



Toll-Free Hyundai VLPP Claims Line: 1-855-506-6160

Steps to Success:

1. Confirm if customer has filed a report with his insurer within the notice period required by their insurer. If not, the customer must file the report first before the following steps may be taken.
2. Confirm if the customer has reported to the administrator within 60 days of a theft or total loss or no later than 60 days following the expiration of the Customer Agreement, in the case of a partial loss.
3. If the customer has not reported the date of occurrence to the Administrator, please do so for the customer.
4. Collect a copy of the customer's insurance claim with their insurer and other information that the Administrator may require (see section below).
5. Call the Administrator and obtain approval for the issue of an in-store loyalty credit. It must be used within 60 days of approval for Negative Equity, Total Loss or Theft privileges or 60 days from policy expiration date for Partial Loss.
6. Upon the sale of a replacement car, submit a customer SIGNED Bill of Sale with the in-store loyalty credit amount to the Administrator via email: settlement@lgm.ca, fax: 1-855-506-6159, or:

Vancouver Mailing Address:

Hyundai Auto Canada Corp.
1021 West Hastings Street, Suite 400
Vancouver, BC V6E 0C3

Montreal Mailing Address:

Hyundai Auto Canada Corp.
1111 Dr. Frederik-Philips Blvd., Suite 450
St. Laurent, QC H4M 2X6

7. If you requested credit card payments, our Claims department will contact your dealership by phone within one business day to provide payment for the authorized claim.
8. If you requested a cheque payment, a cheque will be mailed to you.

Please provide the following information when calling in a Hyundai VLPP Claim:

- Last eight digits of VIN or Hyundai VLPP Contract Number
- Vehicle Year and Model
- Customer name
- Date of theft or total loss
- Repair Order Number and date opened
- Customer complaint
- Copy of customer's insurance claim with his insurer
- Proof of ownership and the Bill of Sale for your vehicle
- A copy of your settlement with your insurer showing all additions and deductions for the settlement amount
- If required by your insurer, a copy of the police report.
- Proof of payment by your insurer insuring the vehicle described in this agreement confirming that it has settled and paid you a full indemnity for the theft or total loss
- A copy of your insurance policy's declaration page, listing the coverage, deductible and agent's phone number
- The Lienholder Balance owing on the loan, from the lienholder (only applies to Negative Equity Privilege Request).
- Service Advisor's name attending to this claim

Phone: 1-855-506-6160

Fax: 1-855-506-6159

Email: HyundaiProtectionClaims@lgm.ca