



Claim Initiation Form

Prior authorization is required.

Failure to obtain prior authorization may result in denial of the claim.

Complete the following information in order to initiate the claim process:

Customer Name _____
Customer Address _____
Customer Phone # _____
Warranty # _____
Vehicle Year, Make and Model _____
Vehicle Identification # (VIN) _____
Date of Purchase _____
Claims Submitted By _____ Phone # _____

1. Contact the original selling dealer to schedule appointment for repair/replacement.
2. If unable to return to the original selling dealer, contact our claims department to be directed to the appropriate franchise dealer.

In order to obtain prior authorization, have the technician performing the work contact our Claims Department before starting the work.

1-800-346-6469

Monday through Friday 8:00am to 5:00pm Central time.

The technician will be asked the following questions:

1. Technician's name and name and telephone number of the dealership.
2. Verify the customer's address and phone number.
3. Where did the loss occur?
4. How many keys are being replaced?
5. What is the part number and price of the key?
6. What is the cost of labor and tax?
7. What is the total cost of the replacement?
8. Who will be reimbursed? The customer or the dealer?

Claims meeting the terms of the warranty will be issued an authorization code to be included on the final invoice.

Submit the following:

1. Copy of the final invoice with:
 - a. Authorization code
 - b. Customer's name, address and daytime phone number
 - c. Customer's signature
 - d. Vehicle Year, Make, Model and VIN
2. All documents must be completely legible

Documents may be mailed, faxed or emailed to the following:

MAIL	FAX	EMAIL
IAS 8201 North FM 620, Suite 100, Austin, TX 78726	512 257 4777	claims@iasdirect.com

IAS, Inc. reserves the right to investigate any claim.

The status of claims can be viewed online at www.fasterclaims.com. The customer and/or technician will need to enter in the contract number and claim number to be able to view the status and/or see what is still needed in order to process the claim.