



courtesy claims management, LLC

Claims Procedure for Repair Facility

1. **Review the certificate coverage.** If you have any questions about a potential claim, call Courtesy Claims Management (CCM) at 844-376-4928, or email claims@courtesyclaims.com.
2. **Go to www.courtesyclaims.com** and click on the Start New Claim button. Fill out the online form in full (all information is required). Click the Submit Claim button. You will then be asked to attach supporting documents. **Provide the following documents when submitting a claim:**
 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 necessary, all service repair orders showing compliance with the terms and conditions of previous protection plans or service warranties (excluding OEM extended warranties) and proof of previous plan.
 3. If the vehicle is pre-owned, a copy of the Bill of Sale.
 4. The lease agreement, if the vehicle is leased.
 5. The current repair order, with the written estimate for repairs, including part numbers, prices and labor hours listed separately.
 - a. Provide a diagnosis and description of the fluid (if relevant).
 - b. 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 the diagnostic procedures and teardown costs are not covered unless they are an integral part of the repair.)
 6. We have the right to a third party inspection on any claim submitted **and before any repair is completed**.
3. **CCM will review the claim documents and render a decision.** One of the following three statuses will be applied to the claim: **NOTE: All claims will be closed out within 30 days from initial filing date (paid or unpaid).**
 1. **Approved**—Repair Facility will be provided with an authorization number to complete the repairs. **Do not begin repairs without an authorization number.**
 2. **Pending**—CCM may elect to send an inspector to view the component(s) in question. After CCM reviews the inspection report, a decision will be made to accept or deny the claim. CCM may request a sample of fluids for analysis.
 3. **Denied**—CCM will contact Repair Facility to explain reason(s) for denial.
4. **Payment**—The final signed repair order must be faxed, emailed, or submitted through the link in the automated email. Claim payments will be rendered through a prepaid credit card for the approved amount and provided to the shop via their preferred method of contact. If necessary, a check can be issued upon request.