



PLATINUM KEY AND REMOTE CLAIM PROCEDURE

Claim Submission:

For direct access to the key and remote claims department:

Email: keyclaim@firstcanadian.ca

Phone: **780.417.5486**

For key +/-or remote replacement claims:

- Complete the claims form including:
 - customer and vehicle information,
 - parts and labour estimate(s), and
 - have customer sign the claim form.
- Email the claim form to keyclaim@firstcanadian.ca for review.
- FCPP will advise on claim status upon review of claim submitted.

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

Payment:

Once completed submit signed repair order to FCPP.

Email: keypayables@firstcanadian.ca

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

Any questions or concerns call 780.417.5486