

Instructions in Case of Breakdown

Service Contract/Policy Number: _____

Keep this page in your glove compartment for usage details. For online access, bookmark www.mrclaims.net or download the **pocket geek auto** app on your smartphone. With both www.mrclaims.net and pocket geek auto, you have instant access to your service contract/policy terms & conditions, locate a preferred repair facility, track claim status or just email questions to our experienced customer service representatives. Your contract/policy can be added to the pocket geek auto app 24 hours after purchase.



The **pocket geek auto** app gives you access to all of your service contract/policy benefits from your smartphone or mobile device. The Pocket Geek Auto app is free and available on the App Store and Google Play Store. Register your vehicle by answering a few questions to access app features AND a year of unlimited free advice on setting up in-car technology via the Personal TechPro service.



IN CASE OF A BREAKDOWN

If your vehicle needs to be towed: **Call 24-hour Roadside Assistance: 866-603-5420** or go to www.mrclaims.net

- Additional Services covered by roadside assistance*:
 - ✓ Battery/Jump-start Service
 - ✓ Fuel, Oil, Fluid and Water Delivery
 - ✓ Flat Tire Assistance
 - ✓ Lock-out Service

WHAT TO DO IF REPAIRS ARE NEEDED

1. Locate a preferred repair facility by visiting www.mrclaims.net.
 - a. Enter your Service Contract/Policy Number & Last Name, then click "I need a Repair" button
 - b. Enter your vehicle make and Zip Code to find a preferred repair shop via the RepairPal network
 - c. If you are unable to locate a preferred repair facility near you or have questions, call 800-752-6265.
2. **Authorize the repair facility to perform the necessary diagnosis and obtain a repair estimate.**
 - Coverage does not pay for diagnosis charges on repairs not covered under this service contract/policy.
3. **IMPORTANT: Confirm the repair facility obtained a repair authorization number prior to beginning any repairs covered by your service contract/policy. Refer repair facility to instructions below.**
4. After repairs are complete, pay deductible and cost of any repairs not covered by contract/policy.

INSTRUCTIONS FOR THE REPAIR FACILITY

1. **Obtain permission from service contract/policy holder to perform the necessary diagnosis and provide an estimate of repairs.**
 - Coverage pays retail labor rates and manufacturer's suggested retail price on parts. It does not pay for diagnosis charges for repairs not covered under this service contract/policy.
2. **IMPORTANT: Obtain a repair authorization number prior to beginning any repairs covered by this service contract/policy. Initiate claim via www.mrclaims.net or by calling Claims: 800-752-6265**
 - In the event that a repair is performed outside of service hours, please call the following business day to receive further instructions from the Administrator.
3. **Bill Administrator for authorized repairs. Collect any required deductible and/or payment for unauthorized repairs from the service contract/policy holder.**
 - The preferred method of payment is via the Administrator's corporate credit card. To arrange this, contact the claims administrator for instructions or go to www.mrclaims.net.

ADDITIONAL FEATURES OF YOUR MECHANICAL REPAIR COVERAGE SERVICE CONTRACT/POLICY

Emergency Travel Expense Reimbursement (Not available in NY): Call 1-800-752-6265

- If covered vehicle is disabled by a covered mechanical breakdown 100 miles or more away from home, you are eligible for up to \$200 per day for a maximum of five days for emergency local lodging, meals and transportation expenses. Your vehicle must be out of service overnight to be eligible.

For Rental Reimbursement, Call: 1-800-752-6265

- If your vehicle is held by a repair facility for covered repairs, rental coverage is provided up to \$35 per day for a maximum of five days (can be extended to 10 days if a parts delay). Available on the first day of covered repair.