

WHAT TO DO AND EXPECT DURING YOUR CLAIM PROCESS

Filing a claim is quick and easy. Just follow the simple steps below.

1 CONTACTING US/CLAIM INQUIRY

It is the responsibility of the Contract Holder to contact Specialty Administration Services (SAS) in the event of a breakdown/failure at 888-668-4360 or Truck Master Warranty Customer Service at 800-326-5204 **to inform us of a potential claim prior to any repair or teardown being performed.** Be prepared to describe the problem you are having with your vehicle.

2 AUTHORIZING DIAGNOSTICS/TROUBLE SHOOTING

It is the responsibility of the Contract Holder (vehicle owner) to authorize the repair facility to inspect, diagnosis, teardown and troubleshoot any problem they are experiencing to find the root cause of failure. Please furnish the Repair Facility with the SAS office telephone number **888-668-4360.**

NOTE: The Contract Holder is also responsible for paying for diagnostics if the repair is not covered under the service agreement.

3 COMPLETED DIAGNOSTIC AND CLAIM FILING

Once the Repair Facility has completed their diagnostic they will need to reach out to SAS at **888-668-4360** in order to file a claim and begin the claims process. The Repair Facility will send their prepared estimate which should include what Diagnostics were performed, Electronic supporting documents - such as ECM Report printouts showing the Fault Codes, OEM Diagnostic Data (if available), Photographs of failed parts (if available) and an itemized list of the parts (numbers and prices) required to repair a warrantable failed part. It is imperative we receive this data as soon as possible because without supporting documentation the claim process will be delayed.

4 CLAIM ADJUDICATION

A Claims Adjuster will review the emailed estimate and documentation. If a failure is considered to be warrantable under the agreement, the Repair Facility will receive an email with a detailed written approval along with the amount of funding SAS will provide for the repair. **IMPORTANT: DO NOT LET YOUR REPAIR FACILITY BEGIN ANY REPAIR UNTIL THE REPAIR FACILITY HAS RECEIVED AUTHORIZATION FROM THE SAS CLAIMS ADJUSTER.**

5 INVOICE FOR PAYMENT

Once the repair is completed, the Repair Facility will need to send us a signed final invoice for the approved amount. **Final invoice must be signed before payment can be issued.** Upon receipt SAS will reconcile the invoice via email with a payment letter and the one-time use credit card for the approved amount. **Please note: the Contract Holder is responsible for their deductible along with any charges that exceed the approved amount.**

If you have any questions throughout the process, please give us a call.

TruckMasterPlus.com

800-326-5204



IMPORTANT!

REPAIRS MADE WITHOUT PRIOR WRITTEN AUTHORIZATION WILL BE DENIED.