

DEALER CLAIMS GUIDE

Dealer Claims Process

Follow every step before repairs begin and after approved work is completed.

Report a potentially covered breakdown to EWG within 48 hours of identifying the failure. Obtain EWG authorization before diagnosis, repair, replacement, or other work represented as covered.

1

Prepare Claim Information

Include the customer name and phone number; cart serial number and reported concern; available findings and photos; requested diagnostic time and posted rate; estimated parts, labor, and part numbers when known; and any requested pickup/delivery charge. Do not begin diagnosis or repair represented as covered until EWG authorizes it.

2

Submit the Estimate to EWG

Email the estimate and supporting documentation to claims@ewgcorp.com. Call 833-EWG-CORP (833-394-2677) when assistance is needed.

3

Receive Authorization Before Work

EWG will identify the approved diagnostic, parts, labor, transport, repair-provider, and payment amounts. Complete only the work and amounts authorized by EWG.

4

Complete, Sign and Submit

After the authorized repair is completed, explain any customer responsibility, obtain the customer's signature on the final invoice, and email the signed invoice and authorization number to claims@ewgcorp.com so approved payment can be coordinated.

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Limits, Documentation & Payment

Confirm the approved amounts and customer responsibility before completing the repair.

LABOR**Up to \$125/hr**

Posted shop rate, subject to approved covered time and amount.

**STANDARD-PLAN
DEDUCTIBLE****\$0 Electric | \$50 Gas**

Per eligible covered claim, subject to the agreement.

PICKUP & DELIVERY**Up to \$100**

When the contract holder cannot transport the cart and the charge is approved.

Service Center Responsibilities

- Inform the customer of the estimate and obtain authorization to proceed.
- Explain deductibles, noncovered work, and amounts above EWG's authorization.
- Use the authorized repair provider and complete only approved work.
- Coordinate vehicle pickup/delivery and document the applicable charge.
- Obtain the customer's signature approving the completed work and final amounts.

Parts, Final Invoice and Payment

EWG approves the covered amount of specific parts, labor, and eligible transport. The final signed invoice must identify the completed authorized work, the EWG authorization number, and any customer responsibility. Email the signed invoice and supporting documentation to claims@ewgcorp.com so approved payment can be coordinated.

Final Submission Checklist

- Complete estimate and diagnosis
- Part numbers and new/used condition
- Proposed labor time and rate
- Pickup/delivery charge, when applicable
- EWG authorization number
- Customer-signed final invoice

Claims Support

833-EWG-CORP (833-394-2677)
claims@ewgcorp.com

Dealer guidance only. The issued agreement and EWG claim authorization control coverage, limits, exclusions, deductibles, repair approval, and payment.