+ YEARS OF SERVICE**

Check Claim Status   Start a New Claim   Secondary Tow Claim   Logout

### Enter a Tire(s) Replacement Claim

PETER TOSH  
999-57234-63040

Tire Info											
Part # (SKU)	Brand	Model	Size	Speed	Load	Tread (/32)	Position	Price	Labor Cost	Disposal Fee	Tire Tax
0356555	CONTINENTAL	CONTIECONTACT	205/55R16	Q	91	7	Front Left	125		2	1.50
0356555	CONTINENTAL	CONTIECONTACT	205/55R16	Q	91	7		125	13	2	1.50

Mileage: 25235   Tax Rate %: 0   State: FL - Florida   Taxable Items: Sales Tax Not Payable   Sales Tax: 0.00   Amount Requested: **283.00**

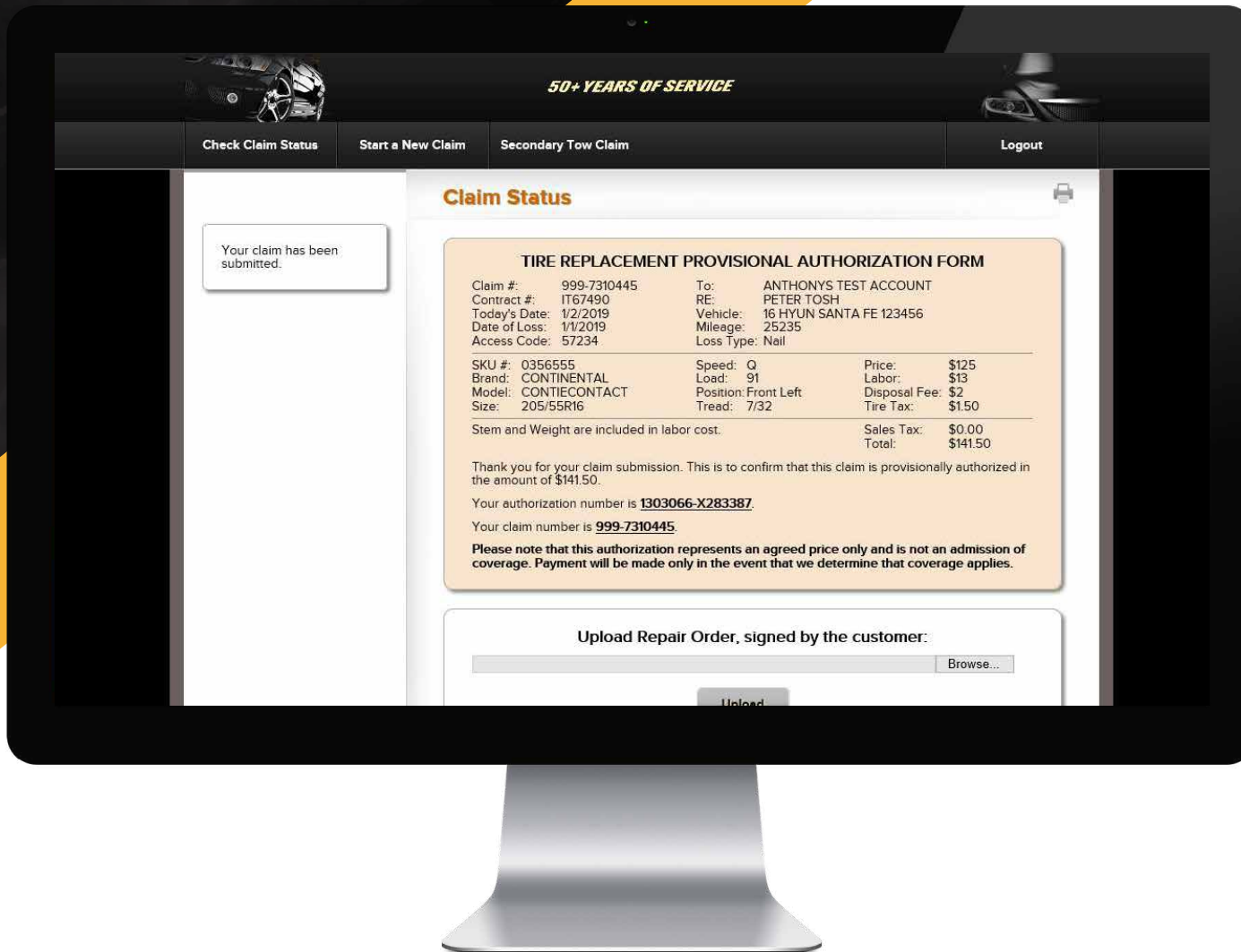
**Send Claim**   Cancel

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## NEW CLAIM TIRE REPLACEMENT

For a multi tire claim click the “+” icon. This will add another tire of the exact same type to the screen. If the tire is different please change to second tire information. Click the “Send Claim” button to proceed.

# CLAIMS GUIDE



## NEW CLAIM TIRE REPLACEMENT

Once the claim is authorized you can upload your repair order to complete the claim.

# CLAIMS GUIDE

Size:	235/55R19	Part #:	SQ5W19C001	Qty:	1
Tread Depth:	8/32	Price:	\$238.00	Stem:	N/A
Labor:	\$22	Disposal Fee:	\$2	Weight:	N/A
Tax:	\$1.5	Subtotal:	\$263.50		

Thank you for your claim submission. This is to confirm that this claim is provisionally authorized in the amount of \$263.50.

Your authorization number is **1233060-X255811**.

Your claim number is **999-7103781**.

**Please note that this authorization represents an agreed price only and is not an admission of coverage. Payment will be made only in the event that we determine that coverage applies.**

For fastest service, upload your repair order here:

Browse...

Upload

If you are not uploading, please submit this form along with the itemized repair order to:

Claims Center  
800 Yamato Rd, Suite 100  
Boca Raton, FL 33431

Fax: (561) 226-3615  
Email: TWClaims@nsdmc.com

File Uploaded: testttme.pdf  
File Size: 604847 KB  
Content type: application/pdf

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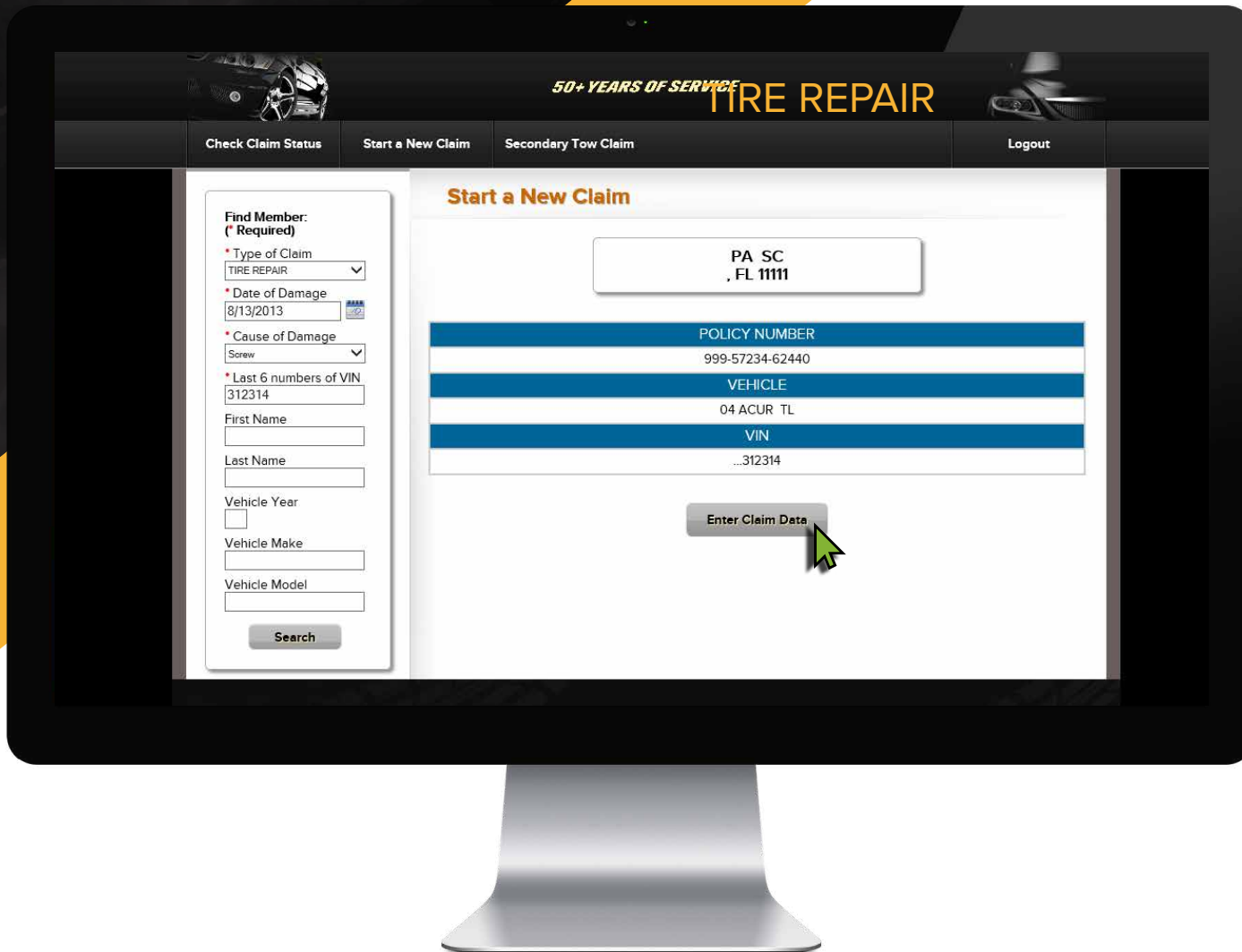
## NEW CLAIM TIRE REPLACEMENT

When the file is uploaded, you will get a confirming message.

TIRE REPLACEMENT

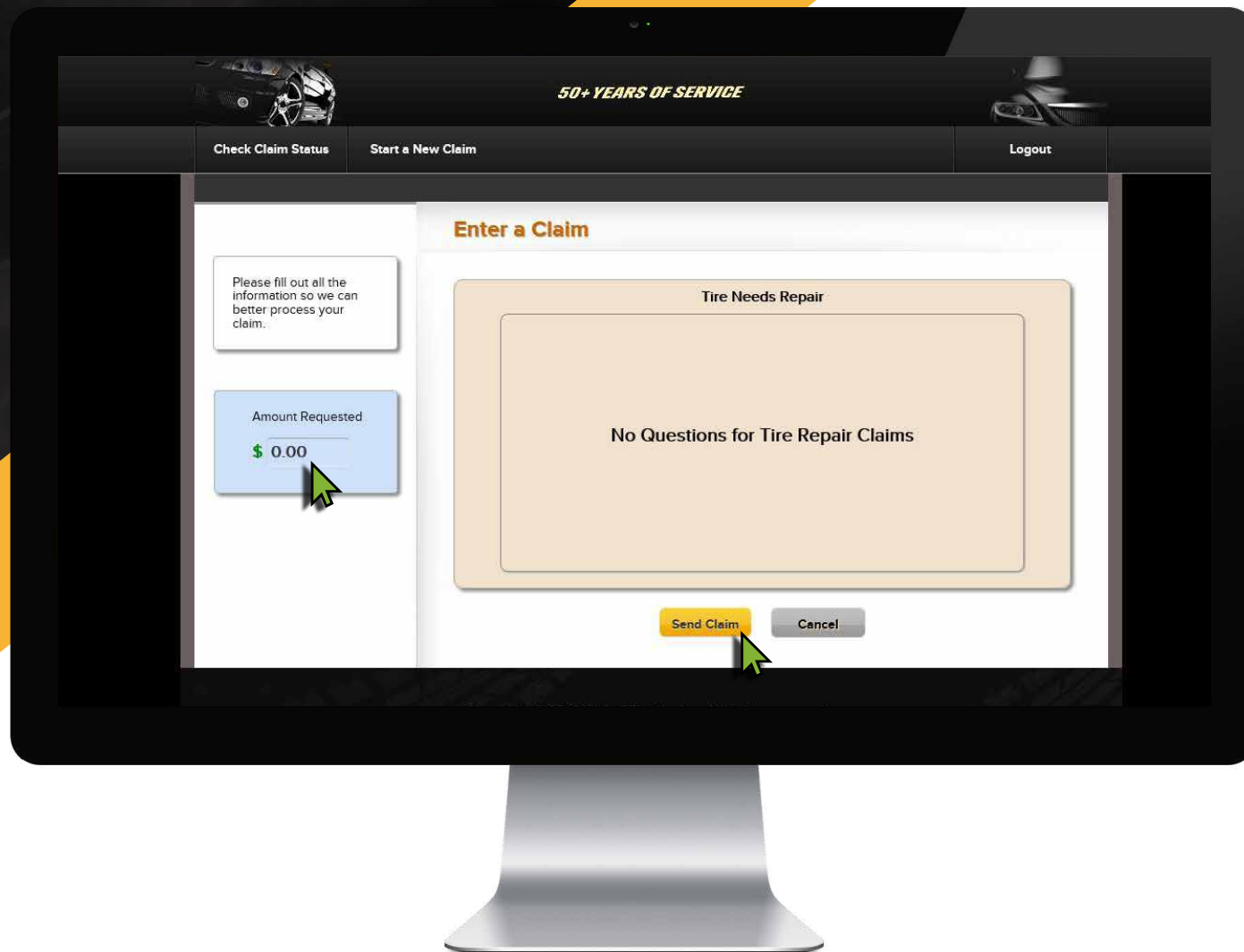
TIRE REPAIR

# CLAIMS GUIDE



**NEW CLAIM**  
TIRE REPAIR

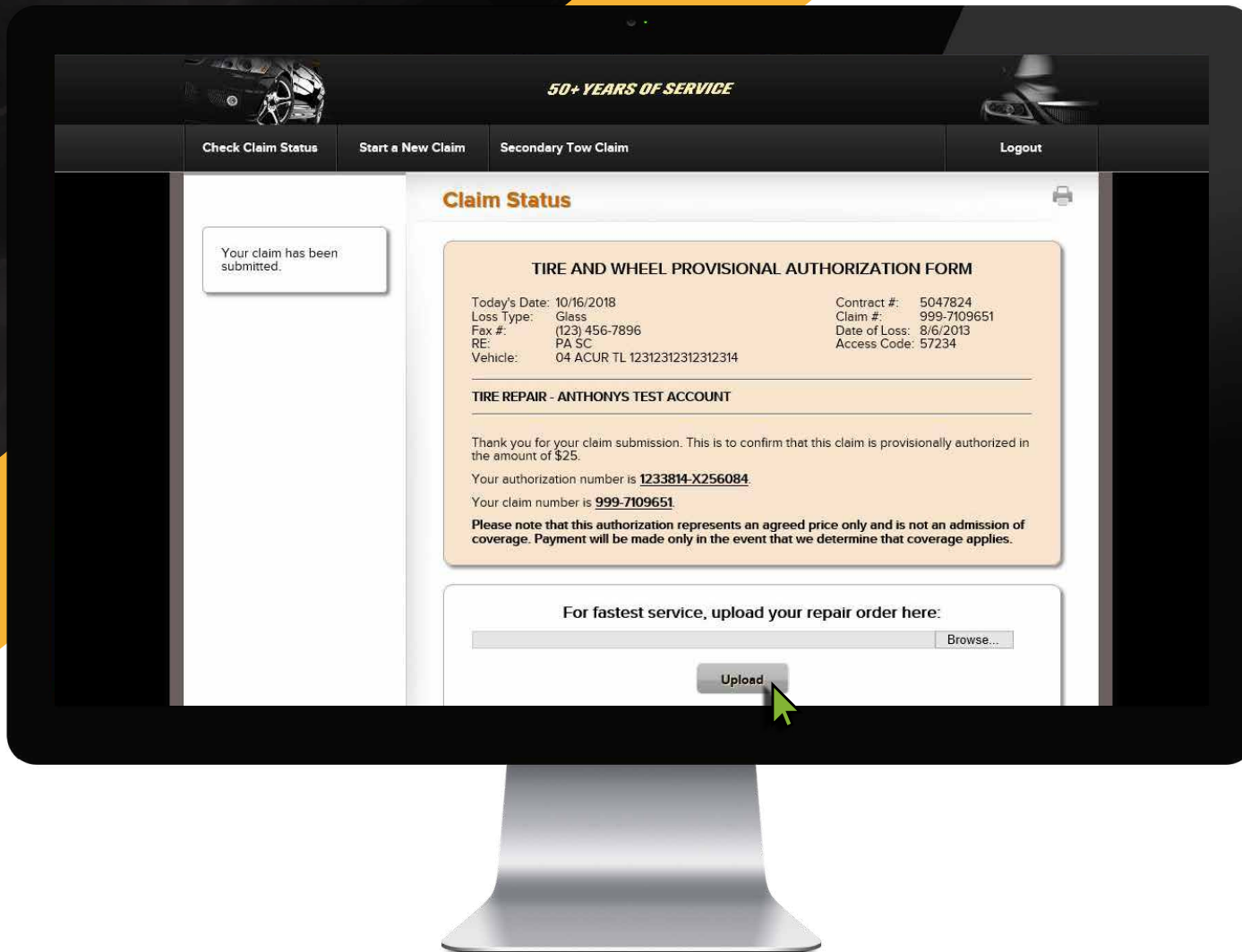
# CLAIMS GUIDE



## **NEW CLAIM** TIRE REPAIR

Enter the amount you are requesting for the tire repair.

# CLAIMS GUIDE



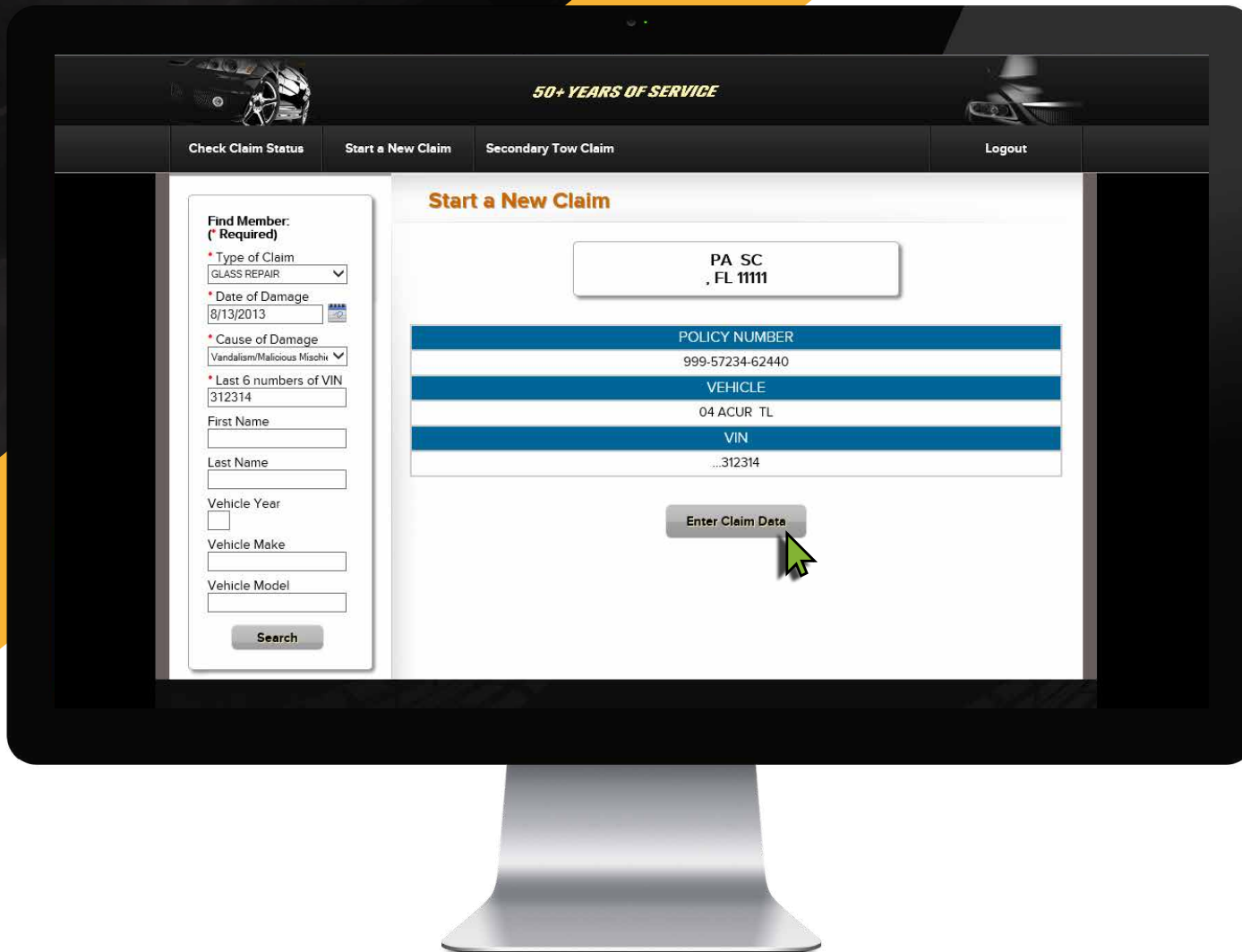
## NEW CLAIM TIRE REPAIR

Once the claim is authorized you can upload your repair order to complete the claim.

TIRE REPAIR

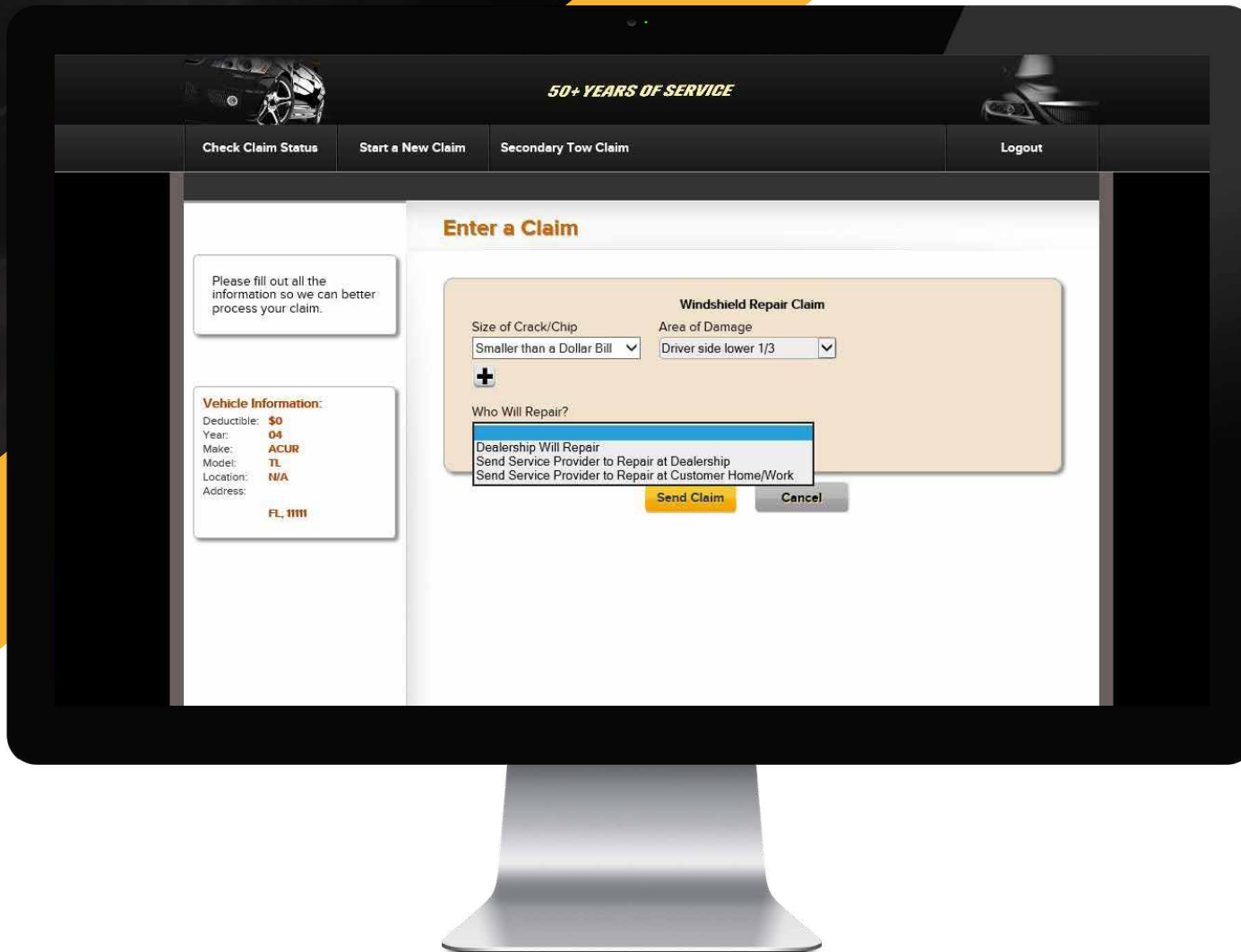
GLASS REPAIR

# CLAIMS GUIDE



**NEW CLAIM**  
GLASS REPAIR

# CLAIMS GUIDE



## NEW CLAIM GLASS REPAIR

Select the size of the crack/ chip and area of damage from the drop down lists. If more than one chip, click the “+” button. You can then select one of three options for “Who Will Repair”: You can do the repair yourself, have us dispatch a professional to do the repair at your shop, or you can have us disptach a professional directly to the customer.



# CLAIMS GUIDE

50+ YEARS OF SERVICE

Check Claim Status Start a New Claim Secondary Tow Claim Logout

Please fill out all the information so we can better process your claim.

**Vehicle Information:**  
Deductible: \$0  
Year: 04  
Make: ACUR  
Model: TL  
Location: N/A  
Address: FL, 1111

**Windshield Repair Claim**

Size of Crack/Chip: Smaller than a Dollar Bill  
Area of Damage: Driver side lower 1/3

Who Will Repair?: Dealership Will Repair

Invoice Amount: 50

**Dealer Information**

Dealer Name	Phone #	Email	Service Writer
ANTHONY'S TEST ACCOUNT	954-536-4929	DLPRINCE@NATIONS.AI	

Address	City	State	Zip
800 YAMATO ROAD, SUITE 1001	BOCA RATON	FL	33431

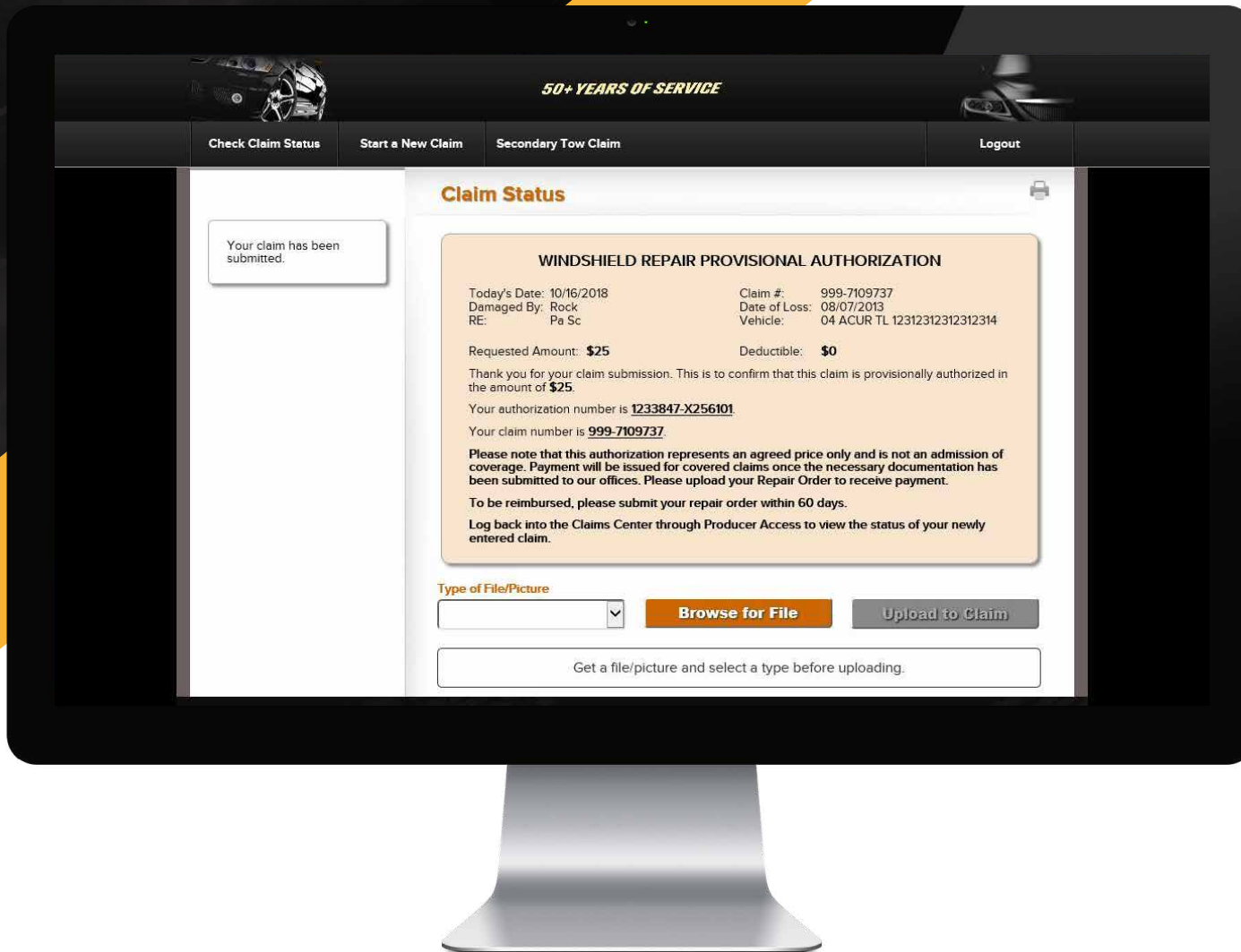
Send Claim Cancel

## NEW CLAIM GLASS REPAIR

### Dealership Repair

Enter your invoice amount (max of \$60 for first chip, and \$10 per additional chip) and the service advisor's name. Verify that we have your correct address, phone number and email, and then click the "Send Claim" button.

# CLAIMS GUIDE

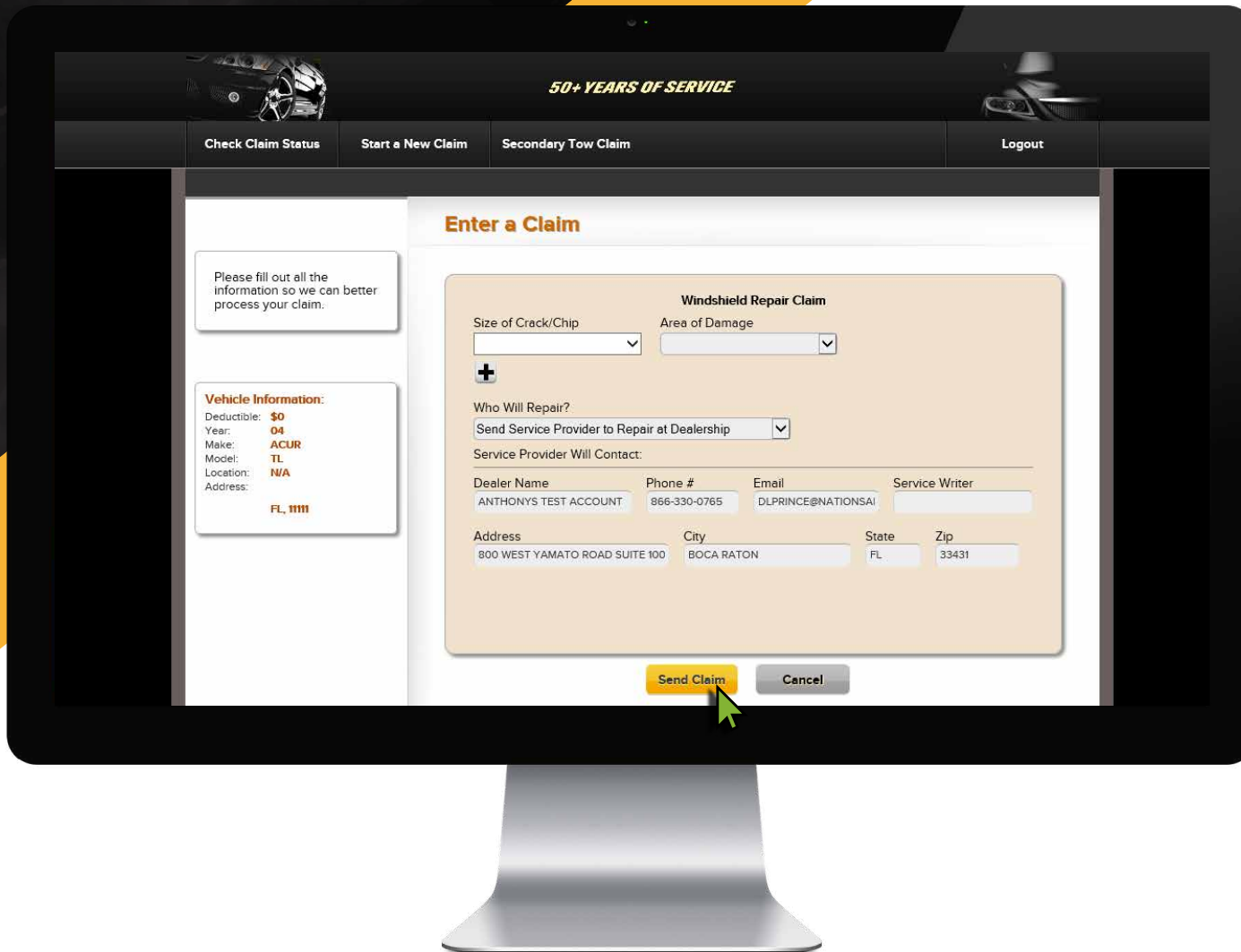


## NEW CLAIM GLASS REPAIR

### Dealership Repair

Once the claim is authorized, you will be able to upload your repair order to complete your claim.

# CLAIMS GUIDE

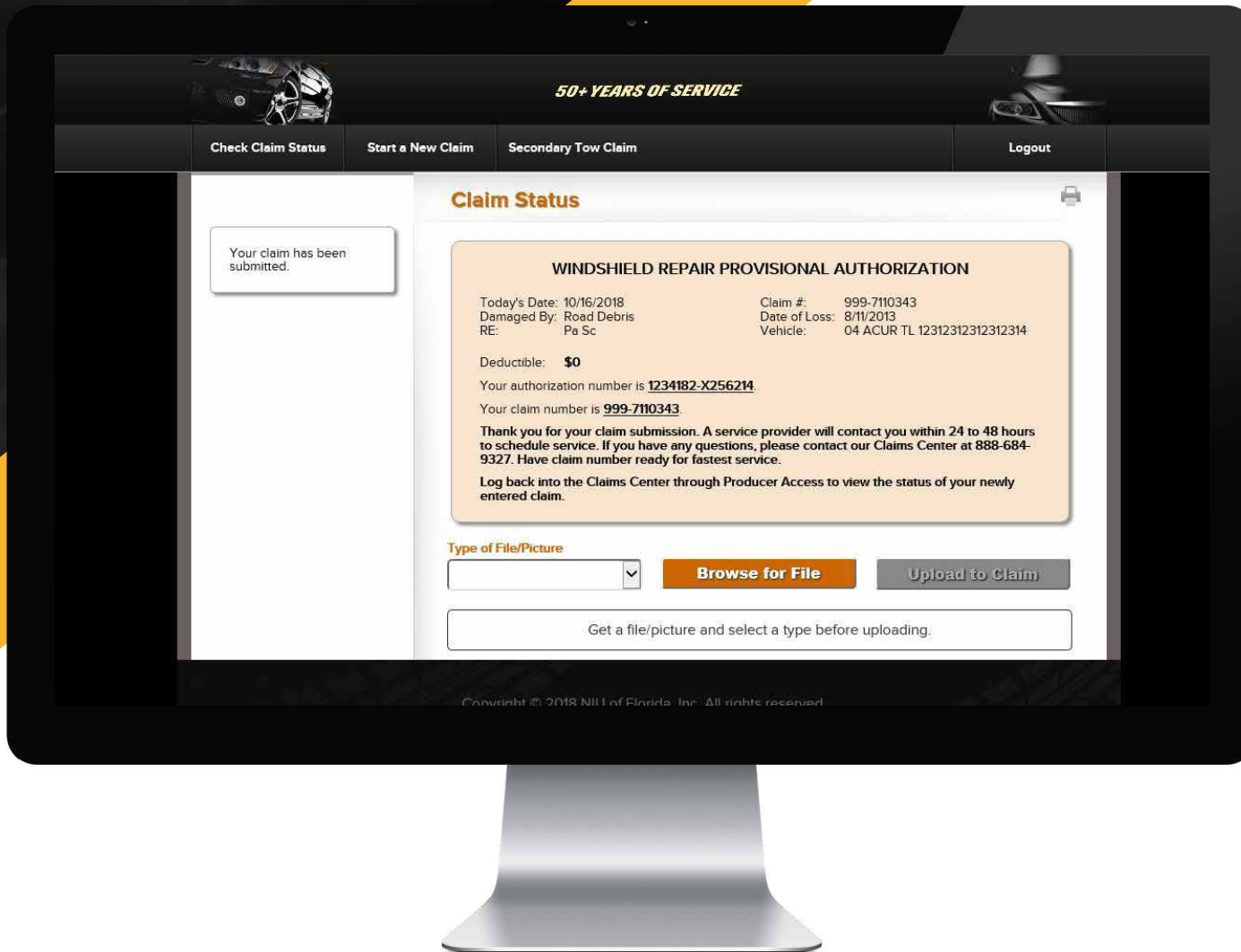


## NEW CLAIM GLASS REPAIR

### Send Service Provider to Repair at Dealership

Select the option from the drop down. Make sure all contact information is correct, and click "Send Claim".

# CLAIMS GUIDE



## NEW CLAIM GLASS REPAIR

### Send Service Provider to Repair at Dealership

You will receive an authorization, stating *“A service provider will contact you within 24 to 48 hours to schedule a service.”* The assignment will be immediately routed to our dispatcher and assigned to a service provider.

# CLAIMS GUIDE

The screenshot shows a web browser interface for filing a claim. At the top, there's a navigation bar with 'Check Claim Status', 'Start a New Claim', 'Secondary Tow Claim', and 'Logout'. The main content area is titled 'Enter a Claim' and features a 'Windshield Repair Claim' form. To the left of the form is a 'Vehicle Information' box with fields for Deductible (\$0), Year (04), Make (ACUR), Model (TL), Location (N/A), and Address (FL, 1111). A note above the form asks the user to fill out all information for better processing. The form itself has dropdown menus for 'Size of Crack/Chip' (Smaller than a Dollar Bill) and 'Area of Damage' (Driver side middle 1/3). It includes a plus sign icon, a 'Who Will Repair?' dropdown (Send Service Provider to Repair at Customer Home/W), and fields for 'Customer Best Phone #', 'Alternate Phone #', 'Contact Name', and 'Contact Email'. A mouse cursor is clicking the 'Send Claim' button.

50+ YEARS OF SERVICE

Check Claim Status Start a New Claim Secondary Tow Claim Logout

Please fill out all the information so we can better process your claim.

**Vehicle Information:**  
Deductible: \$0  
Year: 04  
Make: ACUR  
Model: TL  
Location: N/A  
Address: FL, 1111

**Enter a Claim**

**Windshield Repair Claim**

Size of Crack/Chip: Smaller than a Dollar Bill  
Area of Damage: Driver side middle 1/3

Who Will Repair?  
Send Service Provider to Repair at Customer Home/W

Customer Best Phone #: 561-226-5555  
Alternate Phone #: 800-338-2680

Contact Name: Jerry Garcia  
Contact Email: jgarcia@stealyourface.com

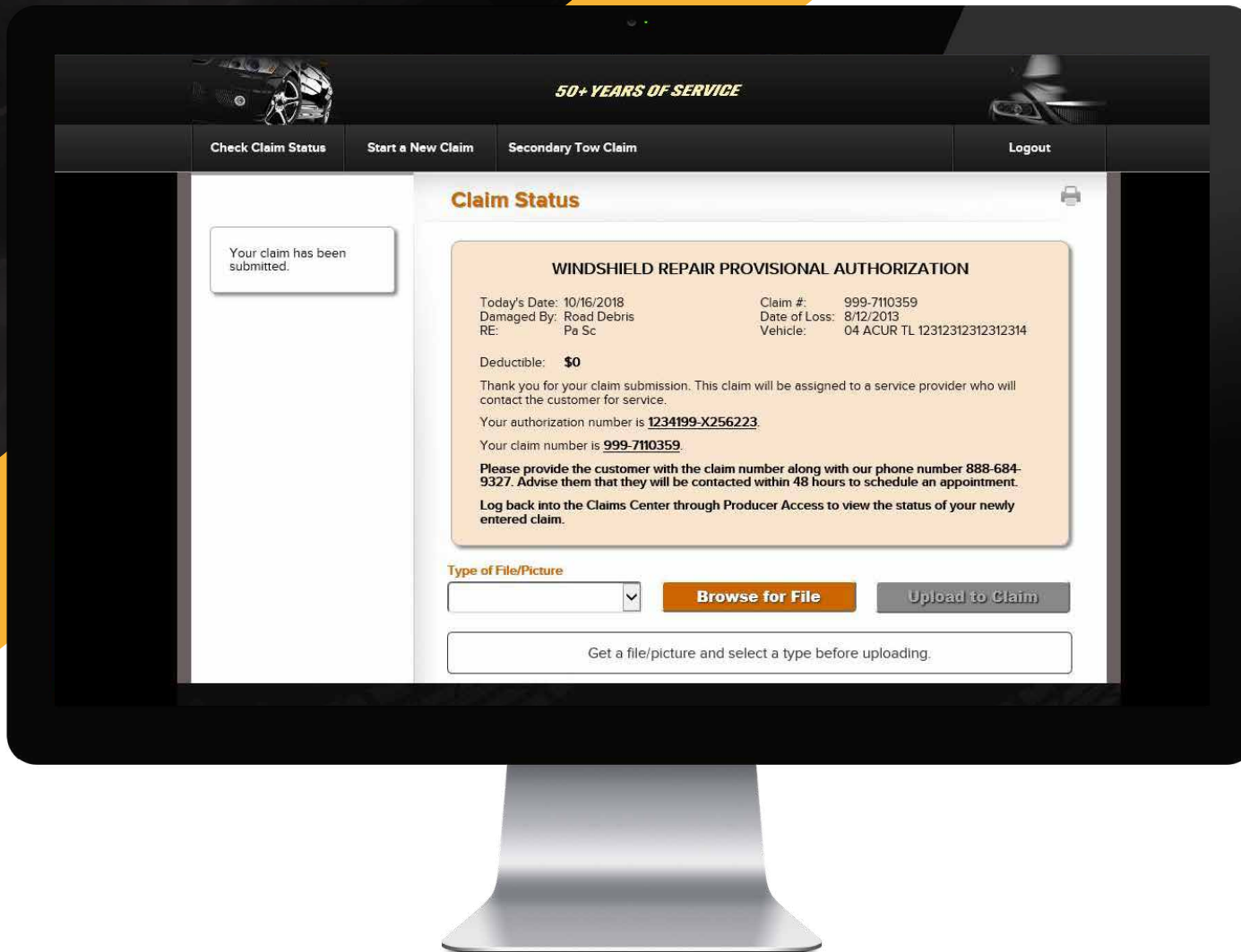
Send Claim Cancel

## NEW CLAIM GLASS REPAIR

### Send Service Provider to Repair at Customer Home/Work

Select the option from the drop down. Make sure all contact information is correct, and click "Send Claim".

# CLAIMS GUIDE



## NEW CLAIM

### GLASS REPAIR

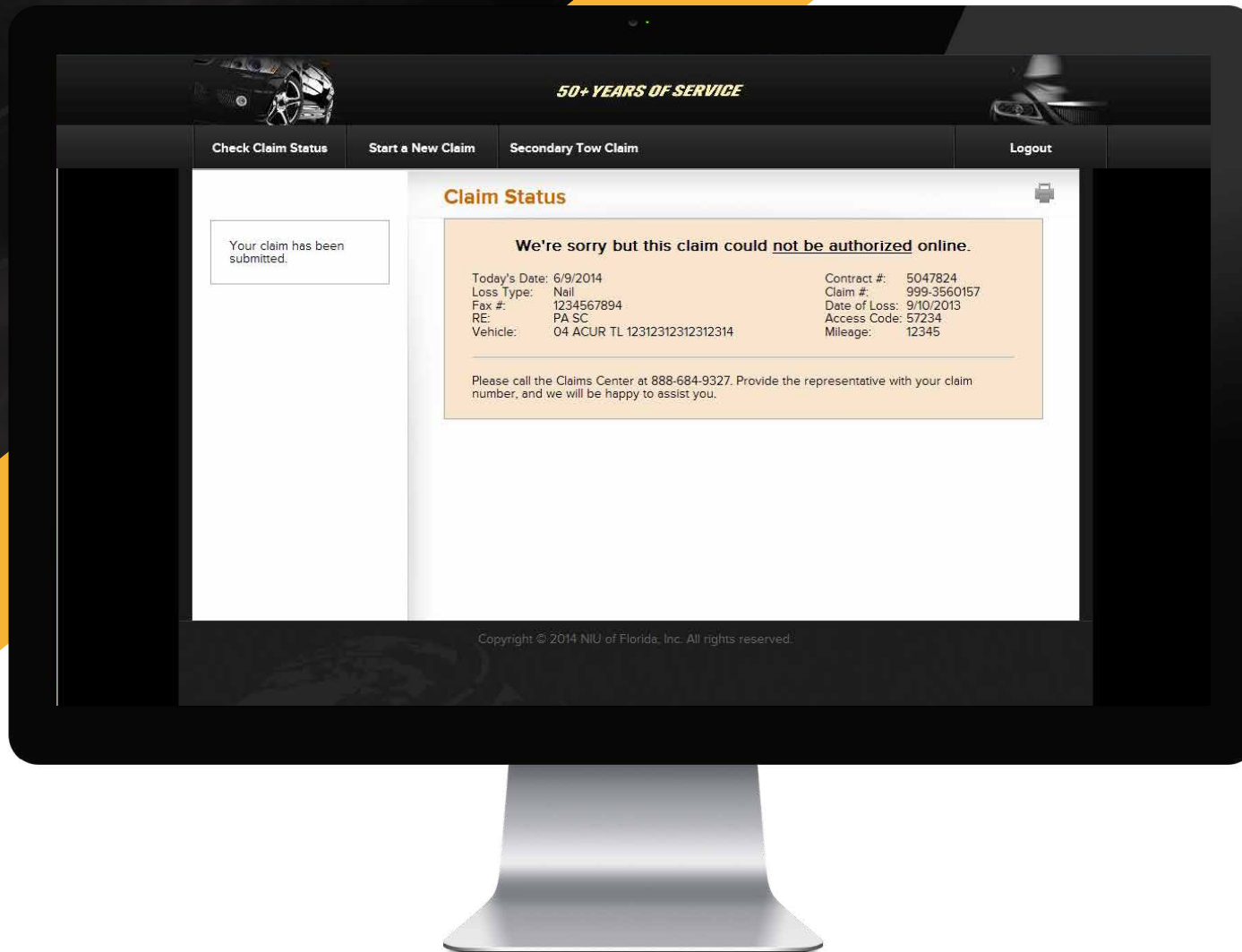
#### Send Service Provider to Repair at Customer Home/Work

You will receive an authorization, stating to *“Please provide the customer with the claim number along with our phone number 888-684-9327. Advise them that they will be contacted within 48 hours to schedule an appointment.”*

The assignment will be immediately routed to our dispatcher and assigned to a service provider.

GLASS REPAIR

# CLAIMS GUIDE



## NEW CLAIM

If for any reason you do not get authorization, you will be provided with a claim number and a prompt to call our Claims Center. For fastest service, be sure to have the claim number available when you call.

