

CLAIM PROCEDURES



THIS FORM APPLIES TO ALL OF THE FOLLOWING PROGRAMS

PLATINUM
SHIELD PROTECTION

PLATINUM
RV GUARD

PLATINUM
AUTOGUARD

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

Claim Submission:

For direct access to the claims departments:

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

Phone: **780.410.4517**

Contact Chemical Claims for:

- Surface rust
- Rust perforation
- Undercoat damage
- Faded paint
- Fabric stains and cracked leather

Contact AutoGuard Claims for:

- Dents and dings
- Exterior scratches
- Cracked or peeled exterior decals
- Interior cuts, tears, and burns
- Damaged awning arms and fabric
- Damaged roof vents

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/decals defects
 - Interior damage or wear
 - Rust or surface rust
 - Dent or scratch must include which sheet metal body panel
 - Undercarriage concerns (peeling, cracking, or oxidizing)
- 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 where the vehicle is equipped with a Corrosion Control Module must include pictures of the module and how the three wires 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

Call 780.410.4517 with any questions or concerns.