



VEHICLE SERVICE CONTRACT CLAIMS SUBMISSION

All claims must be approved by a National Auto Care adjuster prior to vehicle repair and claim payment



File your claim online 24 hours a day at:

claims.nationalautocare.com



Call the National Auto Care Claims Line:

800-526-8678



National Auto Care Claims Line Hours:

Monday – Friday 8:00 am – 8:00 pm EST

Saturday 9:00 am – 4:00 pm EST

Please have the following information available at the time of the call or submission:

- Customer's first and last name, last 7 digits of the VIN, vehicle year, make and model, and current mileage
- Customer complaint, cause of failure and correction
- Warranty on parts and labor (minimum of 12/12)
- Parts and labor breakdown with part numbers and specific labor guide used
- Name, address, phone number, and fax number of your repair facility

FREQUENTLY ASKED QUESTIONS FOR EXPEDITING THE CLAIMS PROCESS:

- Q What parts and labor information is needed to document this claim?**
- Verified parts, with part numbers and labor details from Alldata, Mitchell, or Motors is required.
- If needed repairs cannot be verified in one of these labor guides, documentation may be provided to validate the request.
- Q What if the Customer needs a tow or rental vehicle?**
- Rental may be approved at a rate of one day for every eight hours of labor authorized. In the case of delay due to shipping of a covered component or third party inspection, one additional day may be approved.
 - For towing or emergency roadside services coverage and reimbursement, the Customer should contact (866) 218-4522 for assistance.
- Q What if we need to sublet the repair?**
- We may allow a 10% mark-up with a maximum of \$100.00 on sublet repairs. (Excludes rental and towing.)
- Q Does the contract permit diagnostic and teardown time?**
- Based on the terms of your Customer's vehicle service contract, time used to tear down/diagnose and determine failure for a covered component are payable provided that the time is claimed verified by a nationally-recognized labor guide.
- Q Does the contract pay for fluids and supplies?**
- Fluids may be covered in conjunction with a covered repair. Shop supplies are not covered under the contract.
- Q When can I expect payment for authorized repairs?**
- In accordance with our high satisfaction goals, same day credit card payment may be processed during regular business hours of 8:00am-5:00pm EST Monday-Friday upon receipt of the completed invoice. Requests for payment of check by mail are also available.

To ensure prompt payment, be sure to fax your invoice to (614) 839-7933, and include the following information:

- **Complete VIN and mileage**
- **Parts and labor breakdown**
- **Warranty on parts and labor (12/12 minimum required)**
- **Customer signature on repair order**

If the Contract Holder and Customer are different, please have the Contract Holder provide a written statement confirming their approval of the repair.

