

PLATINUM AUTOGUARD *WITH GLASS SERVICE*

SERVICE PROCEDURE



For Repair Claims

- Return the vehicle to your selling dealer or local licensed repair facility.
- Provide the dealer/repair centre a copy of your certificate.
- If the repair facility is not the selling dealer, provide a copy of the claim form.

Claim for Service Submission

- The dealer/repair facility will need to supply an estimate and pictures of the affected area being claimed for prior to undertaking any repair.
- Parts and labour estimate, along with photos of the damage are required to process all requests for services in connection with any repair of an Eligible Component. Submit to **autoguardclaim@firstcanadian.ca** for review.
- Prior to authorizing a repair, First Canadian Protection Products (FCPP) may require a second estimate of the cost of such repair.
- FCPP will inform the dealer/repair facility of claim status upon review of claim submitted.

Payment

- Once the service is complete, the dealer/repair facility will submit the signed repair order to FCPP for payment.
Email: **autoguardclaim@firstcanadian.ca**
Mail: First Canadian Protection Products
320 Sioux Road
Sherwood Park, AB T8A 3X6
- The invoice must include the date, vehicle description, and owner information.
- Payments will only be made by FCPP once the work has been completed by the repair facility. In no instance will FCPP pay or compensate you directly in the event an Eligible Component is damaged.

Failure to obtain authorization from us prior to work being undertaken will result in FCPP not being obligated to make any payment in connection with such work.

If you have any questions about the form or its application, please call our Claims department at 780-410-4517 or email **autoguardclaim@firstcanadian.ca**.