DATE	ODOMETER READING	SERVICED BY	MAINTENANCE PERFROMED

## MAINTENANCE RECORD LOG

Include the following under a section titled: Your Maintenance Responsibility

Properly maintain your covered vehicle and keep the receipts - keep copies of all receipts (e.g. oil changes, lubrication, etc.) because proof of maintenance may be required when you file a claim. Properly maintaining your vehicle includes, but is not limited to, the following guidelines:

- 1. Always monitor vehicle temperature or pressure warning systems and make sure they are working properly.
- 2. Check the level and condition of all coolants, lubricants, and fluids routinely.
- 3. Turn the Vehicle OFF immediately at the sign of any mechanical failure and call roadside assistance and the administrator before taking the vehicle to any repair facility.
- 4. Drive your vehicle within the factory tolerances. Failures determined to have occurred due to abuse or negligence will be denied.

## Also include this:

Perform required manufacturer recommended maintenance, and maintain records and receipts of services. We reserve the right to deny any claims if the vehicle has not been properly maintained, and/or no proof can be provided that the vehicle has been properly maintained

## ALITE

## **HOW TO FILE A CLAIM**

Include the following information:

YOU MUST CALL THE ADMINISTRATOR FIRST; NO REPAIR COSTS WILL BE PAID WITHOUT PRIOR AUTHORIZATION!

- 1. Contact us for assistance with locating a licensed repair facility; or, if you are within 50 miles of the selling dealership and they have a repair facility, contact us and deliver the vehicle to them. If we are not reachable (e.g. you experience a breakdown outside normal business hours), then you may take the Vehicle to any Licensed Repair Facility. However, written authorization from us must be received before any repairs are performed. If circumstances require you to take the Vehicle to a Licensed Repair Facility prior to your communication with us, have them contact us toll free at 1-833-372-7526 before servicing your vehicle.
- 2. Provide the licensed repair facility a copy of your service contract, and have them call us at 1-833-372-7526 prior to servicing your vehicle. Remember, no repair costs will be paid without prior authorization from us.

We will review the repair order given to us by the licensed repair facility, and call you to review your coverage. Once we have received your approval, we will contact the licensed repair facility with an Authorization number.

- 3. Upon our request, you must allow us to inspect the vehicle to gather necessary information regarding any claim.
- 4. Once the claim has been authorized by us, you are responsible for payment of the Deductible (listed on the Service Contract Registration Page) and for any items not covered by this Service Contract.
- 5. Also talk about how our average claim time is 2 hours