

# CLAIM *PROCEDURES*



## THIS FORM APPLIES TO THE FOLLOWING PROGRAM

### PLATINUM MAINTENANCE COVERAGE

- AWNING ARMS AND FABRIC
- ROOF TOP VENT

### PLATINUM APPEARANCE COVERAGE

- DENTS & DINGS
- EXTERIOR DECAL
- EXTERIOR SCRATCHES
- CUTS, TEARS & BURNS

### PLATINUM ROAD HAZARD COVERAGE

- DAMAGED TIRES
- DAMAGED RIMS
- DAMAGED EXTERIOR LIGHTS
- DAMAGED GLASS

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

#### Claim Submission:

For direct access to the claims departments:

Email: [micAdjuster@firstcanadian.ca](mailto:micAdjuster@firstcanadian.ca)  
Phone: **780.417.5486**

Contact Claims for:

- Glass chips
- Glass cracks
- Dents and dings
- Exterior scratches
- Interior cuts, tears, and burns

Include the following information when submitting or contacting us regarding a claim:

- Certificate # or last 8 digits of the VIN and the customer name.
- Current odometer reading.
- Customer complaint, **be specific to the client's concern:**
  - Picture of the affected area being claimed
  - Interior cuts, tears or burns
  - Dent or scratch must include which sheet metal body panel
  - Estimate for repairs to include part numbers priced at M.S.R.P. and labour time(s).
  - 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: [tirepayables@firstcanadian.ca](mailto:tirepayables@firstcanadian.ca)  
**Call 780.417.5486 with any questions or concerns.**



**Tel:** 780.417.5486 • **Email:** [micAdjuster@firstcanadian.ca](mailto:micAdjuster@firstcanadian.ca)  
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