

GUIDELINE CLAIMS SETTLEMENT

For a smooth handling of claims settlement, we would like to indicate the following practise:

- No repairs without approval of mobile GARANTIE
- Complete documentation of all relevant papers
- Storage of parts over a period of 8 weeks after completion of repair

Due to frequent lack of timely documentation, often we can grant release only very late. This is disadvantageous for the customer and very often causes complaints.

In order to provide an insight into our decisions regarding repair works, please observe our clearly structured process model – as required also by the manufacturers.

1. Order Taking

- Customer complaint in customer words
- Current mileage (km) reading of the car
- Date of repairs receipt
- In which way was the car conveyed to the garage (e.g. ADAC, breakdown service)
- Car data (VIN vehicle identification number, engine identification number)
- Service certificates and invoice of the last service
- Copy of registration card (front and back)
- Contract number of **mobile GARANTIE**

2. Results

- Conclusive diagnosis by the garage, not e.g. **„engine defect“**, but exact report, as e.g. „connecting rod disrupted“, etc.
- Error protocol and/ or error findings
- Documentation by photographs (exact, not blurred)

3. Garage

- Exact description of repair measures (what was done/ exchanged, repaired, etc.)
- Explanation of spare parts (original, exchange part, OEM, equipment with ET-number)
- In case that external work is required, e.g. „cylinder head planning“, we afterwards need a copy of the external invoice.

4. Estimate of Costs

- Previous to repair work, an estimation of costs, including the above-mentioned points (without supplies), has to be provided. No repairs without the approval of **mobile GARANTIE!!**

Please note combined-operation work!!

- Please always indicate contract number!!
- Working hours have to be provided in detail

If all the above mentioned requirements are followed, then we can ensure a quick and efficient handling.

This dialogue is to your company`s and your customers` interest.