



Toll-Free Hyundai Appearance Protection Claims Line: 1-855-506-6160

Steps to Success:

1. Discuss customer's concerns and assess potential damage.
2. Gather all the information as outlined in the section below.
3. Log into the HUB with your unique user ID/password and submit your claim online. Alternatively, you can call the Administrator for authorization.
4. Perform repairs, only after an authorization has been provided by the Administrator.
5. Collect any unauthorized costs from the customer.
6. Record the authorization number and authorized amount on the final invoice.
7. Ensure the customer signs the final invoice, or include a signed repair order with your submission for payment.
8. Submit customer SIGNED invoice and all sublet invoices to the Administrator via email: settlement@lqm.ca.
9. If you requested credit card payments. Our settlement department will issue a credit card number, by email, to the address provided by the dealership. Credit card payments for authorized claims are provided within two business days.

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

- Last eight digits of the VIN or Hyundai Appearance Protection contract number
- Vehicle's Year, Make and Model
- Odometer reading at time of claim
- Customer name
- Failure Date
- Repair order number and date opened
- Customer complaint
- Cause of damage
- Hyundai part numbers required and part description
- Price of parts (not to exceed cost +30%)
- Labour required to perform repair (Hyundai Appearance Protection pays warranty labour times at warranty labour rate to perform repairs)
- Service Advisor's name attending to this claim

Phone: 1-855-506-6160
Email: settlement@lqm.ca