Please use the following table as a reference when verifying claims statuses.

Status	Definitions
Pending (unsubmitted)	A claim was started & saved, but has not been submitted for review by LGM. **Note**: A mandatory document or picture upload is required before HUB allows the claim submission. E.g. Signed Repair Order.
Pending (submitted)	The claim has been successfully submitted to LGM and is under review.
Pending	The claim was started by an LGM adjuster, no authorization for repairs has been provided.
Authorized	An authorization has been provided to proceed with the repairs as outlined in the parts and labor summary.
Paid	The payment has been received and processed on an authorized claim.
Denied	No authorization has been provided. Claim has been denied, contact LGM for further details.
Auto-Void	The claim was authorized, but no further actions were taken. **Note**: After 6 months the system will auto-void the claim. These claims can be un-voided when an invoice for payment processing has been received, or voided if the work has not been performed.
Void	The claim has been voided by an LGM adjuster. **Note**: This could result from a customer declining to have repairs completed or a claim started in error, e.g. Manufacturer warranty present.

Sub-Status	Definitions
On-Site Inspection	The claim is under review, an LGM adjuster has arranged for an inspector to view the vehicle.
Awaiting Maintenance Records	The claim is under review, an LGM adjuster has requested the maintenance records of the vehicle. **Note**: Users can upload the documents directly in HUB. Please provide **all available maintenance records.**
Awaiting Estimate	The claim is under review, an LGM adjuster has requested and is waiting for an estimate to be provided. **Note**: Please upload the requested documents directly in HUB.
Awaiting Pictures	The claim is under review, an LGM adjuster has requested and is waiting for pictures to be provided. **Note**: Please upload the requested pictures directly in HUB.
Documentation Requested	The claim is under review, an LGM adjuster has requested and is waiting for documentation to be provided. **Note**: Users can upload the documents directly in HUB. Users can also verify the document section to get details on which documents are needed.
Review In-Progress	The claim is under review, please stand by for a decision.