



## **PLATINUM TIRE AND RIM CLAIM PROCEDURE**

### **Claim Submission:**

For direct access to the tire and rim claims department:

Email: [tireclaim@firstcanadian.ca](mailto:tireclaim@firstcanadian.ca)

Phone: **780.417.5486**

### **For tire +/-or rim replacement and rim repair claims:**

- Complete the claims form including customer and vehicle information, parts and labour estimate(s), Details of Incident section and have customer sign the claim form.
- Take pictures of the punctured tire or rim damage.
- Email the pictures and claim form to PTRP at [tireclaim@firstcanadian.ca](mailto:tireclaim@firstcanadian.ca) for review.
- PTRP will advise on claim status upon review of claim submitted.

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

### **For tire repairs:**

- **The puncture repair must be completed with the tire being removed from the rim and a rubber stem patch assembly installed to the inner liner to prevent air loss. Do not use only a plug, only a patch, or an outside-in tire repair / on the wheel repair.**
- Submit a signed copy of the repair order for payment.
- Maximum limit for tire repairs is \$40.00 including taxes.

### **Payment:**

Once completed submit signed repair order to PTRP.

For replacements and sublet, include a copy of the invoice showing the cost to purchase the tire +/-or rim or the sublet rim repair.

Email: [tirepayables@firstcanadian.ca](mailto:tirepayables@firstcanadian.ca)

Mail: **Platinum Tire and Rim Protection**  
320 Sioux Road  
Sherwood Park, AB T8A 3X6

**Any questions or concerns call 780.417.5486**