



PLATINUM TIRE AND RIM CLAIM PROCEDURE

For Tire or Rim REPLACEMENT claims

- Return the vehicle to your selling dealer or local repair centre.
- Provide the dealer/repair centre a copy of your Tire & Rim certificate.
- **If the repair facility is not the selling dealer, provide a copy of the PTRP claim form.**
- Complete the "Details of Incident" section and sign the claim form.
- The dealer/repair centre will be required to supply a parts and labour estimate for tire or rim replacement.
- The dealer/repair centre will be required to take pictures of the punctured tire or rim damage.
- Pictures and claim form are to be sent to PTRP at tireclaim@firstcanadian.ca for review.
- PTRP will inform the dealer/repair centre of claim status upon review of claim submitted.
- Once authorized and work completed, the dealer/repair centre to submit signed copy of repair order along with a copy of the invoice showing their cost to purchase the tire or rim, for payment.

Replacements must be pre-authorized, failure to do so will result in non-reimbursement.

For Tire REPAIR claims

- Return the vehicle to your selling dealer or local repair centre to have the tire repaired.
The puncture repair must be completed with the tire being removed from the wheel and a rubber stem patch assembly installed to the inner liner to prevent air loss.
- Present the dealer/repair centre a copy of your Tire & Rim certificate.
- Present the dealer a copy of the PTRP claim form.
- Complete the "Details of Incident" section and sign the claim form.

The dealer/repair centre or the owner must submit a signed copy of the repair order for payment to tireclaim@firstcanadian.ca. The invoice must include the date, vehicle description, and owner information.

Maximum limit for tire repairs is \$40.00 including taxes.

If you have any questions about the form or its application, please call our Tire Claim Department at **780-417-5486** or email at tireclaim@firstcanadian.ca.