Claims Procedures

The dealership needs the following prior to calling in a claim.

IMPORTANT *PRIOR* TO CALLING *SEND PHOTOS TO* **CLAIMS@AUTOXCEL.NET**

TIRE & WHEEL CLAIM

- ☑ Close up photo of Tire & Wheel Damage *(with the Damage Clearly Visible)*
- ☑ Photo of the VIN Plate or VIN off Door Jam
- ☑ Photo of License Plate
- ☑ Contract Holders information

WITH KEY REPLACEMENT CLAIM

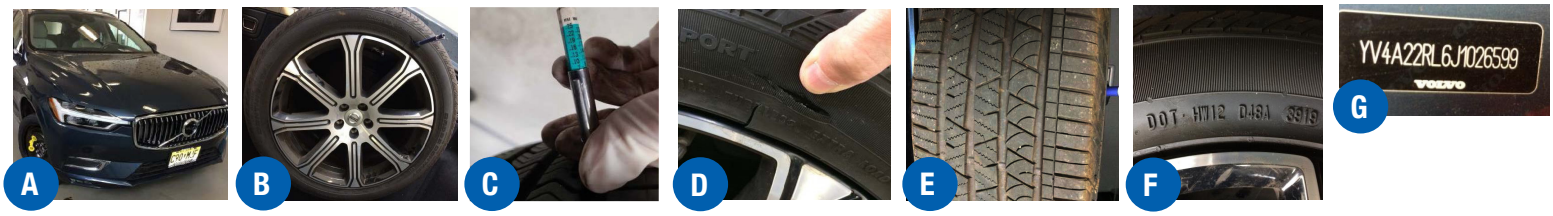
- ☑ VIN# & License photo **or**
- ☑ Copy of the ***Repair Order*** showing vehicle information.



ALL OTHER ANCILLARY CLAIMS

- ☑ Call Claims # **1.877.340.4227** or **910.762.5300**
- ☑ At that time of the call, Claims will view the photos, verify pricing and approve Claim on the phone if possible.
- ☑ A Work Order will be emailed once approval is issued.
- ☑ All invoices/repair orders should be emailed or faxed to: **accountspayable@autoxcel.net** or **910.499.9082**. Invoices are processed once the dealer or vendor completes the work and sends a customer signed invoice/repair order. Checks payments are issued weekly. For credit card payments, please call **1.877.340.4227** or **910-762-5300 EXT 1000**. We require a verbal authorization/approval code at the time payment is made and will require a copy of the credit card payment receipt emailed to **accountspayable@autoxcel.net** at the time of processing.

SAMPLE PHOTOS



- **A** Photo of the Vehicle including License Plate
- **B** Photo of Wheel and Tire on Vehicle
- **C** Photo of Tread Depth *(at lowest point)*
- **D** Photo of Damage to Tire
- **E** Photo of Full Tire Tread *(shoulder to shoulder)*
- **F** Photo of DOT
- **G** Photo of VIN Plate