

Repair and Claims Submission Process

You must contact us before any repairs are made for them to be paid.

- 1** When you have equipment trouble and believe it's covered by your NTP service plan, please notify us right away by reporting a claim using your Self-Service Portal at portal.ntpco.com. The portal has a feature to locate any of our 5,400+ certified repair facilities across the US and Canada including our nearly 500 **Preferred Repair Partner (PRP) shops**. When you choose a PRP shop, we guarantee labor on the covered repair, and other repair discounts may be available*. Your portal is always available, including the ability to check the status of your repair. If you are not able to use the Self-Service Portal, call us at **877-950-3200**. Our Claims Service Representatives can help you with your problem and locate a quality repair facility.
- 2** If you are already at a repair facility, tell them you have an NTP Vehicle Service Contract and ask them to contact us by using their service portal (portal.ntpco.com) or by email (claims@ntpco.com). As the vehicle owner, **only you can authorize the shop to diagnose your truck's failure**. If the failure is not covered by the service plan you purchased, any diagnostic charges are your responsibility.
- 3** Once the repair facility has diagnosed your failure and provides us with repair details, we'll work up an approval for your claim or let you know if a failure isn't covered by the service plan you bought. We usually do this on the same day the shop sends us the information we need.
- 4** Once authorized repairs are completed, the shop will send us the final invoice, and we will submit payment to them for the approved repair costs, usually within 1 hour.

*PRP labor guarantee is valid as long as the vehicle service contract is active and the original customer still owns the vehicle. **Please review your vehicle service contract thoroughly for equipment coverage, deductible responsibility and other details.**

Towing Details

You are responsible for arranging a tow. If you purchased the Roadside Assistance program through us, or you have another towing service, call them first. You are responsible for any towing charge. NTP Co. will reimburse you for the towing expense for a covered failure, up to \$350 per occurrence. (Limit of three (3) occurrences per contract agreement period.)

Contract Holder's Responsibilities

- The Vehicle Service Contract is conditional upon your complying with service requirements as recommended by the manufacturer. Receipts showing dates and services performed must be retained by you and may be requested by NTP Co. in the event of a claim. Failure to have such servicing performed within appropriate intervals may void this Service Contract.
- The vehicle odometer is the primary means for determining coverage eligibility. You must maintain your odometer in proper working condition. Documentation of odometer changes may be requested by NTP Co.
- NTP Co. may require an ECM printout at the time of any failure to verify coverage eligibility and fault codes. You must maintain your ECM in proper working condition. Other proof of failure(s), like photos, may also be required.