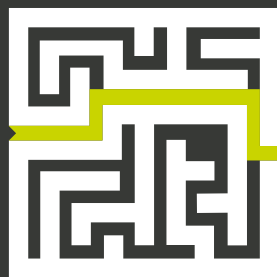


## HOW TO MAKE A CLAIM



**SIMPLE  
TO USE**



**NO PHONE  
CALLS**



**RESPONSE  
WITHIN THE  
HOUR**



**FAST  
PAYMENTS**

Where the vehicle is drivable, take your car to your chosen repairer and get them to diagnose the fault. Your dealer or repairer must obtain approval for the work via iClaim to agree the claim and costs. Ask that they log on to our web-based iClaim system.



### OUR ONLINE SYSTEM - iClaim

<https://iclaimuk.autoprotect.net>

Ask the repairer to create a login, although they may already have one. This will take them no more than a couple of minutes and any future claims can be made with us via this simple system.

iClaim not only removes the need for phone calls but also simplifies the claims process, makes invoicing us quick and ensures payments will be settled directly into their account.

If the repairer needs help with iClaim they should visit [www.claimingiseasy.co.uk](http://www.claimingiseasy.co.uk)



### NEXT GIVE THE REPAIRER THIS INFORMATION:

1. **Your vehicle registration**
2. **Your postcode**
3. **Your surname**
4. **Current vehicle mileage**
5. **Nature of the claim**
6. **Copies of any servicing you may have had.**



### WHAT YOU NEED TO KNOW.

You may need to give your permission to pay for and carry out any fault finding, diagnosis or dismantling necessary, and agree to pay for any costs outside of the authorised amount.

**In some cases we may ask the repairer for further information, e.g. diagnostics, images or videos.**

**The repairer must not start any repairs without submitting the claim via iClaim. Work carried out without prior approval will result in the claim being rejected.**

When the repairs have been completed, THE REPAIRER can create their invoice via iClaim. Instructions on how to do this can be found here: [www.claimingiseasy.co.uk](http://www.claimingiseasy.co.uk).