



# CLAIMS PROCEDURES

**IMPORTANT NOTICE: You must contact the BUYER SHIELD CLAIMS ADMINISTRATOR at 877-435-7804 for authorization PRIOR TO ANY REPAIRS. BUYER SHIELD will determine the validity of any claim and only BUYER SHIELD may authorize the remedy of any claim.**

- The vehicle owner/dealer may take the vehicle to a licensed repair facility of their choice. (The Administrator may recommend the vehicle be moved if the facility selected does not meet the level of service expected to ensure proper repair of the vehicle).
- The vehicle owner/dealer must give the repair facility the initial authorization to perform an inspection and diagnosis to determine the cause of failure and estimated cost of the repair.
- The repair facility will need to call the claims department to initiate a claim. They must provide the owner name, VIN, current mileage and a brief description of the complaint and failures.
- The claims department will document all information related to the failures and provide a claim number and instruction to the repair facility on how to proceed.
- The claims Administrator may offer to send an outside vendor part which can include used, like, kind & quality. Any part offered by the administrator will have a 12/12 parts & labor warranty.
- The claims department will communicate with the repair facility who will in turn update the vehicle owner/dealer of the claim status, details or requirements.
- Some vehicles may require an inspection to verify the failure: The inspection process under normal circumstances will take 24-48 hrs. Unexpected circumstances may require more time.
- Average time for a claim to be approved with an inspection is FOUR (4) business days. This does not include the initial diagnostic time performed by the repair facility outlined in 2 above or the time it takes to complete the repair.
- The actual time it takes to complete a repair will be determined by several factors ... such as the availability of parts, work load of the repair facility and other circumstances that are beyond the administrator's control.
- Completed invoices for authorized repairs and inspections must be faxed to the Administrator at 828-449-1249. Please include a customer signature, the authorization number and a return fax number. A form will be faxed to the repair facility with payment instructions.

**No claims will be paid without prior authorization from the Buyer Shield Claims Administrator**

**Call Toll Free: 877-435-7804**

**FAX: 828-449-1249**

Standard office hours are Monday-Friday (excluding federal holidays)

Monday – Friday: 5:00 AM to 5:00 PM PST

Saturday: 6:00 AM to 10:00 AM PST

Sunday: Closed



## **IMPORTANT ANNOUNCEMENT**

**ATTN: All ABS Used Car Dealers**  
**RE: BUYER SHIELD CLAIMS ADMINISTRATION**

Effective immediately on ALL BUYER SHIELD contracts, CORNERSTONE UNITED will be administrating ALL Buyer Shield claims. In order to file a claim, please contact CORNERSTONE UNITED directly at

**877-435-7804**

Completed invoices for authorized repairs and inspections must be FAXED to the Administrator at 828-449-1249. Please include a customer signature, the authorization number and a return fax number. A form will be faxed to the repair facility with payment instructions.

Please direct ANY and ALL claims inquiries to CORNERSTONE UNITED at (877) 435-7804.

Thank you for your continued business.

Sincerely,

ABS Auto Auctions

### **Questions?**

Buyer Shield CLAIMS Customer Service - Cornerstone United at (877) 435-7804

For MARKETING - Coastal Dealer Services (310) 301-1596 Email: [info@coastaldealers.com](mailto:info@coastaldealers.com)