



Windshield Coverage:

What is Covered?

Covers the cost to repair minor chips and cracks in the front windshield caused by propelled rocks or other road hazard debris such as wood debris, metal parts, plastic or composite scraps, or any other propelled object.

What is NOT Covered?

Repairs/damage to any glass other than the front windshield. Stress cracks or cracks more than six inches in length may not be covered depending on the program selected.

Reporting the Claim:

Calling in a Claim

- **Contacting Safe-Guard:** Customer and/or dealer may contact the Safe-Guard Claims Department at 800-890-7211 between 8:30AM–7PM EST Monday–Friday or 9AM–4PM EST Saturday.
If calling after hours or on Sunday, callers may choose to leave a message in the General Claims voice mailbox. Calls will be returned by the next business day. Callers may also e-mail the claims correspondence to claims@sgintl.com. The Claims Department may also be reached via our Web site, www.sgclaims.com.
- **Customer Initiation of Claim:** Customers should not initiate a repair prior to contacting Safe-Guard, or it may void the claim benefit. Safe-Guard will use its best efforts to schedule a service call as soon as possible and at a time that is convenient; however, the service call will be based on the technician's schedule. Customers are entitled to a written explanation for any unrepairable windshield.

Information Required

Our claim adjusters can access customer information by contract number, the last 7 characters of the VIN or the customer name as it appears on the contract.

The claim adjuster will need the following information in order to process the claim:

- Detailed description/cause of damage
- Vehicle mileage

Claim Tracking Number

Each claim is assigned a unique Claim Tracking Number. **This is not authorization that your claim will be paid.** The Claim Tracking Number is used only for identification purposes. Once the required documents have been received and verified with the initial caller's details, the claim will be approved and paid.

SAFE-GUARD
Products International, LLC



Required Documentation:

The required documents may be mailed, e-mailed or faxed to Safe-Guard. We have several fax lines available (see below). Please note that we receive many incoming faxes on these lines, therefore we often experience a delay of up to 30 minutes before they are received.

Mailing address:

Windshield Protection Claims Department
3500 Piedmont Road NE, Suite 400
Atlanta, GA 30305

E-mail address:

twclaims@sgintl.com

Fax lines:

678-553-1355
678-553-1367

Claim Form

- The service consultant is required to complete a claim form. If the consultant does not have a claim form, a PDF is available on www.sgclaims.com or the claim form may be faxed by one of Safe-Guard's Claims Associates. The service department may want to make copies for future use. (Please see Claim Form sample on p. 22.)
- The claim form **MUST** be filled out completely and accurately with a *detailed* cause of damage.
- A missing or incomplete claim form is the most common cause for delay in claims processing. For this reason, we have a specific claim adjuster who is solely responsible for obtaining missing information.
 - The claims adjuster will contact the dealer or customer to request the necessary documents. If the repair is being completed at the Selling Dealer (i.e., dealer reimbursement), we will contact either the service consultant who originally called in the claim or the service cashier. If the repair is being completed at an independent facility (i.e., customer reimbursement), we will contact the customer directly. If the customer cannot be reached, we will then contact the repair facility. If we are unable to reach the involved parties, we will then send out a letter to the customer and the repair facility/service department detailing the required/missing information. We will also notify the Safe-Guard Representative assigned to the dealer.
 - If any of the required forms are not filled out completely, we review the Repair Order to see if it contains the necessary information. If not, we will call the facility that completed the repair for further clarification.



ULTIMATE VEHICLE PROTECTION CLAIM FORM

A Claim Tracking Number must be obtained prior to repair. Please call 800-890-7211 for a Claim Tracking Number. In order to properly process your Safe-Guard Ultimate Vehicle Protection Claim Tracking Number, please forward the following information and documents:

TODAY'S DATE: _____ REGISTRATION #: _____ CLAIM TRACKING #: _____
 CLAIMANT NAME: _____ DATE OF INCIDENT: _____
 CLAIMANT ADDRESS: _____
 HOME PHONE #: _____ OTHER PHONE #: _____ EMAIL: _____
 REPAIR FACILITY: _____ REPAIR FACILITY PHONE #: _____
 REPAIR FACILITY CONTACT PERSON: _____ EMAIL: _____
 SELLING DEALERSHIP: _____
 YEAR/MAKE/MODEL: _____
 SIZE OF THE DAMAGE: _____
 REIMBURSEMENT TO: DEALER CUSTOMER
REQUIRED DOCUMENTS: COPY OF SAFE-GUARD ULTIMATE VEHICLE PROTECTION AGREEMENT
 Must be included with Claim Form COPY OF ACTUAL WORK ORDER RECEIPTS (indicating repair/replacement, tread depth and VIN)

To be Completed by Repair Facility Representative:

TIRE & WHEEL PROTECTION

ALL TIRES/WHEELS MUST BE AVAILABLE FOR POSSIBLE INSPECTION.

REQUIRED INFORMATION (Must be included with Claim Form)

TIRE: R/F Tread Depth: ____/32" L/F Tread Depth: ____/32" R/R Tread Depth: ____/32" L/R Tread Depth: ____/32"

WHEEL: R/F L/F R/R L/R Is wheel damaged to the extent it fails to seal with tire? Yes No

DETAILED REASON FOR REPAIR/REPLACEMENT (MUST INCLUDE CAUSE)

IF UNABLE TO REPAIR, WHY?

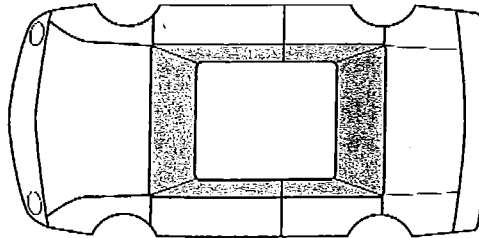
Replacement Tire: Make _____ Model _____ Size _____

Replacement Wheel: Make _____ Model _____ Size _____

DENT PROTECTION

HOW WAS THE VEHICLE DAMAGED? _____

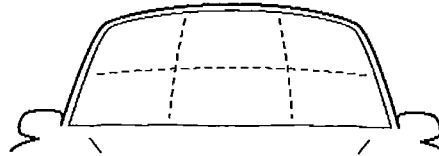
PLEASE INDICATE THE DENTS ON THE ILLUSTRATION ON THE RIGHT:



WINDSHIELD PROTECTION

HOW WAS THE WINDSHIELD DAMAGED? _____

PLEASE INDICATE THE DAMAGE ON THE ILLUSTRATION ON THE RIGHT:



Service Manager Signature _____

Date _____

Print Name _____

PLEASE MAIL THE INFORMATION YOU HAVE COMPILED TO THE FOLLOWING ADDRESS:
 Administrator, 3500 Piedmont Road, Suite 400, Atlanta, GA 30305 • 800-890-7211 • Fax to 678-553-1355 or 678-553-1367

IF YOU HAVE ANY QUESTIONS, CONTACT THE ADMINISTRATOR AT 800-890-7211.



Ultimate Vehicle Protection Contract

- We require a copy of the customer's original contract in order to facilitate claims processing. Please note: if the policy was sold after January 1, 2006, we can print a copy of the contract from our imaging system here at Safe-Guard.
- If the dealership cannot obtain a copy, the contract must be ordered from an off-site storage facility, which may take up to two weeks to receive. If this occurs, we take all information and proceed with processing the claim as if we have the contract. Once we receive the missing documentation, we will process the claim check within 24 hours.
- **Not In System**
On occasion, claims are called in by new customers before we receive the original contracts from the dealership. In these cases, when a customer contract is not in the system (NIS), the Claim Tracking Number will begin with "NIS." When this occurs, we take all information and proceed with the claim as if we have the contract. No claim reimbursement will be processed, however, until the policy and premium are received. Once received, we will place the policy into effect. If we have any issues, we will contact the dealership or ask the Representative for that store to investigate. We try to make this as seamless to the customer as possible. If the time between sale date and the date of contract receipt (i.e., the business date) is greater than 30 days for an NIS claim, the dealer will be asked to pay the claim.

Copy of Paid Repair Invoice

- Please confirm that the vehicle on the Repair Order matches the vehicle covered by the Ultimate Vehicle Protection policy.
- We do not cover shop supplies. Your ADP or Reynolds and Reynolds software can be programmed not to charge shop supplies using specific operation codes.
- Be sure the windshield repair pricing matches the amount agreed upon when the claim was initiated.

Delays in Processing Claims

The most common cause for delays in claim processing are missing or incomplete documents. Each claim adjuster is assigned to a claim at the initial call in. Each morning, the adjuster has the ability to pull a report detailing his/her assigned claims, allowing him/her to follow up with the customer or repair facility as to the status of the claim. All correspondence regarding a claim is documented in detail by the claim adjuster.

Claims Status

We offer several methods by which customer or dealer may check the status of a Windshield claim.

- **Via phone:** Between 8:30AM-7PM EST Monday-Friday and 9AM-4PM EST Saturday, call 800-890-7211.
- **Via e-mail:** E-mail claims@sgintl.com. Please provide both Claim Tracking Number and ZIP Code.
- **Via Internet:** You may check the status of your claim at any time on the Web.

If you are a customer or dealer and have the claim tracking number, go to www.sgclaims.com, select *Claims Status*, and enter your Claim Tracking Number and customer ZIP Code.