

RV 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 RV 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 (if applicable),
- Customer complaint,
- The specific cause of breakdown including technician notes,
- All maintenance records,
- Estimate for repairs, including part numbers:
 - Maximum part mark up is cost plus 40%
 - Cannot exceed \$600 per component (applicable to policies entered **on or after May 1st 2025**)
 - Cannot exceed \$300 per component (applicable to policies entered **before May 1st 2025**)

The following will require pictures to be submitted with the claim:

- Any leakages,
- Axle, bearing, or water heater tank failures.

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 invoices and part purchases via:

Email: **mechanicalpayables@firstcanadian.ca**
Mail: **First Canadian Protection Plans**
320 Sioux Road, Sherwood Park, AB T8A 3X6

Roadside Assistance: 1.877.342.2492



320 Sioux Road, Sherwood Park, AB T8A 3X6

• **Tel:** 780-417-5487 • **Email:** RVclaims@firstcanadian.ca