



IMPORTANT! - REPAIRS MADE WITHOUT PRIOR WRITTEN AUTHORIZATION WILL BE DENIED.

CONTRACT HOLDERS RESPONSIBILITY: It is the responsibility of the Contract Holder (vehicle owner) to authorize the repair facility to inspect, diagnosis and troubleshoot any problem they are experiencing. Contract Holders are responsible for any charges for diagnostics until a warrantable failed part has been identified. The part in question must be listed in the service contract in order to be eligible for coverage. At that point SAS will initiate the claim, negotiate with the repair facility and process agreed amount of payment. The Contract Holder is responsible to pay the stated deductible amount in their contract, any additional labor costs above the maximum reimbursement amount stated in the contract, shop supplies fees, any other repairs made that are not approved repairs and any other charges that are not specified in the contract.

REPAIR FACILITIES: SAS will need a detailed estimate that contains what diagnostics were performed, electronic supporting documents such as ECM printouts showing the fault codes, OEM diagnostic data if available, photographs of failed parts if available and an itemized list of the parts 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. Repairs made without prior written authorization will not be eligible for reimbursement.

SAS RESPONSIBILITIES: Once SAS approves the claim, they will send a written approval that itemizes exactly what they will be paying for. When SAS receives the final invoice signed by the Contract Holder and all supporting documentation requested, they will issue a credit card payment authorization immediately for the pre-approved dollar amount. After the credit card has been processed, SAS will need a copy of the transaction receipt.

HOW TO FILE A CLAIM

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

1. STEPS TO FILE A CLAIM

In the event there is a breakdown, you must contact the SAS office at **888-668-4360** and speak with a SAS Claims Adjuster **to inform us of a potential claim prior to any repair being performed.** In the event you cannot call our office please have your Repair Facility call on your behalf to start the claims process. **In case you in need of roadside service or towing, please call 800-644-6237.**

2. Claim Inquiry – MAKE INQUIRY PRIOR TO DIAGNOSTICS

When you call us, be prepared to describe the problem you are having with your vehicle to the SAS Claim's Adjuster. Note: The customer is responsible for paying for diagnostics if the repair is not covered under their service agreement. The SAS Claims Adjuster will advise if all is in order and advise you to take the vehicle to any **licensed repair facility** of your choice. Please furnish the repair facility with the SAS office telephone number once you arrive at repair facility. The repair facility will determine the root cause of the problem and call SAS with the results and begin the process of gaining authorization from an SAS Claims Adjuster to perform any covered repair. **IMPORTANT: DO NOT LET YOUR REPAIR FACILITY BEGIN ANY REPAIR UNTIL THE REPAIR FACILITY HAS RECEIVED AUTHORIZATION FROM THE SAS CLAIMS ADJUSTER.**

3. Starting the Claim Process - REPAIR ESTIMATES

The repair facility can call us at **888-668-4360** to discuss what repair is required. The repair facility staff will need to have repair estimates prepared that include at least the following information: itemization of parts, parts numbers, and labor prices. The repair facility should also have any ECM Fault Codes with time stamps (if applicable), tech notes as well as other documentation that supports the failure. **Repair Facility: Please have all this information gathered before calling the SAS Claims Adjuster to start a claim.**

4. Approving the Claim - CLAIM APPROVAL

A SAS Claims Adjuster will review your repair facility diagnosis, cause of failure and the parts & labor associated with the repair and compare it to the terms of your agreement. If the failure is covered under your contract, we will provide an approved detail and the amount we will fund to your Repair Facility via email. **Please note: You must pay the amount of your deductible and any charges that exceed the approved amount.**

5. Invoice - INVOICE FOR PAYMENT

Once repair is completed, repair Facility invoices customer and emails copy to payment@saspros.com. Upon receipt SAS will reconcile the invoice to the original approved amount. To ensure SAS responds with payment in the shortest amount of time, please ensure the following info is included with the final invoice:

- **Repair order # and date**
- **Customer info;** name, address, phone#, etc.
- **Vehicle Information** (Vin#, miles, make, model)
- **Customer Complaint Detail;** cause of failure; action to correct

- **Fully itemized breakout** of parts & labor performed with part numbers of replaced parts
- **Breakdown of costs:** shop supplies, fluids, misc. charges, tax and other fees
- **Customer Signature**

6. Payment – FINAL INVOICE

Once we approve the final invoice, the repair facility will be paid via a one-time use credit card