

PLATINUM
SHIELD PROTECTION

PLATINUM
AUTO GUARD



PLATINUM SHIELD AND AUTO GUARD CLAIM PROCEDURE

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

Claim Submission:

For direct access to the Chemical and Auto Guard claims department:

Email: **chemicalclaim@firstcanadian.ca** or **autoguardclaim@firstcanadian.ca**

Phone: **780.410.4517**

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

- Certificate # or last 8 of the VIN and the customer name.
- Current odometer reading.
- Customer complaint, **be specific to the client's concern:**
 - Paint defects
 - Interior damage or wear
 - Rust or surface rust
 - Dent or scratch must include which sheet metal body panel
 - Undercarriage concerns (peeling, cracked or rust)
- Estimate for repairs to include part numbers priced at M.S.R.P. and labor time(s).
- **All repairs over \$100.00 must include pictures of damage:**
 - Rust concerns with the vehicle equipped with a Corrosion Control Module must include pictures of module and how the 3 wiring are connected to vehicle.
 - If the vehicle is a truck registered in a company name (include picture(s) of the vehicle and the inside of the box), with a copy of vehicle registration

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

Payment:

Submit the **signed** invoice including **ALL** supporting purchase invoices via:

Email: **chemicalclaim@firstcanadian.ca** or **autoguardclaim@firstcanadian.ca**

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

Any questions or concerns call 780.410.4517