



CLAIMS PROCEDURES

IMPORTANT NOTICE: You must contact the BUYERSHIELD ADMINISTRATOR (Nobilis Group) at **888.400.1675** for authorization **PRIOR TO ANY REPAIRS**. The ADMINISTRATOR will determine the validity of all claims, and only the ADMINISTRATOR may authorize approval of any claim.

- To initiate a claim, the vehicle owner/dealer may take the vehicle to any licensed repair facility of their choice. The vehicle owner/dealer must authorize the repair facility to perform a complete diagnosis to determine the cause of failure and the estimated cost of the repair.
- Once the repair facility has completed the diagnosis, the service advisor must call the claims Administrator to submit the claim and receive **Prior Authorization**. They must provide the owner's name, VIN, current mileage and a description of the complaint, cause, recommended repairs and estimated cost.
- The claims Administrator will document all information related to failures, determine the validity of the claim and provide a claim reference number and instructions to the repair facility on how to proceed.
- Completed invoices for authorized repairs must be sent to the Administrator at absclaims@nobilisgroup.co or FAXED to 214.279.7200. Please note that invoices must include the customer's signature and the authorization number provided by the Administrator. Payment will be made via virtual credit card once all documents are received and processed.
- Request for pictures or an onsite inspection by an independent inspector may be required on a case-by-case basis. The claims Administrator may move the vehicle to another repair facility if the facility selected does not meet the level of service required to ensure proper repair of the vehicle.

No claims will be paid without prior authorization from the BuyerShield Administrator

Call toll-free: 888.400.1675
FAX: 214.279.7200

Standard Office Hours
Monday – Friday, 6:00am - 4:30pm Pacific Time
Closed Saturday & Sunday