



**Security+Plus®**



ELITE®  
PROTECTION  
PROGRAM



**DIAMOND CARE  
PROTECTION PLAN®**

**QualityGuard+Plus®**

# MAINTENANCE CARE PROTECTION CLAIM PROCESS: DEALERSHIPS

**In order to promptly resolve a claim, contact the Claims Administrator, NIU of Florida, Inc., Monday through Friday from 8:30 a.m. - 5 p.m. Eastern Time. 888-684-9327.**

**All vehicle repairs must be done by the selling dealer. If it is not possible to return the vehicle to the selling dealer, you must contact NIU of Florida for instructions.**

In order to make a claim under this agreement you must:

- Provide "Teardown Authorization" to the repair facility when requested. This will allow the repair facility to provide NIU with an accurate diagnosis and estimate of repair costs
- Submit a claim for reimbursement within (30) days of authorization to NIU of Florida Inc.
- Retain all replaced parts until your claim is settled.

**In the event of an emergency situation that occurs after the Administrator's regular business hours (Monday - Friday, 8:30 am - 5 pm EST), you can proceed with repairs; however payment will only be considered subject to the Terms and Conditions specified in the member's Agreement.**