



Ancillary Claims Procedures

Initiate a claim by visiting our website www.claims.portfolioco.com. The claim can be started online or you may download claim forms for manual submission.

Online claim statuses and authorizations are updated within one-business hour of receipt of a new claim; excluding claims performed by our mobile technician network.

For all claims performed by our mobile technician network, a claims administrator will contact you within one-business hour of receipt and the customer can expect another call within 72 business hours (excluding weekends) by our mobile technician network for appointment setup. If you require additional assistance, please contact us at (877) 705-4001.

Instructions

Policy Holder:

1. Please take your vehicle back to original selling dealership
2. If you are unable to return your vehicle back to original selling dealership, please initiate the claim at www.claims.portfolioco.com Or call (877) 705-4001
3. A claims administrator will contact you within one-business hour of receipt of your new claim

Dealer:

1. Instruct the customer to return their vehicle back to their original selling dealer
2. If the dealer is able to perform the repair services, please initiate the claim at www.claims.portfolioco.com and a claims administrator will contact you within one-business hour of receipt of your new claim
3. If the customer is unable to return to their selling dealer or the dealer is unable to perform the repair services, please ask the customer to initiate the claim at www.claims.portfolioco.com. The customer may be instructed to take their vehicle to another repair facility or their repair may be eligible for repair by our mobile technician network
4. An authorization or an updated status can be viewed online within an hour of initiation during normal business hours

Claim Processing Requirements:*

1. Claim Form (if claim is not initiated online)
2. Copy of Final Customer Signed invoice for reimbursement
3. Photos of the damage (if required/requested)

***Additional Item Requirements by Coverage**

Tire for Life/Loyalty:

1. Copy of Service History (Repair Orders for Oil Changes and Tire Rotations)

Key Replacement:

1. Customer Signed Key Replacement Authorization Form

All required documents must be submitted to our claims department via web, email, fax or U.S. Mail

Please send legible copies of the required documents:

Web: www.claims.portfolioco.com
E-Mail: warrantyclaims@portfolioco.com
Fax: (480) 897-7507
Mail: Portfolio
Attn: Ancillary Claims Dept.
25541 Commercentre, Suite 100
Lake Forest, CA 92630

Please visit www.claims.portfolioco.com to check the current status of your claim