



Working together to give a better customer experience!

INFO FOR FILING PRIVATELY OWNED VEHICLE TRANSPORT DAMAGE CLAIMS:

We at Claims-Plus, Inc. have been contracted to be the point of contact for claims, including submitting the claim to the processor for you.

Contact info: Claims-Plus, Inc. 256-379-5820 ext 202 claim@claims-plus.com

Rhonda Bass will assist you with getting an Authorization Form completed so the claim can be initiated.

The **documents needed** are listed below in red.

A. The documentation required, that the dealer is responsible for, is as follows:

1)Condition Report dated when vehicle is delivered to customer at US retailer, noting damage or missing item being claimed; This needs to be done within 15 days of arrival at the dealership.

2)photos of damage – 1 near and 1 far view of each area of damage;

3)detailed repair estimate/ paid repair invoice from body shop to repair/replace missing items;

4)carrier delivery receipt from delivery to retailer, noting damage;

B. The other documentation required should be available from the vehicle owner:

~Exit Survey from dropoff in Europe, and

~Auto Shipment Order, **unless it is a direct ship vehicle, which do not have these.**

Rather than wading through the Conditions and wondering which situation applies, having Claims-Plus as a contact should save time and simplify the process for both you and your customer. We can assist you in gathering the documents needed.

Once we have received all the documents and the Authorization Form, we can submit the claim to UCM, the processor in England. The payment method will not change. Claim processing will still be based on the Marine Insurance Conditions, for the insurance covering transport claims on home shipment cars only.

Once the claim has been submitted, you will receive a copy of the .pdf file sent to the processor. Claims-Plus will need one contact at your location for each claim initiated, with correct contact info for that individual. There is a place on the Authorization Form to give us that info. If you would like your customer to also have a copy of the .pdf sent to UCM, let us know and we will do that.

****Processing and issues of claim validity, status, and payment do not fall under the Claims-Plus contract.**

Contact info for the processor will be on the Authorization Form, in the event you desire to contact the processor. Your info will be on there, too, if the processor needs to contact you.

We have many years of experience with the processing of Volvo transport damage claims. We are pleased to be working with the dealers once again, though not processing, but using our background and knowledge to assist in submitting claims. If you have questions about the claim submission that have not been answered here, we will be happy to help.