



Security+Plus®



ELITE®  
PROTECTION  
PROGRAM



DIAMOND CARE  
PROTECTION PLAN®

QualityGuard+Plus®

# KEY/REMOTE REPLACEMENT CLAIM PROCESS: DEALERSHIPS

All claims must be reported to the Claims Administrator, NIU of Florida, Inc. at 1-888-684-9327, Monday through Friday from 8:30 AM and 8 PM Eastern Standard Time.

All keys and/or remotes that are reported lost, stolen or destroyed must be deprogrammed prior to replacement to protect the safety and security of the member.

## If the member is within 25 miles of the originating dealer:

- The Member must return to the original selling dealership to obtain a replacement key/remote.
- The dealership MUST collect any damaged key(s)/remote(s) from the Member at the time of replacement
- The dealership must provide a copy of the work order to NIU of Florida, Inc.
  - Email: [twclaims@nsdmc.com](mailto:twclaims@nsdmc.com)

## If the member is more than 25 miles from the originating dealer:

- The Member may go to any Appropriate Franchise Dealership for service. An Appropriate Franchise Dealer is defined as any dealership which is authorized by the Original Equipment Manufacturer (OEM) to replace damaged keys/remotes.
- The Member must call NIU of Florida, Inc. for authorization prior to the replacement of the key(s)/remote(s)
- The Member must complete and return a Key/Remote Replacement Proof of Loss form. Proof of loss forms are available at [www.nationsafedrivers.com/product/keys](http://www.nationsafedrivers.com/product/keys)
- The Dealer must collect any non-working keys/remotes from the Member at the time of replacement.
- The Member must pay for the replacement key(s)/remote(s) and submit the original paid invoice to NIU of Florida, Inc. at:
  - Email: [twclaims@nsdmc.com](mailto:twclaims@nsdmc.com)
  - Mail: **5600 Broken Sound Boulevard NW, Boca Raton, FL 33487** for reimbursement consideration.