

The Administrator will direct a contract/policy holder to return to the Issuing Dealer in the event of a mechanical condition or breakdown whenever possible to do so. This important step assures the Administrator of quality repairs and improves customer retention for our dealers. To initiate a claim for SecureDrive MBP follow these steps:

Claims Assistance

1. Log into LGM's online claims submission portal using your unique log in information at www.lgmhub.ca, or
2. Contact the National Claim Centre by phone toll free: **1-866-287-6200**
3. Provide the National Claim Centre with the following information:
 - Repair facility name and telephone number.
 - Contact name at the repair facility.
 - Contract/policy number.
 - Name of the contract/policy holder.
 - Vehicle description – year, make and model.
 - Current odometer reading.
 - Last eight (8) digits of the Vehicle Identification Number (VIN).
 - Contract/policy holder's complaint or concern.
 - Part numbers for components required for repair.
 - Cause of failure.
 - Repair order number.

The claims adjuster will provide the repair facility with a reference number. The reference number, which identifies that a claim has been initiated, should be referred to throughout the claim process to ensure efficient claim administration.

4. Obtain authorization from the client for diagnosis and/or tear down
In the event the repair facility requires time to tear down or diagnose a mechanical condition or failure, they must obtain approval from the contract/policy holder. The Administrator cannot provide the repair facility with approval for tear down, as the cost incurred for this service will be the responsibility of the contract/policy holder. Until such time as the repair facility has made a determination of the required repairs, and receives confirmation that such repairs are covered under the terms and conditions of the contract/policy, the Administrator cannot provide approval for services rendered.
5. Contact the Administrator for claim approval
Once a diagnosis for required repairs has been established, the repair facility must compile an itemized list of required components and labour hours which will be reviewed by the claim adjuster. The Administrator will approve labour times as determined by a current version of a nationally recognized labour guide such as ALLDATA, Mitchell OnDemand, or equivalent. The Administrator cannot authorize labour operations or labour times that are not clearly defined in one of these labour guides. Labour hours not clearly identified in a labour guide that are covered under the terms and conditions of a SecureDrive MBP contract/policy, such as wiring harness repair, will be approved at the sole discretion of the Claims Manager. Once the total approved cost of the repair has been determined, the Administrator will provide the repair facility with an authorization number. The approved claim amount will be the total approved cost, less the applicable deductible amount.

Please provide the following information when calling in a SecureDrive claim:

- SecureDrive policy/contract number or last 8 digits of VIN
 - Vehicle Year and Model
 - Odometer reading at time of claim
 - Customer name
 - Date of breakdown
 - Repair order number and date opened
 - Customer complaint
 - Cause of Failure – what repair is necessary?
 - Part numbers required and part names
 - Price of parts (not to exceed manufacturer's suggested retail price)
 - Flat rate labour time to perform repairs
 - Service Advisor's name attending to this claim
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After providing the above information to a SecureDrive Claims Adjuster, you will be issued an authorization number for a specific dollar value for the repair.

Please ensure you place the authorization number and authorized amount on the final invoice.

Please ensure the customer signs the closing invoice, or attach a signed repair order to the closing invoice and send to SecureDrive claims for payment.