



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: **RVclaims@firstcanadian.ca**

Phone: **1-800-381-2580**

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