

Tire & Wheel Claim Instructions Easy as 1 2 3

Important Notice: All claims must be AUTHORIZED by MAG before any repair work can begin.

1 Report Your Claim

If you already have a claim number, proceed to the next step. If not, please follow one of the methods below to report your claim to MAG:

- **MyCar Mobile:** Easily report your claim at no cost. Visit www.mycarmobile.com for more information.
- **Online:** Visit our [claims page](#).
- **Phone:** Give us a call at 800-801-1342



2 Authorization

Option A: During Business Hours

When you arrive at your repair shop **follow one of these options to obtain Authorization:**

- **Have Repair Shop Call Us:** Request that your repair shop call us with a breakdown of the repair estimate at 1-800-801-1342.
- **Have Us Contact Your Repair Shop:** If your repair shop is unwilling to contact us, let us know, and we will reach out to them directly. Just provide us with the name and number of the person you're working with.
- **Contact Us Yourself From Repair Shop:** If your repair shop will only speak with you, call us at the number above once you have a repair estimate. We will gather the necessary information directly from you to authorize the claim.

*Please note that MAG will only cover charges up to the Authorized amount **both During and Outside Business Hours**. Make sure to confirm the final price with the repair facility before making any payment or allowing any work to start. If your claim is occurring Outside Business Hours please note that MAG will pay for the reasonable cost of repair or replacement of covered tires and/or wheels. All reimbursement requests are cross-referenced against a national database of average repair/replacement costs. Excessive requests will be adjusted to a reasonable level before Authorization.*

Option B: Outside Business Hours

If our offices are closed, **follow these steps:**

- **Take Photos:** Capture clear pictures.
 - Take a wider shot showing full view of each damaged tire/wheel.
 - Take a close shot of damage location for each tire/wheel.
- **Don't Dispose of Damaged Parts:** Make sure damaged tire/wheels are not disposed of until MAG has authorized your claim.
- **Get Tire/Wheel Information:** Ask your repair facility for the tread depth at the lowest point on each tire/wheel being reported in the claim.
- **Repairability Assessment:** If repair facility considers damage non-repairable, ask for their reasoning.
- **Review Terms and Conditions:** Ensure your repair is within the terms and conditions of your contract coverage.
- **Complete Repairs:** If your repair situation is too urgent to wait, proceed with the necessary repair or replacement as advised by the repair facility.
- **Complete Claim Form:** Fill out and sign a tire and wheel claim form found [here](#) or visit www.maximusautogroup.com/claim-info to download one.
- **Submit Documents:** Submit the photos along with signed tire and wheel claim form using one of these methods:
 - **MyCar Mobile:** Upload images to your claim.
 - **Email:** claims@maximusautogroup.com
 - **Fax:** 941-538-3026 (Attn: T&W Claims)
- **Claims Decisions:** A MAG Claims Adjuster will review the information on the next business day and make a decision based on the terms and conditions of your contract.

3 Payment

When taking your vehicle to your selling dealership, we can often pay them directly, saving you the trouble of seeking reimbursement. However, if you choose an alternate repair facility, they may not accept direct payment from us and you will have to follow the reimbursement process below:

- **Reimbursement Eligibility:** In such cases where you are required to pay the repair facility directly you are eligible to be reimbursed for any amount authorized by MAG.
- **Reimbursement Timeline:** Reimbursement typically takes less than 10 days from when we receive the required documentation. Reimbursement checks are sent to the address we have on file with your contract. If you have a need for your check to be sent someplace else, you must make request of that when submitting all your documents to MAG.
- **Documents Required:**
 - A copy of the repair order itemizing:
 - Part numbers and part costs for any authorized parts
 - Labor cost for each authorized item
 - Taxes
 - Any fees outside of the above must have detailed description that matches what was authorized.
 - Proof of payment for the repair order
 - Signed tire and wheel claim form if your claim was handled as an emergency after hours claim.

