



courtesy claims management, LLC

Claims Procedure for Repair Facility

- A. Review the appropriate plan certificate or website for coverage.** If you have questions about a potential claim, call the Courtesy Claims Management (CCM) number provided on the Plan Certificate.
- B. Fill out the Claim Information form** found on the CCM website, or call CCM to request the document.
- C. Provide the following information** by email, fax or web:
1. All service repair orders indicating compliance with terms and conditions of the BG Protection Plan, including BG part numbers, retail prices and labor charges.
 2. If a pre-owned vehicle, the plan registration card and Bill of Sale.
 3. The lease agreement, if the vehicle is leased.
 4. The estimate for repairs, including part numbers, prices and labor hours. If the repair in question has not been fully diagnosed and/or torn down, the Repair Facility must get the customer's authorization to do so and email or fax CCM when a complete diagnosis is available. (Charges for diagnostic procedures and teardown costs are not covered unless they are an integral part of the repair.)
- D. CCM will set up the claim and render a decision.**
1. **Approved**—Repair Facility will be provided with an authorization number to complete the repairs. **Do not begin repair without an authorization number.**
 2. **Pending**—CCM may elect to send an inspector to view the component(s) in question. After review of the inspection report, a decision will be made to accept or deny the claim. CCM may request a quantity of fluid for analysis.
 3. **Denied**—CCM will contact Repair Facility to explain the reason for denial.
- E. For Payment**—Repair Facility will fax or email the authorized final repair order, signed by the customer, to CCM. Claim payments will be rendered by check or credit card to the Repair Facility. At the Repair Facility's request, payment can be issued to the consumer directly by check.