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## Claims Department Guide

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### Claim Procedures:

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1. The service contract holder is to take their covered vehicle to the issuing dealership if it is sixty (60) miles or less away at the time of failure. If they are more than 60 miles from the issuing dealer, or the issuing dealer does not have a repair facility, then they are to contact AUL for claims procedures.
2. The service contract holder must authorize diagnosis and/or tear down, in order for the shop to determine the cause of failure and the extent of damage. The service contract holder is responsible for these fees if the repairs are not covered by the service contract.
3. Once the vehicle is diagnosed, the repair facility is to call the administrator (AUL), before performing any tear-down, to initiate a claim. An estimate should be prepared in advance, with part numbers and labor times, so that AUL can expedite the claim.
4. An authorization number must be provided to the repair facility before they can complete any covered repairs or submit for payment.

### Sublet:

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If the issuing dealership must sublet the vehicle or repair to another repair facility for completion of work, a complete sublet bill must be provided in order to receive payment.

Complete sublet bill consists of: contract number or VIN, service contract holder full name, current odometer reading, description of the complaint, cause and correction, and a complete estimate with part numbers. The repairs must be called in prior to work being completed. This applies to items specifically listed on the policy only.

### Inspections:

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The administrator has the right to inspect the vehicle before an authorization is provided. The inspection occurs within twenty-four (24) to forty-eight (48) hours and will be finalized by the administrator within twenty-four (24) hours after completion. The inspection is performed by a third party company whom only reports the findings (with photos) to the administrator who is responsible for approving the repairs. The inspection company will not approve or deny coverage. This timeline excludes weekends and holidays.





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### Labor Time Allowance:

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The administrator will honor labor times on covered repairs from nationally recognized labor guides (All Data, Mitchell-on-Demand, Chilton). AUL covers reasonable diagnosis time needed to determine a cause of failure. If there is a discrepancy in labor, AUL will review the repair facility's labor guide as a reference. An evaluation of the difference in time will be performed and an appropriate labor time will be offered. AUL does not guarantee the dealership's labor guide will be used.

### Parts Pricing Allowance:

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Replacement of covered parts may be made with new, remanufactured, or parts of like kind and quality, at the discretion of the administrator. No coverage will be provided for parts pricing over the manufacturer's suggested retail price (MSRP) as determined by the manufacturer's part number.

### Payment Procedures:

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Repairs must be called in to obtain an authorization prior to being completed. The repair facility will be provided an authorization number and must obtain the service contract holder's signature approving the authorized amount before a payment is made. The repair facility will fax the signed repair order to 1(707)259.1878, e-mail it to [cpr@aulcorp.com](mailto:cpr@aulcorp.com), or mail it to AUL Corp. at 1250 Main Street, Suite 300, Napa, CA 94559. Repair orders for emergency repairs on covered items that were completed without prior authorization must be called into AUL the following business day. AUL does not guarantee any non-authorized repair coverage.

### Towing & Emergency Roadside Assistance:

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Towing and roadside assistance is available twenty-four hours a day, seven days a week. This service is free of charge to the service contract holder. In the event of a roadside failure, please call 1(888)810.5150. Under no circumstances will AUL reimburse for tow expenses if towing is performed by another party.

### Contact Information:

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**Toll-Free:** 1(888)285.2567

**Postal Mail:** AUL Corp., 1250 Main Street, Suite 300, Napa, CA 94559

**National Claims Manager:** Frank Pfister

**Assistant Claims Manager:** Ryan Hackett

**Claims Team Leaders:** Matt Salyer, Charlie Mahoney, & Bobby Navarro

**Claims Administration Hours:**

Monday-Friday 6:00 AM PST – 5:00 PM PST

