

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



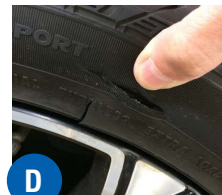
A



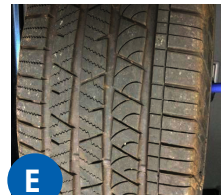
B



C



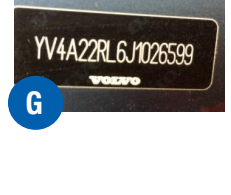
D



E



F



G

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