Claims Process

/ Filing a claim for your customer

To submit claims, use the portal at **portal.ntpco.com**. If unregistered, contact us for your service number. For portal issues, email your estimate and documents to **claims@ntpco.com**.

Claims Support Line: **(877) 950-3200**

» **Repairs need pre-approval from NTP**

1 Diagnostic Authorization

The vehicle owner must authorize the diagnosis; NTP/Premium 2000 cannot. If the VSC doesn't cover the failure, the customer is responsible for diagnostic charges. Confirm any active OE warranty before tear-down.

2 Required Information for Diagnostics

Submit an itemized repair estimate with tech notes, parts, labor, part numbers, and tax rates, along with photos of the failed components, VIN plate, and odometer (Truepic App may be required). Include an ECM printout for engine/aftertreatment failures or as needed. Maintenance records are only required if requested by NTP/Premium 2000.

3 Claim Review and Authorization

The claims associate reviews submissions and provides approval or denial. Parts pricing may be adjusted for national fleet accounts, and claim status is available 24/7 via the portal.

4 Additional Damage Discovery

If new damage is found, submit additional photos, an updated estimate, and a parts card for approval. A supplement authorization will be sent if the new damage is covered.

5 Authorization

Authorization is valid for 60 days. If repairs are delayed, request a new approval. It's also subject to the VSC being valid during the claims process.

6 Invoice Submission and Payment

After repairs, submit the invoice via **portal.ntpco.com**.. The customer is responsible for the deductible and any remaining balance.

Need Help? We're Just a Call Away

Claims Support Line: **(877) 950-3200** Available M-F: 8AM-8PM ET, Saturday: 8AM-6:30PM ET

Email Support: **claims@ntpco.com**

Portal Login: **portal.ntpco.com**