



## MECHANICAL BREAKDOWN CLAIM PROCEDURE

**All claims must be PRE-AUTHORIZED before any repair is performed.**

**Have the customer authorize teardown to determine cause of breakdown if necessary.**

*Coverage is provided to repair the components that are deemed to be inoperative or not functioning, and is not designed to improve operating performance or reconditioning.*

### **Claim Submission:**

For direct access to the mechanical claims department:

Email: **mechanicalclaim@firstcanadian.ca**

Phone: **780.410.4546**

Include the following information when submitting or contacting us regarding a claim:

- Policy / Contract # or last 8 of the VIN and the customer name,
- Current odometer reading,
- Customer complaint,
- The **specific** cause of breakdown including:
  - technician notes,
  - OEM wear specifications for worn out components (i.e. ball joints)
- Include all maintenance records if the repair involves a powertrain component,
- Estimate to repair, including part numbers priced at M.S.R.P. and labor time(s),
- Copy of the original work order.

The following will require pictures to be submitted with the claim:

- Any leakages,
- Repairs added to the work order without an original complaint,
- If the vehicle is:
  - a truck registered in a company name (include the inside of the box), or
  - modified with lift kits or oversized tires (include rear axle U-bolt).

The claim center will send an **authorization** for the amount of the covered repairs.

### **Payment:**

Collect the **deductible** listed on the authorization (taxes do apply to the deductible). Submit the **signed** invoice including **ALL** supporting bills via:

Email: **mechanicalpayables@firstcanadian.ca**

Fax: **1.800.304.4031**

Mail: **First Canadian Protection Plans**  
320 Sioux Road  
Sherwood Park, AB T8A 3X6

**Roadside Assistance: 1.800.516.3385**