

CLAIM PROCEDURES

McGRAW INSURANCE SERVICES

"Insurance Claims Only"

800-962-1172

1. Make sure "CUSTOMER" has CALLED claim into claims department & knows claim #.
2. Ask insured/claimant if they have claim numbers. Note it on your repair order.
3. Do not do an estimate on an obvious total loss.
4. The repairs should be done per authorized repair order. That is what the insurance company is paying for and contracting with your dealership.

Mailing Address:

McGRAW INSURANCE SERVICES

3601 Haven Avenue
Menlo Park, CA 94025

Pacific Specialty Insurance Company
Claims Department

For Customer Service — Non-Claims
800-303-5000

WESTERN SERVICE CONTRACT

WESTERN SPECIALTY CONTRACT (in Texas)

"Service Contract Only"

800-543-5225

Dealer Claim Fax

Printed on back

Fax to 650-780-4833

1. Obtain service contract number.
2. Make estimate of work.
3. Fax or CALL Western for authorization.
4. MAIL repair order with authorization number to WSC:
 - A. If an appraiser is assigned, you will be given authorization by appraiser or from Western.
 - B. All repair orders must have:
 1. Year, Make, V.I.N.
 2. Part Numbers
 3. Part Descriptions
 4. Manufacturer's Current Retail
 5. WSC Authorization Number
 6. Collect any Applicable Deductible
5. WSC will mail payment directly to your dealership.
6. Repair order should be for work performed and being paid for by Western.

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Menlo Park, CA 94025

