

PLATINUM APPEARANCE *SERVICE PLAN*

Service Claim Procedure - Vehicle Owner



Vehicle Owner:

- Return the vehicle to your selling dealer or local repair centre to have the service request submitted.
- Present the dealer/repair centre a copy of your Platinum Appearance Service Plan 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/licensed repair facility will be required to take pictures of the damage.
- The dealer/licensed repair facility are to 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.
- 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 us 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

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