

PLATINUM KEY & REMOTE *EXCHANGE PROCEDURE*

PLATINUM KEY&REMOTE
EXCHANGE



Claim Submission:

For direct access to the key and remote claims department:

Email: **keyexchange@firstcanadian.ca**

Phone: **780.417.5486**

For key and/or remote replacement claims:

- Complete the claims form, including:
 - customer and vehicle information,
 - parts and labour estimate(s), and
 - have the customer sign the claim form.
- Email the claim form to **keyexchange@firstcanadian.ca** for review.
- FCPP will advise on claim status upon review of the claim submitted.

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

Payment:

Once completed, submit the signed repair order to FCPP.

Email: **keypayables@firstcanadian.ca**

Mail: **First Canadian Protection Products**
320 Sioux Road
Sherwood Park, AB T8A 3X6

If you have any questions about the form or its application, please call our Key and Remote Exchange Department at **780-417-5486** or by email to **keyexchange@firstcanadian.ca**.



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