

Step 1 of 10:

Find a Contract

Find a contract by filling in the search criteria. Partial information is sufficient if you are searching for a contract sold by your dealership. For contracts sold by another dealership, you must search by full VIN or an exact match of **First** and **Last Name**.

Please click on **Search** button (1) to initiate the search.

Step 2 of 10:

View Claims

When presented with the list of search results, please click **View Claims** (2) for desired contract.

Contract Number	Product	Status	Customer Name	Vehicle	VIN	Contract Date	Sale Date	Account Name	Ac.	Actions
2175269	LGM Prepaid Maintenance	InForce		2019 Honda Civic LX		10 Jun 2019	10 Jun 2019		7535	View Claims

Step 3 of 10:

View Details

Contract details are now accessible.

You can review vehicle, coverage and dealer details by clicking the icon beside the **Contract Number** (3).

You can also view **Terms and Conditions** (4), or initiate a claim by selecting **Add New Claim** (5).

The **Coverage Item Details** and **Quantity Remaining** can also be viewed (6).

Contract Summary

Contract Number	Status	Customer Name	Vehicle	VIN	Contract Date	Product	Plan	Terms & Conditions	Expiry Date	Expiry Mileage	RF	Dealership Name	Additional Info
2175269	InForce		2019 Honda Civic		10 Jun 2019	LGM Prepaid Maintenance	Basic	T & C	10 Jun 2022	2,000,000.000 km	No		5 Service Intervals

Coverage Item Details

Coverage Item	Maximum Number of Events	Maximum Usage per Event	Qty Remaining
Engine Oil	5	1	4
Engine Oil Filter	5	1	4
Engine Oil Drain Plug Gasket	5	1	4
Multipoint Inspection	5	1	4
Shop Supplies	5	1	5
Tire Rotation	2	1	2

Claims History

Claim Number	Status	Current Mileage (In km)	RD Number	Correction	Failure Date	Authorized Amount	Cost	Paid Amount	RF Name	Reported Channel
528126	Authorized	1	1	Engine Oil Engine Oil Filter Engine Oil Drain Plug Gasket Multipoint Inspection	20 Aug 2019	\$89.50	\$89.50	\$0.00		Phone
Total						\$89.50	\$89.50	\$0.00		

Need Help?

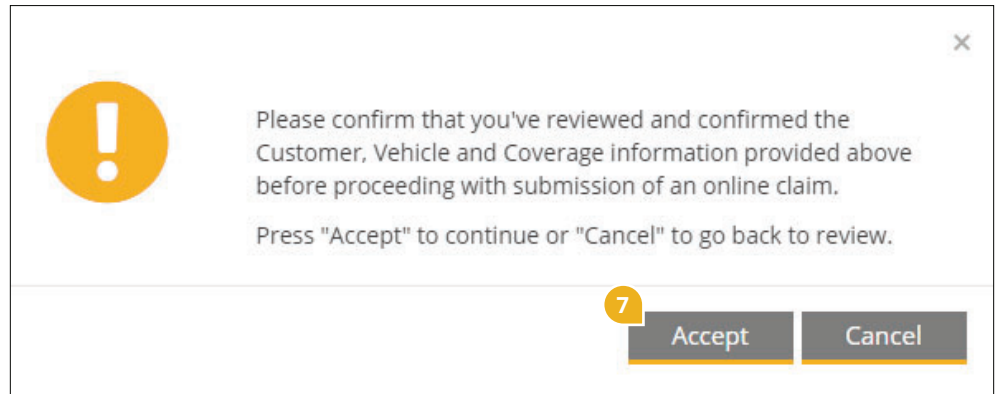
If you have any questions please consult our [FAQ](#) or contact us through [Live Chat](#) in the [HUB](#)

Step 4 of 10:

Confirmation Message

A pop up message will appear, asking you to confirm you have the correct contract holder information.

After you review and validate the information, click **Accept** (7).



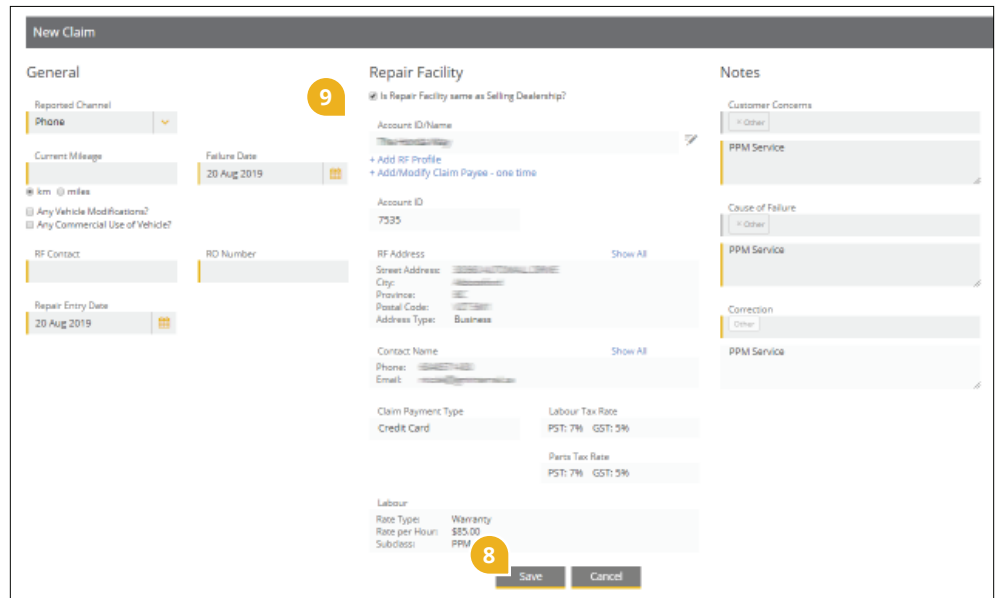
A confirmation dialog box with a yellow exclamation mark icon on the left. The text reads: "Please confirm that you've reviewed and confirmed the Customer, Vehicle and Coverage information provided above before proceeding with submission of an online claim. Press 'Accept' to continue or 'Cancel' to go back to review." At the bottom right, there are two buttons: "Accept" and "Cancel". A yellow circle with the number "7" is positioned above the "Accept" button.

Step 5 of 10:

Provide Claims Details

Start by filling out the **General** section, any field that has a vertical colored bar is a mandatory entry. Once they have been filled out you can proceed to **Save** the claim (8).

The **Repair Facility** and **Notes** section will auto-populate the required information (9).

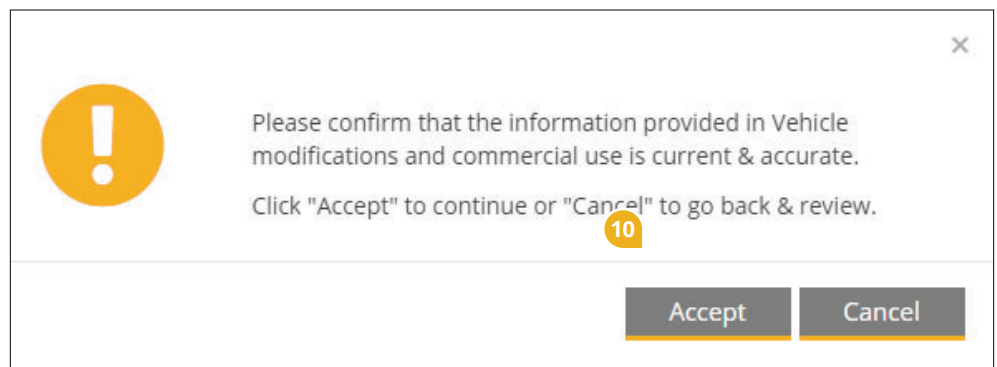


The "New Claim" form is divided into three main sections: General, Repair Facility, and Notes. The "General" section includes fields for Reported Channel (Phone), Current Mileage, Failure Date (20 Aug 2019), RF Contact, and Repair Entry Date (20 Aug 2019). The "Repair Facility" section includes a checkbox for "Is Repair Facility same as Selling Dealership?", Account ID/Name, Account ID (7335), RF Address, Contact Name, Phone, Email, Claim Payment Type (Credit Card), Labour Tax Rate (PST: 7%, GST: 5%), and Parts Tax Rate (PST: 7%, GST: 5%). The "Notes" section includes Customer Concerns, Cause of Failure, and Correction. A yellow circle with the number "9" is placed over the "Repair Facility" section. At the bottom right, there are "Save" and "Cancel" buttons. A yellow circle with the number "8" is placed over the "Save" button.

Step 6 of 10:

Confirmation Message

A new pop up message will appear asking you to confirm the information provided. After you review and validate the information, click **Accept** (10).



A confirmation dialog box with a yellow exclamation mark icon on the left. The text reads: "Please confirm that the information provided in Vehicle modifications and commercial use is current & accurate. Click 'Accept' to continue or 'Cancel' to go back & review." At the bottom right, there are two buttons: "Accept" and "Cancel". A yellow circle with the number "10" is positioned above the "Accept" button.

Need Help?

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Step 7 of 10:

Add Quantity

Select **Quantity Claimed** related to the service being performed (11). Prices will auto-populate.

The Labour is included with the price of components.

Once you have selected all **Quantity Claimed**, select **View/Upload Documents** (12) and upload the repair order (**Note: this is a mandatory step**).

After uploading documents the **Submit** button (13) becomes available.

Line #	Component Type	Component	Quantity Claimed	Maximum Usage per Event	Quantity Remaining	Labour Hours	Labour Cost	Part Cost	Subtotal	GST/HST	PST/QST	Total Cost	Status
2	Service	Engine Oil	1	1	4	0	\$0.00	\$36.08	\$36.08	\$1.80	\$2.53	\$40.41	Pending
2	Service	Engine Oil Filter	1	1	4	0	\$0.00	\$16.68	\$16.68	\$0.83	\$1.17	\$18.68	Pending
2	Service	Engine Oil Drain Plug Gasket	1	1	4	0	\$0.00	\$1.65	\$1.65	\$0.08	\$0.12	\$1.85	Pending
2	Service	Multipoint Inspection	1	1	4	0	\$0.00	\$25.50	\$25.50	\$1.28	\$1.78	\$28.56	Pending
2	Service	Shop Supplies	1	1	4	0	\$0.00	\$5.00	\$5.00	\$0.25	\$0.35	\$5.60	Pending
2	Service	Tire Rotation	1	1	1	0	\$0.00	\$25.50	\$25.50	\$1.28	\$1.78	\$28.56	Pending
Total							\$0.00	\$110.41	\$110.41	\$5.52	\$7.73	\$123.66	

Please remember to upload repair order & supporting documents using the "Upload" button provided prior to submitting your Claim.

Buttons: Save, View/Upload Documents, Submit, Close

Step 8 of 10:

Uploading Documents

The mandatory signed Repair Order can be uploaded by dragging and dropping the file(s) to area (14), or by selecting **Choose File** (15) and browsing your file folders.

Once you provide a description (16) of the file, you can add the file to the claim by selecting **Save** (17).

Note: Maximum 10MB per file.

Files: Drop file(s) here

+ Choose File

Name	Size	Category	Document Type	Description	Actions
Test.docx	0.02 MB	Claim Documents	Claim Supporting Documents	Signed Repair Order	X

Buttons: Save, Cancel

Need Help?

If you have any questions please consult our [FAQ](#) or contact us through Live Chat in the [HUB](#)

Step 9 of 10:

Confirmation Message

A new pop up message will appear asking you to confirm the information before submitting the claim.

After you review and validate the information, click **Confirm (18)**.

You are about to submit a claim with the total value **\$123.66**

Components claimed are:

Component	Quantity Claimed	Labour Cost	Part Cost	Subtotal	GST/HST	PST/QST	Total Cost
Engine Oil	1	\$0.00	\$36.08	\$36.08	\$1.80	\$2.53	\$40.41
Engine Oil Filter	1	\$0.00	\$16.68	\$16.68	\$0.83	\$1.17	\$18.68
Engine Oil Drain Plug Gasket	1	\$0.00	\$1.65	\$1.65	\$0.08	\$0.12	\$1.85
Multipoint Inspection	1	\$0.00	\$25.50	\$25.50	\$1.28	\$1.78	\$28.56
Shop Supplies	1	\$0.00	\$5.00	\$5.00	\$0.25	\$0.35	\$5.60
Tire Rotation	1	\$0.00	\$25.50	\$25.50	\$1.28	\$1.78	\$28.56
Total:		\$0.00	\$110.41	\$110.41	\$5.52	\$7.73	\$123.66

18
Confirm
Cancel

Step 10 of 10:

Notification

You will be presented with the claim number and receive a submission notification via email.

LGM will review your claim and provide authorization and WEX credit card payment.

Thank you for submitting Prepaid Maintenance claim number 534671.

The authorization email has been sent to [redacted], please proceed with the repairs as outlined in the parts and labor summary.

If you have any questions, please contact our Claim Services Team at [redacted] or email: claims@lgm.ca

Close

Need Help?

If you have any questions please consult our [FAQ](#) or contact us through Live Chat in the [HUB](#)