

## **Excess Wear and Tear Claims Procedures**

Claim Center: (855) 996-7569  
[claims@consumerservicecorp.com](mailto:claims@consumerservicecorp.com)

Claim Center Hours of Operation:  
MON-FRI: 8AM-5PM EST  
SAT: 9AM-2PM EST

### **ALL CLAIMS MUST BE AUTHORIZED BY CSC's CLAIM DEPARTMENT PRIOR TO REPAIR OR REPLACEMENT OF ANY DAMAGED PARTS BEING CLAIMED.**

**\*\*\*For all claims, please have ready:**

- first and last name
- customer's policy number
- vehicle's current mileage.
- vehicle's last 6 of the VIN
- pictures may be required to adjudicate claim

### **Contact the Claim Center to provide:**

- location, description, and size of the Excess Wear and Tear
- estimate to perform the repairs, including labor

### **Claim Payment**

In order to receive payment for an authorized claim, please:

- fax your final invoice to (269) 388-3554 or
- email it to [Claims@consumerservicecorp.com](mailto:Claims@consumerservicecorp.com) with your authorization number written at the top of the first page

Invoices received up to 5PM EST will be paid the same day via a faxed credit card authorization form. Invoices which arrive after this time will be paid the next business day. Any payment inquiries may be directed to [Claims@consumerservicecorp.com](mailto:Claims@consumerservicecorp.com) or call (855) 996-7569.