



## Xzilon Claim Procedures

- Dealership, Customer or Agent may call or email to start the claims process. We also have the Xzilon Plus Web site at [www.xzilonplus.com](http://www.xzilonplus.com) to file a online claim. The online claims program will prompt you for all your information, and if this is a **Dent claim**, a nationwide dent technician will be paged, and will contact the customer with in 48hours. PDR technician are independent through the DentGuy network.  
If a online claim is a NON DENT claim, the same process will apply, except a email will be sent to Xzilon Corporate office claims department, and the customer will be contacted with in 48 business hours.
- If a claim is called into our corporate office, they are directed to the Customer Account Manager that is in charge of the dealership where the vehicle was purchased
- The Account Manager will obtain needed information from the caller to establish the validity of the warranty. This information will include the customer's name, warranty number, and possibly the complete VIN number.
- If a warranty is not able to be located in our online system, account manager will ask for a copy of the warranty from the dealership along with proof of payment to Xzilon
- The caller will be required to describe the effected area of the vehicle, the cause of the damage, and the any attempted repair that has already occurred.
- On an Interior Claim, the customer must have made an attempt to remove the stain prior to Xzilon filing a claim. We only cover permanent staining. At this time if the customer has done everything available to remove the stain and the vehicle remains in a permanently damaged state a claim will be opened.
- The customer may be asked to supply pictures of the damaged area for review if the account manager deems necessary or if repairs exceed \$500.00. These pictures can be emailed directly to the Account Manager.
- When a claim is started the customer may be asked to take the vehicle to the dealership or a authorized repair facility to have an estimate done to repair the area . In some situations we may have a authorized mobile technician that can be dispatched to the customer.

- Once an estimate is obtained it must be faxed into Xzilon @ 562-869-2538.
- The estimate is then reviewed in house and all details regarding this will be handled and processed by the Account Manger or Claims Manager along with the repair provider.
- When a repair price has been agreed upon the Account Manager will then notify the repair agent and the customer that the claim has been authorized and work my begin on the vehicle.
- Upon the work being completed the repair facility will send Xzilon the bill for the work and a check will be cut from the general ledger then mailed to the repair facility promptly.
- Under no circumstances is work to be attempted or completed with out written authorization from the Xzilon Claims Department  
Xzilon Agents do NOT have authorization to approve claims
- Unauthorized work will not be paid for by Xzilon.

If all of these steps are followed, the claims process will be a very simple and quick one for all parties involved.

Any questions please contact the Xzilon Claim department at 800-553-6866.