

Prerequisite: Claim&Go can be downloaded from the App Store for iOS or the Play Store for Android.

HUB Compatibility: A claim started in the app can be finished in the HUB and vice versa.

Step 1 of 5:

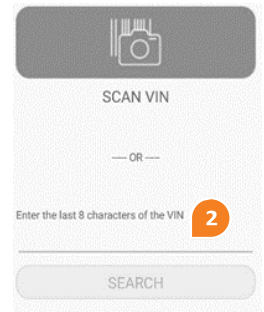
Find a Contract

Login using your HUB credentials.

Contact service@lgm.ca to receive a username and password if needed.

Find a contract by using the **SCAN VIN** function to scan the VIN on the "B" pillar of a vehicle. Ensure the red line is aligned with the **VIN (1)**.

Alternatively, users can enter the last eight digits of the **VIN to search** for a contract. (2).

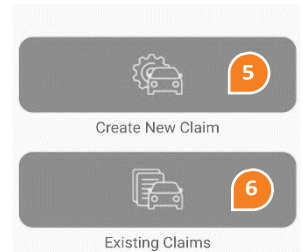
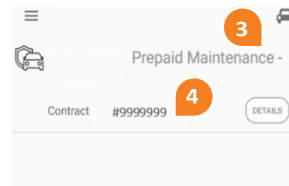


Step 2 of 5:

Starting a Claim

Tap on the **car symbol (3)** to display policy information or tap on the **policy (4)** to start a claim.

Tap on **Create New Claim (5)** to start a claim, or on **Existing Claims (6)** to view existing claims.



Step 3 of 5:

Processing a Claim

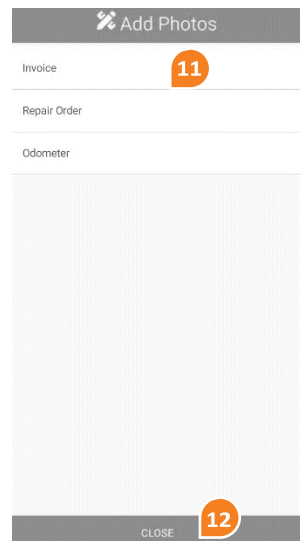
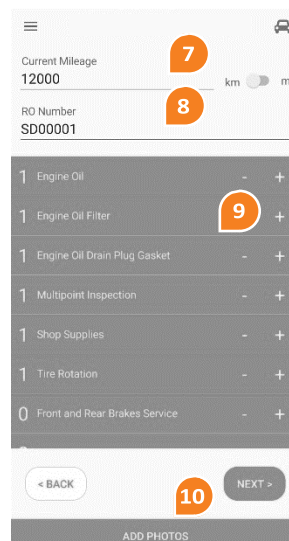
Enter the vehicle's current **odometer reading (7)**.

Enter the **Repair Order number (8)**

Use the **plus (+)** and **minus (-)** icons to choose the correct components and labor (9).

Once all required components are chosen, tap on **ADD PHOTOS (10)** to add pictures by tapping on each field (11). **Ensure the signed Repair Order is uploaded, this is a mandatory step prior to claim submission.**

Tap on **CLOSE (12)** to go back to the previous screen and tap on **NEXT (13)** to proceed to claim submission.



Need help?

If you have any questions, please contact the **Claims Department** at: **1.866.287.6200 | claims@lgm.ca**

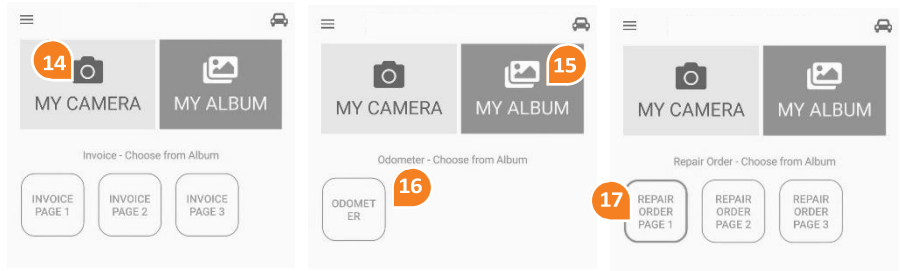
Step 4 of 5:

Uploading Pictures

By tapping on **MY CAMERA** (14), users can photograph needed documents.

Users can tap on **MY ALBUM** (15) if pictures have already been taken and tap on the **squares** (16) to upload the appropriate picture.

Pictures of the **signed Repair Order** are mandatory prior to claim submission (**bold frame**) (17)



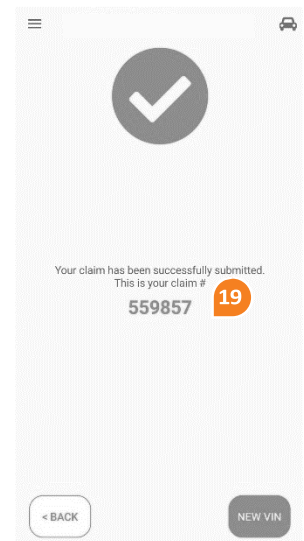
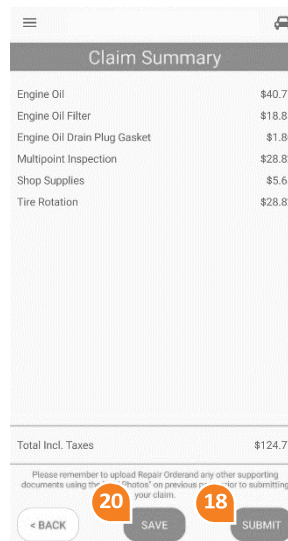
Step 5 of 5:

Submitting the Claim

Review the claim summary and modify your claim if needed. Hit **SUBMIT** (18) to submit the claim.

The next screen provides you with a **claim number** (19) and a confirmation that the claim has been successfully submitted. The claim authorization and payment emails will be sent momentarily.

The **SAVE** (20) button allows the users to complete the claim at a later time, either from the app or the HUB.



Need help?

If you have any questions, please contact the **Claims Department** at: **1.866.287.6200** | claims@lgm.ca