

CLAIMS PROCEDURE WORKFLOW

A step-by-step process for dealers and repair facilities



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CONTACT GWC

Prior Authorization Required



**Call GWC Claims
at 844.230.8725**

Have these things available:

- Customer Name and VIN
- Repair order number
- Date and Mileage at the time of failure
- A complete description of the failure, broken down by the 3 C's: the **Complaint** (what the customer told you when they brought the vehicle in), the **Cause** (the mechanical failure your diagnostic process identified), and the **Correction** (the repair or corrective action, including test results, fault codes, and specifications)
- A complete parts and labor estimate, including part numbers and a breakdown of the labor hours (repair time, diagnostic time, etc), your facility's hourly labor rate

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CLAIM ADJUDICATION



- GWC adjusters will review the information and determine coverage based on the terms and conditions of the vehicle service contract (VSC)
- The adjuster may:
 - Approve the claim and provide an authorization number for a specific parts and labor amount
 - Ask additional questions or seek additional information regarding the failure
 - In some cases, pictures or a third-party inspection may be necessary

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PERFORM REPAIRS



- Perform the approved repairs as authorized
- If additional failed components are discovered, halt the repair and contact GWC claims immediately. Additional work will not be covered without prior authorization
- GWC may approve OEM or aftermarket parts. In certain situations, parts of Like Kind and Quality (LKQ) may be required.
- Keep all parts until after the claim is paid

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REIMBURSEMENT SUBMISSION



- Submit the completed repair order, signed by the contract holder, to the email address provided by your claims adjuster
- Include any sublet, towing or rental invoices
- Parts. Labor and taxes (if applicable) must be separated and itemized. Reimbursement will only be given on the parts and labor billed, up to what was authorized by your claims adjuster
- Payment will be made via one-time use credit card, delivered to the email address that you provided to your claims adjuster

KEY REMINDERS

Prior authorization is required for all repairs

Do not begin repairs or order parts without prior authorization

Have your complete estimate and diagnostic information with you when you call to start your claim

Communication is key! We're here to help!