Claim&Go

> **_Prerequisite:_** Claim&Go can be downloaded from the App Store for iOS or the Play Store for Android.
>
> **_HUB Compatibility_**: A claim started in the app can be finished in the HUB and vice versa.

Step 1 of 5:
Find a Contract
Login using your HUB credentials.

Contact service@lgm.ca to receive a username and password if needed.

Find a contract by using the **SCAN VIN** function to scan the VIN on the "B" pillar of a vehicle. Ensure the red line is aligned with the **VIN** (1).

Alternatively, users can enter the last eight digits of the **VIN to search** for a contract. (2).
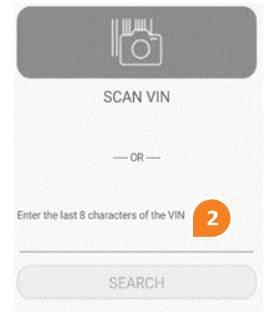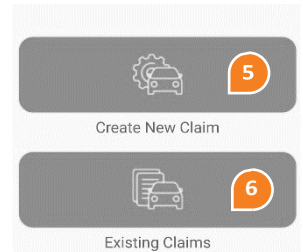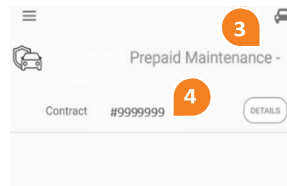

Step 2 of 5:
Starting a Claim
Tap on the **car symbol** (3) to display policy information or tap on the **policy** (4) to start a claim.

Tap on **Create New Claim** (5) to start a claim, or on **Existing Claims** (6) to view existing claims.


Step 3 of 5:
Processing a Claim
Enter the vehicle's current **odometer** reading (7).

Enter the **Repair Order** number (8)

Use the **plus (+)** and **minus (-)** icons to choose the correct components and labor (9).

Once all required components are chosen, tap on **ADD PHOTOS** (10) to add pictures by tapping on each field (11). **Ensure the signed Repair Order is uploaded, this is a mandatory step prior to claim submission.**

Tap on **CLOSE** (12) to go back to the previous screen and tap on **NEXT** (13) to proceed to claim submission.
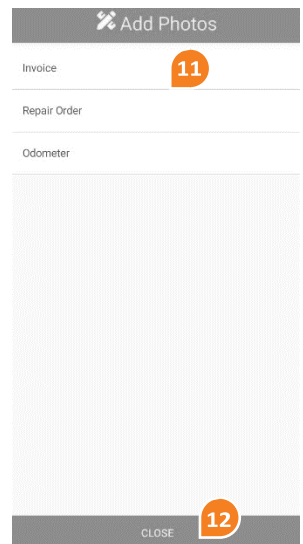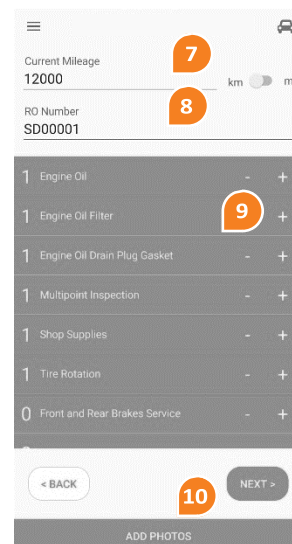
Need help?
If you have any questions please consult our **FAQ** or contact us through Live Chat in the **HUB**

Step 4 of 5:

Uploading Pictures

By tapping on **MY CAMERA** (14), users can photograph needed documents.

Users can tap on **MY ALBUM** (15) if pictures have already been taken and tap on the **squares** (16) to upload the appropriate picture.

Pictures of the **signed Repair Order** are mandatory prior to claim submission (**bold** frame) (17)
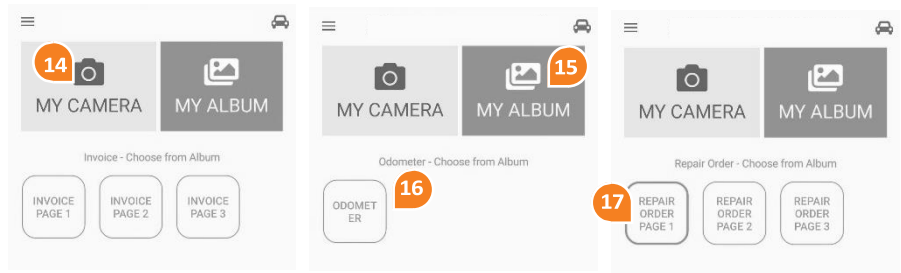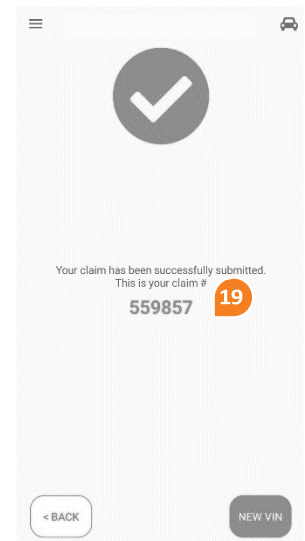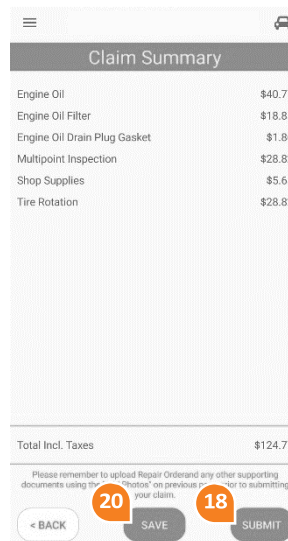

Step 5 of 5:

Submitting the Claim

Review the claim summary and modify your claim if needed. Hit **SUBMIT** (18) to submit the claim.

The next screen provides you with a **claim number** (19) and a confirmation that the claim has been successfully submitted. The claim authorization and payment emails will be sent momentarily.

The **SAVE** (20) button allows the users to complete the claim at a later time, either from the app or the HUB.

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