



## Claims Overview

Glynn General Corporation  
Administrator

We have attempted to keep the Claims handling process as simple as possible. Glynn General Corporation, the claims administrator for Certain Underwriters of Lloyd's of London, administers all Lift Shield claims.

The Claims process is as follows:

- 1.) The **initial** decision as to whether or not a mechanical breakdown is a warrantable failure is made by the service or warranty manager of the *Dealership*. If the failure is deemed to be a warrantable failure, the dealership must **immediately call** the Glynn General claims department at 1-800-541-8585 for approval for the repair. **Failure to pre-notify could disqualify the claim.** Provide the claims department with the information on the attached proof of loss form. A member of the claims staff queries the computer system to determine that:
  - a.) The machine is covered, that it has been properly reported and a premium paid.
  - b.) The loss occurred after the expiration of the *Dealer/Manufacturer* warranty and before the expiration of the extended warranty.
  - c.) The loss amount is less than the stop limit.
  - d.) Determine coverage based on the terms, conditions and exclusions of the contract.
- 2.) The claims department will then provide the dealership with an authorization for the repair. Be sure to include this authorization on your invoice.
- 3.) Once the repair is completed, mail or fax the attached Proof of Loss along with your invoice to Glynn General at the address or fax below. Upon receipt of the *Proof of Loss Statement*, and your invoice the Claims staff reviews the documents. If the claim is authorized then a check is issued to the *Dealer* less any items that would not be covered such as overtime labor costs, pick up and delivery and freight.

# Claims Procedures

Glynn General Corporation

**Information that will ensure each claim is processed in the most efficient manner.**

**1.) Fill out the “*Proof of Loss Statement*” (use the sample provided to make copies as needed).**

## **2.) Claim Description**

Every claim should include the customer’s complaint, the cause of failure, and the corrective action required to fix the problem. If any of these are missing the claim may be delayed while we request this information.

## **3.) Labor Charges**

- a.) We pay overtime at standard time rates only.
- b.) An explanation of labor rate and hours charged on the Proof of Loss Statement or Sales Invoice will expedite the claim. Without this information the claim may be delayed while we request this information.
- c.) We adjust labor in accordance with the Manufacturers time requirement guidelines. If the claim being filed is more than the Manufacturers time guide, please provide an explanation for the extra time. This allows our adjusters to consider exceptions.

## **4.) If We Request Pictures**

- a.) Pictures of parts should attempt to show the cause of failure or the extent of the damage. A picture of the outside of a component will not help us visually verify an internal part failure.
- b.) Pictures should generally be taken as close as possible to the part to allow for detail.
- c.) Digital photo’s can be printed and mailed to us or e-mailed as .JPG files (call for additional information if necessary).

## **5.) Manufacturers Warranty Period**

Our coverage begins the day after the Manufacturers warranty expires. If a unit is still under factory coverage and a claim occurs, it must be filed with the Manufacturer.

## **6.) Manufacturer Recalls, Product Improvements.**

If the Manufacturers warranty period has expired and a claim is covered by a Manufacturer recall or Product Support Program, the claim must be filed with the Manufacturer. Our coverage will not apply in such an instance. If a Manufacturers recall or Product Support Program only partially covers a claim, the claim may be submitted to us for review. We will require a full explanation of what the Manufacturer allowed along with a copy of the Manufacturers settlement statement.

## **7.) Replacement Versus Repair cost**

We allow the use of exchange components under certain circumstances. The guidelines are as follows:

The cost to repair the failed component meets or exceeds 70% of the value of a remanufactured or new exchange component. If the repair cost falls under 70%, the failed component should be repaired and we will pay only for parts and labor associated with the actual failed parts. In an exchange unit we will not pay for parts which have not failed, but due to normal wear and tear need to be replaced to bring the component back to new exchange specifications.

**8.) Save The Old Parts**

Occasionally we may need to have parts sent to us. We will ask for these parts within 30 days of a claim being received. We will return the parts as quickly as possible. If there is a rush to get the parts back, notify us and we will ship the parts back to you within three business days of receiving them.

**9.) Contact Information**

**Phone** 800-541-8585      **Fax** 912-638-5931

**E-Mail Addresses**

Slade Rowland      slade@glynngeneral.com  
Julie Criss      Julie@glynngeneral.com  
Claims Related      claims@glynngeneral.com

**Mail Claims To:**

Glynn General Corporation  
P.O. Box 21237  
Saint Simons Island, GA 31522

**10) If Requested to Ship Parts, Please Ship Parts To:**

Glynn General Corporation  
171 Follins Lane  
Saint Simons Island, GA 31522

**11.) Recommended Shippers**

Up to 150 lbs -      United Parcel Service      800-742-5877  
Max Length -      108 inches

UPS Guidelines to establish maximum shipping limits

	<b>Formula</b>	<b>Example</b>	<b>Calculation</b>
<b>Maximum Girth</b>	Length	60 Inches	60
	Height X 2	12 Inches X 2 =	24
	+ Width X 2	14 Inches X 2 =	28
	=====		=====
	Must be less than 130		112

**Over UPS Limit**      R&L Carriers      800-543-5589

For parts over 75 lbs request a truck with a lift gate.

**Lift Shield Proof of Loss Form**

Dealer Claim Number \_\_\_\_\_  
Owner \_\_\_\_\_ Serial No. \_\_\_\_\_ Model No. \_\_\_\_\_  
Manufacturer \_\_\_\_\_ Base Price \_\_\_\_\_ Use Code \_\_\_\_\_

Manufacturer/Dealer Warranty: Parts Warranty Expires On - Date \_\_\_\_/\_\_\_\_/\_\_\_\_  
Delivery Date \_\_\_\_/\_\_\_\_/\_\_\_\_ Labor Warranty Expires On - Date \_\_\_\_/\_\_\_\_/\_\_\_\_

Does any portion of this claim qualify for Manufacturer/Dealer Warranty or Recall?  
No \_\_\_ Yes \_\_\_ If yes please explain \_\_\_\_\_

Repairing Dealer Information

Name \_\_\_\_\_ Phone \_\_\_\_\_  
Address \_\_\_\_\_ Fax \_\_\_\_\_  
City/St/Zip \_\_\_\_\_ Contact \_\_\_\_\_

Occurrence Date \_\_\_\_/\_\_\_\_/\_\_\_\_ Meter Hours At Time Of Loss \_\_\_\_\_

Customers Complaint \_\_\_\_\_  
\_\_\_\_\_

Cause Of Failure \_\_\_\_\_  
\_\_\_\_\_

Correction \_\_\_\_\_  
\_\_\_\_\_

	Total Loss	Amount Claimed	Explanation
Parts Cost	\$ _____ . _____	\$ _____ . _____	_____
Labor Cost	\$ _____ . _____	\$ _____ . _____	_____
Other	\$ _____ . _____	\$ _____ . _____	_____
Sub-Total	\$ _____ . _____	\$ _____ . _____	_____
Deductible	( _____ . _____ )	( _____ . _____ )	_____
Total	\$ _____ . _____	\$ _____ . _____	_____

The section below must be filled out. If more than one labor rate was used please explain below.  
Hourly Rate \$ \_\_\_\_\_ . \_\_\_\_\_ \$ \_\_\_\_\_ . \_\_\_\_\_  
Number Of Hours Claimed \_\_\_\_\_

Claim Guidelines:

- 1.) Attach sales invoice.
- 2.) Attach service report.
- 3.) Invoice must include line item detail for parts.
- 4.) Invoice should include number of hours and labor rate for each operation.
- 5.) Sublet repairs must be accompanied by sublet repair facilities invoice.
- 6.) Travel time/mileage is limited to 1 hour.
- 7.) Environmental charges, Freight charges, shop supplies are not covered.
- 8.) If parts are over \$1,000.00, pictures of the failed parts must be included.
- 9.) All old parts should be retained for 30 days after claim is received by Glynn General, in case we need to inspect them.

Date \_\_\_\_/\_\_\_\_/\_\_\_\_ Print Name \_\_\_\_\_ Signature \_\_\_\_\_