



PLATINUM ROAD HAZARD - GLASS SERVICE CLAIM PROCEDURE

For REPLACEMENT claims

- Return the vehicle to your selling dealer or local repair centre.
- Provide the dealer/repair centre a copy of your certificate.
- **If the repair facility is not the selling dealer, provide a copy of the claim form.**
- Complete the "Details of Incident" section and sign the claim form.
- The dealer/repair centre will be required to supply a parts and labour estimate for the replacement.
- The dealer/repair centre will be required to take pictures of the damage.
- Pictures and claim form are to be sent to PTRP at tireclaim@firstcanadian.ca for review.
- PTRP will inform the dealer/repair centre of claim status upon review of claim submitted.
- Once authorized and work completed, the dealer/repair centre to submit signed copy of repair order, along with a copy of the invoice showing their cost to purchase the new windshield or light, for payment.

Replacements must be pre-authorized; failure to do so will result in non-reimbursement.

For REPAIR claims

- Return the vehicle to your selling dealer or local repair centre to have the windshield or light repaired.
- Present the dealer/repair centre a copy of your certificate.
- If the repair facility is not the selling dealer, provide a copy of the claim form.
- Complete the "Details of Incident" section and sign the claim form.

The dealer/repair centre or the owner must submit a signed copy of the repair order for payment to tireclaim@firstcanadian.ca. The invoice must include the date, vehicle description, and owner information.

Maximum limit for windshield repairs is \$100 for 1st and \$20 for 2nd, including taxes.
Maximum two covered repairs per visit.

If you have any questions about the form or its application, please call our Road Hazard Claim Department at **780-417-5486** or email at tireclaim@firstcanadian.ca.