

## How to File a Claim

1. Take your vehicle to your selling dealer or any licensed repair facility where your serviceperson will contact us to open a new claim. Please provide the repair facility with a copy of your agreement and/or your agreement number.
2. Once the claim is filed, one of our adjusters will contact the repair facility to verify the failure of your vehicle and request a repair estimate.
3. An authorization number will be issued for the repairs covered within your service agreement.
4. Your serviceperson will review the repair options covered within your agreement, including deductibles and other expenses.
5. After your vehicle has been repaired, you or the repair facility will be paid directly upon submitting an invoice.

### Please Note:

Emergency repairs performed outside of working hours may be submitted to Customer Service with a letter of explanation for payment consideration. Vehicles must be present at an authorized repair facility for a claim to be filed. An authorization number must be received prior to beginning the repair of covered components. A claims adjuster may contact you directly to review your claim.

### Dealership Information

**Dealership Name:**

**Salesperson:**

**Finance Consultant:**

**Phone:**

**Last 8 of Vehicle ID:**

**Vehicle Make:**

**Vehicle Model:**

**Vehicle Year:**

**Vehicle Mileage:**

**Agreement Coverage Name:**



## High Mileage Protection



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Jacksonville, FL 32256  
[fortegra.com](http://fortegra.com)

## Ultimate

### ULTIMATE PROTECTION.

Drive with confidence beyond your factory warranty.

Covers any vehicle breakdown, except for items listed in the Exclusions Section. Excluded items include, but are not limited to:

Scheduled maintenance and normal wear items such as: brake pads and shoes; clutch; spark plugs; tires; and wiper blades. Filters, lubricants, coolants and refrigerants are covered only if replacement is required in connection with a breakdown.

Any equipment not installed by the manufacturer. Noises, water leaks, rust damage, and all glass. In addition to excluded parts, all plans have certain excluded types of loss. For example: pre-existing conditions, collision-related damage, aftermarket modifications not approved by the OEM, and breakdowns due to improper maintenance.

Additional Ultimate coverages include:

### WEAR AND TEAR (INCLUDED ON ALL PLANS)

Provides coverage for covered parts in the event the breakdown, or gradual reduction in operating performance due to failure to meet manufacturer's specifications, is the result of normal wear and tear.

### SEALS AND GASKETS

Covers failed seals and gaskets for covered parts. Included in ultimate New and Ultimate Used Coverages without charge. Available for Powertrain Plus and Premium Coverages if optional coverage is selected and surcharge paid.

## Premium

COVERED COMPONENTS INCLUDE  
POWERTRAIN PLUS COVERAGE IN ADDITION TO:

- A. BRAKE GROUP
- B. FRONT SUSPENSION GROUP
- C. STEERING GROUP
- D. ELECTRICAL GROUP
- E. AIR CONDITIONING GROUP
- F. FUEL GROUP
- G. ANTI-LOCK BRAKE SYSTEM
- H. COOLING SYSTEM
- I. COMPREHENSIVE PACKAGE WHICH INCLUDES MULTIPLE SYSTEM COMPONENTS.

## Powertrain Plus

COVERED COMPONENTS INCLUDE:

- A. ENGINE GROUP
- B. TRANSMISSION GROUP
- C. DRIVE AXLE SYSTEM
- D. COOLING
- E. ELECTRICAL
- F. HYBRID ELECTRIC VEHICLES PACKAGE

### ADDITIONAL BENEFITS

Each and every DLP Plus Plan offers Car Rental and Deductible Reimbursement.

### 24/7 ROADSIDE ASSISTANCE

Each and every DLP Automotive plan offers 24/7 Roadside Assistance including towing service up to 25 miles, and coverage for flat tires, jumpstarts, lockouts, and fuel delivery.

This brochure is intended as a general outline of vehicle coverage. The Dealer Loyalty Protection branded product name is underwritten and administered by subsidiaries of Fortegra Financial Corporation. Fortegra® is the marketing name for the warranty operations of Fortegra Financial Corporation. For more information on coverage, terms, limitations, and responsibilities, please refer to your service contract. State regulations may apply.