



Expert Protection Claims Process

(For contracts submitted January 16, 2006 forward)

1. Customer or dealer calls Expert Protection Customer Service, 800-930-3986 prior to technician being dispatched.
2. Customer Service Representative (CSR) validates the following information:
 - Contract number
 - Customer name and address
 - Product model and serial numbers
 - Product complaint
 - Plan coverage
3. A 4 digit verification number is issued.
4. Work order is faxed to Servicing Dealer or Preferred Service Provider.
5. Technician is dispatched to customer's home.
6. Technician diagnoses product failure.
7. Technician calls Claims Department, 800-930-3986, for authorization to proceed with repair*. The following information will be needed:
 - Part numbers needed
 - Part cost total
 - Labor cost total
8. CSR authorizes repair amount and a 10 digit authorization number is provided. This completes a total 14 digit reference number.
9. Service Provider completes repair and submits invoice at www.claims.satisfusion.com using pre-assigned user name and password.
10. Invoice is paid within 30 days.