



ALPHA
WARRANTY SERVICES

Alpha Warranty Services *Claims Procedure*

Repair Facility Initiated Claims:

- The repair facility will need to call 800.662.5519 opt. 4 for the Claims Department. They will need to provide the claims adjuster with the cause of the failure and what needs to be done to repair the vehicle. We will ask for part numbers, prices, and labor time for the repairs.
- Our claims adjusters will review the items requested. They will check the following items:
 - a. If the requested repairs are covered by the customer's contract.
 - b. Part price: We will cover MSRP for parts prices. All parts come with a 12 month, 12,000 parts and labor warranty. Most parts are next day delivery.
 - c. Labor time: The contracts cover labor time listed in All Data. This is a labor guide recognized by mechanics Nationwide. Our claims adjusters will verify that the repair facility is not charging more than what is listed in All Data and make adjustments accordingly.
 - d. Labor rate: We will pay factory approved posted labor rates for franchise dealerships.
 - e. With some major claims it may be necessary to send in a third party inspector for underwriting purposes. We are not sending them in because we don't trust the repair facility, it is just necessary with expensive claims to have record of the failure for underwriting purposes. The inspectors are certified mechanics that will go in to verify the failures the shop is requesting. When ordered we will receive their report within 48 hours. If the RF is ready for an inspection and it's a Thursday or Friday we will send them a self-inspection form and allow them to take pictures themselves.
 - f. The customer is contacted if they did not initiate the claim. There are just a few routine questions we ask each of Our customers when a claim is submitted.
- When the claim has been reviewed and necessary adjustments are made, the claims adjuster will call the repair facility and go over the claim. An approval code will be given to the repair facility and they are told to fax in the final signed invoice for payment when the repair has been completed.
- When we receive the final invoice we will fax the repair facility a one-time use credit card. This will be completed within one hour from the time we receive the invoice if sent during our business hours.

Customer Initiated Claims:

- We ask that the customer call in before taking their vehicle to their repair facility. We need to speak with them about the problem they are experiencing with their vehicle and when it first began happening.
- When we speak with the customer we will ask them to take it to their repair facility and to have the repair facility call us before any repairs are done.

If there are any questions regarding the claims procedure, please call 800.662.5519 opt. 3 for Customer Service.

Thank you,
Alpha Warranty Services