AgeroRider[™] Dealer Guide

Powered by Cross Country Motor Club



WWW.AGERO.COM

The AgeroRider[™] claims submission website allows Dealers to quickly and easily submit claims for Tire & Wheel or Key Protection services covered by your vehicle service contract.

Go to AgeroRider.com – make sure to bookmark this site for easy reference. Then follow these steps:

- 1. Coverage Lookup: Before submitting for your claim, make sure to look up your coverage details.
- 2. Submit a Claim: Submit a claim for either the covered Tire & Wheel or Key Protection services.
- 3. Check Claim Status: Track the status of submitted claims.



Step 1. Coverage Lookup

Before submitting for a claim, make sure to lookup your coverage details to ensure your claim is covered. Please provide the following information:

- Service contract or coverage protection plan number
- Vehicle Identification Number (VIN)



Once search results are provided, please make sure to review your coverage details closely to ensure you are within coverage parameters prior to continuing the submission process. Claims will only be processed for services covered under the terms of your service contract.

Once you have confirmed your coverage, click the 'Continue with Claim' button to begin the claim submission process.

Once you've looked up your coverage details, use this checklist to make sure you have everything you'll need to move forward with submitting your claim:

- Contract holder's contact information
- Vehicle information, including Vehicle Identification Number (VIN) and vehicle service contract or coverage protection plan number
- A copy of the final repair order with a full breakdown of the charges*
- Detailed costs and description of the service provided

From there, move through each submission screen, making sure to fill out all required info* and review the summary carefully before hitting "Submit".

* Claims will not be processed until a copy of the final repair order with a full breakdown of the charges is received. This information can either be attached during the claim submission process or provided later by responding to your claim confirmation email with the required documentation."

Step 3. Check Claims Status

To check the status of a previously submitted claim, enter your ZIP Code and one of the following options from the dropdown menu:

- Claim ID Number
- Phone Number
- Last 8 digits of the contract holder's VIN

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You will receive a claims summary which includes the details of your original claim, current status and processing details if applicable.

If you would like to speak with a member of our Customer Support team directly, please contact us at 1-866-359-5427 or fill out our online contact us form. Our standard business hours are Monday-Friday 8AM - 5PM. Inquiries received outside of business hours will receive a reply the next business day.

AgeroRider"		Coverage Submit Claim Status Tire & Wheel Keys Supp		
Submit	1. Vehicle Information 2. Service Performed 3. Cuatomer Information 4. Claim Information	-		
5. Summary	5. Summary			
1. Vehicle Informati	ON 🖋 Edit			
Full VIN: 5FX/F6H78G807400X Vehicle Make: Honda Vehicle Model: Pilot		Vehicle Year: 2016 Service Contract Number: 123455 Service Contract Provider: American Honda Motor Corporation		
2. Service Performed ₽ Exit Service Performed. The Replacement Melage: 12:00 Serviced Time: Front Left		Damage Tire Treed Depth: 5/32 Total Services Cost: 5130.00 Total Anticipated Reindursement Value: 565.00		
3. Customer Inform First Name: FIRST Last Name: LAST	ation / Edit	Phone Number: 555-555-5555		
4. Claim Information	n 🖌 Edit			
Repair Order Number: 123456 Date of Less: 017.67.0017 Date of Service: 017.67.0017 Description of the Damage and/or Loss: test Supporting Documentation:		Dealership Phone Namber: 123-156-7810 Dealership Name: TEST DEALER Dealership Contact Name: Test Dealership Email Address: Test]Test.com Dealership Zimal Address: Test]Test.com Dealership Zimal Address: Test]Test.com Dealership Ziman Mathed Visinal Crack Cont		
Date of Loss: 01/26/2017 Date of Service: 01/26/2017 Description of the Damage an 1est Supporting Documentation:	d/or Loss:	Dealership ZIP Code: 12345 Payment To: Dealer Professed Reasonable Method: Victual Cradit Card - VCC		