



## **Theft Protection Claim Procedures**

To start a new claim, access the Claims Portal by clicking [HERE](#) or by clicking on the Claims Center button on the Classic Website ([www.classictrak.com](http://www.classictrak.com)). Begin by searching for the contract using either: the contract number and last name OR the last name and last 6 digits of the VIN number.

Once the contract is located, click the start a claim button on the contract details screen. Fill in all the required information and click submit. A request will be sent to the Claims Department and a claim will be opened within 3-5 business days. In the meantime, begin gathering the documents listed below. To track the progress of the claim, sign-up for notifications on the contract detail screen. This will generate an email and/or text message advising of activity on the claim.

Once the claim is opened, an e-mail will be sent with all the document requirements. At this point, return to the Claims Portal to find the contract again. On the contract details page, upload PDF and Word files (no photos) for all the documents necessary to process the claim. It may be useful to utilize a free app such as Adobe Scan, which will allow you to take a picture of the document with your mobile device and convert it to PDF. The claims department will review the documents within 7-10 business days and send notification by email of any documents still needed.

### **THEFT PROTECTION DOCUMENT REQUIREMENTS**

Our goal is to process the Theft Protection claim as quickly as possible. In order to do so, copies of **ALL DOCUMENTS LISTED BELOW** must be sent to us within the required time referenced on the **Theft Protection form**.

**Please note:** It is the sole responsibility of the customer to make sure all documents are received within 30 days of the insurance settlement check issue date. In the event there is no insurance coverage the documents must be received within 60 days of the date of loss. Once you have uploaded the documentation, please allow 2-3 business days for the file to be updated.

#### **Required Documents Obtained From the Lender or Original Selling Dealership:**

**1. Buyers Order/ Vehicle Invoice**

The buyer's order to confirm the Theft Protection was purchased at the time of sale.

**2. Replacement vehicle's loan/ lease/ retails installment contract/or buyers order**

These will need to show your benefit amount listed as a cash down payment, so we may verify the funds went towards the new vehicle purchase.

**3. Theft Protection Form**

This is your Theft Protection form. Please include a copy of the front and back of your form.

#### **Required Documents Obtained From the Insurance Company:**

**4. Police Report/Theft Report**

This is mandatory as it is required that the theft be reported to the police within 24 hours.

**5. Insurance Declarations Page**

Should describe all collision and comprehensive coverages as well as applicable deductible

**6. If Vehicle is deemed a Total Loss:**

- **Vehicle Valuation Report**  
As determined by your primary insurance carrier.
- **Insurance Settlement Check**  
A photocopy or computer screen printout from the insurance company.

**8. If Vehicle Recovered Damaged:**

- **Repair Order/Itemized Invoice**  
This document originated by the repair facility reflects the total cost and authorized repairs.
- **Proof of Payment**

**9. Trip Interruption Receipts:**

If your vehicle is stolen more than 200 miles from your permanent residence, you may be entitled to reimbursement for travel expenses. Conditions and limitations apply; please see your Theft Protection Form for details.

*\*\*Due to size restraints, we cannot accept attachments over 10MB. Please submit documents accordingly.*

The Claims Department is open Monday-Friday 9am to 5pm EST and can be reached at 800-930-4633.

Protecting your private information is our priority. To review the **Norman & Company, Inc. /Classic Privacy Policy** disclosure, please visit <http://www.classictrak.com/privacy-policy/>. If you do not have access to the internet, feel free to call us and request a mailed copy.