

# PLATINUM APPEARANCE *SERVICE PLAN*

## Service Claim Procedure - Repair Facility



### Service Submission:

For direct access to the claims department:

Email: **AncillaryService@firstcanadian.ca**  
Phone: **780-417-5486 or 1-800-381-2580**

**Complete the service form including customer and vehicle information, Details of Incident section and have customer sign the service form.**

- Take pictures of the damage
- Email the photos and completed claims form to **AncillaryService@firstcanadian.ca**
- FCPP will inform the dealer/licensed repair facility of service status upon review of service submitted.

### Payment:

- Once authorized and work completed, the dealer/licensed repair facility to submit signed copy of repair order, include sublet invoice if applicable, for payment. The documentation must include the date, vehicle description, owner information, and description of repairs performed.

If you have any questions about the form or its application, please call our claims department at **780-417-5486** or email at **AncillaryService@firstcanadian.ca**.



**Address:** 320 Sioux Road, Sherwood Park, AB T8A 3X6

• **Tel:** 780-417-5486 • **Email:** [AncillaryService@firstcanadian.ca](mailto:AncillaryService@firstcanadian.ca)

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