



## 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:



## Plus Protection



- Three Levels of Protection
- Coverage Up To 72 Months
- Towing Assistance
- Quick, Easy Claims Process



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## Platinum Plus

**PLATINUM 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 Platinum Plus coverage includes:

### LUXURY & HIGH-TECH SYSTEMS

Advanced vehicle technology, including navigation systems, keyless entry systems, electronic driver information displays, perimeter warnings, and onboard communication systems.

### BELTS & HOSES

Included with Platinum Plus new coverage only.

### SEALS AND GASKETS

Included with Platinum Plus new coverage only.

## Gold Plus

COVERED COMPONENTS INCLUDE SILVER PLUS COVERAGE IN ADDITION TO:

- A. BRAKE SYSTEM: Normal wear, maintenance, and friction items are excluded such as brake pads, drums, rotors, and shoes.
- B. FRONT SUSPENSION SYSTEM
- C. STEERING SYSTEM
- D. CHARGING SYSTEM
- E. STARTING SYSTEM
- F. IGNITION SYSTEM
- G. AIR CONDITIONING SYSTEM
- H. FUEL SYSTEM
- I. ANTI-LOCK BRAKE SYSTEM
- J. COOLING SYSTEM

### OPTIONAL COVERAGES

Each and every DLP Plus Plan offers the following optional coverages:

- Immediate rental
- Business Use
- Oil Change

## Silver Plus

COVERED COMPONENTS INCLUDE:

- A. ENGINE: All parts inside directly attached to the engine
- B. TRANSMISSION SYSTEM: All parts inside or directly attached to the transmission
- C. DRIVE AXLE SYSTEM: All parts inside or directly attached to the transfer case, differential or axle housings.
- D. OVERSIZED/UNDERSIZED TIRES (Available only if the surcharge has been paid and the option box has been marked on the Application Page): Oversized/Undersized Tires are covered, provided that the total diameter of the tire and wheel do not differ from the original manufacturer specifications by more than ten percent (10%), and provided that the manufacturer warranty is not voided.
- E. HYBRID ELECTRIC PROPULSION SYSTEM (Available only if the surcharge has been paid and the option box has been marked on the Application Page): The hybrid battery pack, and any auxiliary or back up batteries are excluded.
- F. LIFT KIT (Available only if the surcharge has been paid and the option box has been marked on the Application Page): Lift kits are covered provided that the vehicle has a maximum 6-inch lift or maximum 3-inch drop from the original manufacturer specifications, and further provided that the manufacturer warranty.

## Wrap Plus

Wrap Plus matches the term of your manufacturer's powertrain coverage, protecting your vehicles other components by adding the comprehensive protection of Platinum Plus.

### ADDITIONAL BENEFITS

Each and every DLP Plus Plan offers Towing, Car rental, Trip Interruption, Deductible Reimbursement, is also wholly transferable adding substantial resale value to your vehicle.



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.