

Great Lakes

Claims Handling Procedures



Great Lakes Claims Handling

Environmental Paint, Corrosion & Interior Claims Procedure

There are 2 methods to choose from when filing a claim:

1. A customer and/or dealer may file a claim by visiting our website at www.ecpinc.net, click on Contact Us, and select Exterior or Interior claim.
2. A customer and/or dealer may contact Warranty Administrators directly at 877.275.8234 and request that the forms be emailed, faxed or mailed to their home and/or office.

The following information is required by Warranty Administrators in order to process an Interior, Exterior and/or Wheel Claim:

- A. A copy of the customer's warranty
- B. A copy of the current vehicle registration
- C. A completed Int/Ext/RTB/Wheel Claim Form
- D. An itemized estimate of repair (*Paint & Rust only*)
- E. Color photos of the damaged area(s) (*Paint & Rust only*)

Upon our receipt of all items referenced above, we will open a claim for the customer and the information will be reviewed. Claims will be responded to within 72 hours from the receipt of ALL documentation.

Once the claim has been processed, the customer will be contacted with the final claim determination.

All claims **MUST be AUTHORIZED** prior to any attempts to repair the damage. There is no out-of-pocket expense to the customer whether they file an Interior or Exterior claim.

Tire Claims are processed using the Tire Claim form and instructions posted on our website: www.glcompanies.com.



What happens when something goes wrong?

**Download
right on
customers
phone**

**Fill out info,
take photo
push send!**

**Go to App
Store or
Play Store**

**Search for
ECP Claims**

