



Millennium
Insurance Corporation

PLATINUM TIRE AND RIM *CLAIM PROCEDURE*



Service Submission:

For direct access to the tire and rim service department:

Email: **micAdjuster@firstcanadian.ca**

Phone: **780.417.5486**

For tire and/or rim replacement and rim repair claim:

- Complete the claim form including customer and vehicle information, complete 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 MIC at **micAdjuster@firstcanadian.ca** for review.
- MIC will advise on the 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 \$60.00 including taxes.

Payment:

Once completed, submit signed repair order to MIC.

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

Email: **tirepayables@firstcanadian.ca**

Any questions or concerns, call 780.417.5486



Address: 320 Sioux Road, Sherwood Park, AB T8A 3X6

• **Tel:** 780.417.5486 • **Email:** micAdjuster@firstcanadian.ca

TG9650 (04/26)