

### **\*PRE-AUTHORIZATION MUST BE OBTAINED PRIOR TO STARTING ANY REPAIR\***

1. Use all reasonable means and precautions to protect your vehicle from further damage. This may require that you stop the vehicle, turn off the engine, and/or have it towed.
2. Return the vehicle to the selling dealer or licensed repair facility of your choice within Canada or the United States.
3. Provide the repair facility with a copy of your Xtended Auto Policy.
4. **Prior to starting repairs, you or the repair facility must call the administrator at 1-866-481-1327 to verify coverage and obtain a claim authorization number for claims.** The amount authorized is the maximum that will be paid. Any additional amounts need prior approval.
5. After the administrator has been contacted, review with the repair facility components that will be covered and have the work completed.
6. When you pick up your vehicle, review the repair order with the service manager and pay the deductible and any other non-covered expenses, if applicable.
7. **You or the repair facility must provide the administrator with the repair order within forty-five (45) days** of the completion of the authorized repairs. Failure to submit the repair order within forty-five (45) days may result in complete denial and non-payment of the claim.
8. The administrator will reimburse the repair facility or you after receipt of the repair order, in accordance with the provisions of the policy, for authorized repair costs performed on your vehicle, less any applicable deductible.
9. If a mechanical breakdown occurs when the administrator's office is closed, you may follow these claims procedures without prior authorization. However, you or the licensed repair facility must call the administrator during the next business day. Failure to call in and report the claim on the next business day may result in non-payment.

CornerStone United Ltd 201-931 Commissioners Road E. London Ontario N5Z 3H9

**Monday through Friday 8:00am-8:00pm ET**

**Saturday 9:00am-1:00pm ET**

**Administrator: 1-866-451-1327**