

**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 6: Find a Contract

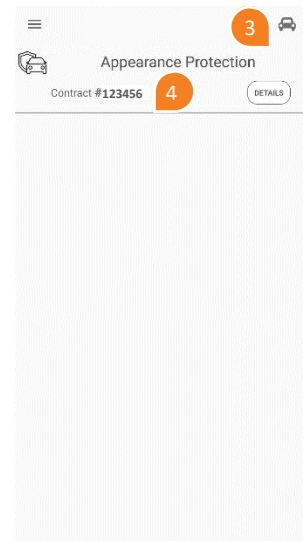
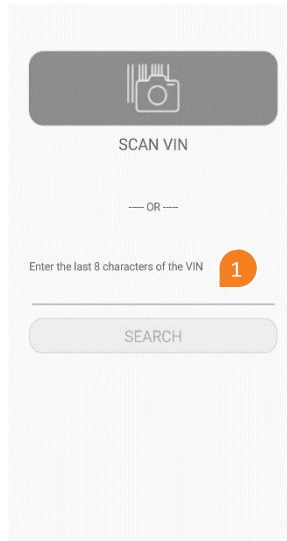
Login using your HUB credentials.

Contact [service@lgm.ca](mailto:service@lgm.ca) to receive a username and password if needed.

Enter the last eight digits of the **VIN** to search for a contract (1).

Alternatively, users can 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** (2).

Once the desired contract has loaded, tap on the **Car Symbol** (3) to get the contract details, and tap on the **Contract** (4) to start a claim.



## Step 2 of 6: Selecting Benefits

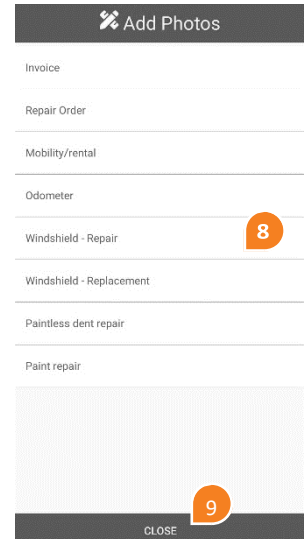
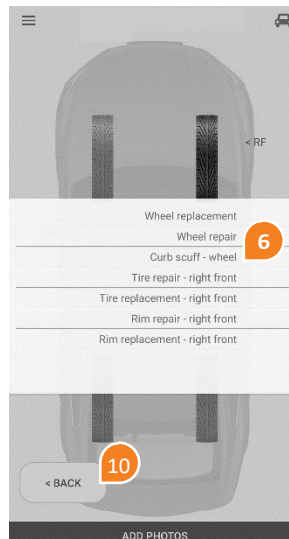
Once the desired contract is accessed, the next screen will show a vehicle with four tires.

For **Tire and Wheel** claims tap on the tire icon where there is damage (5) and select appropriate benefit (6).

To create a claim for other Appearance benefits tap **ADD PHOTOS** (7) and chose the required benefit to claim (8).

Tap on **CLOSE** (9) when pictures of the damages are uploaded.

Tap on **Back** (10) to go back to the previous screen.



### Need help?

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

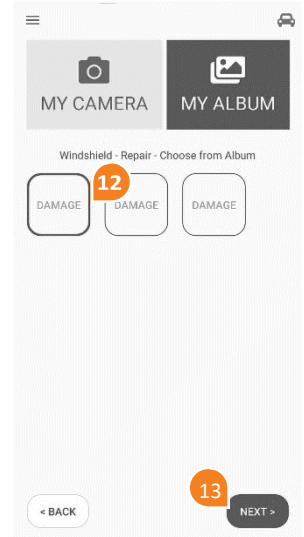
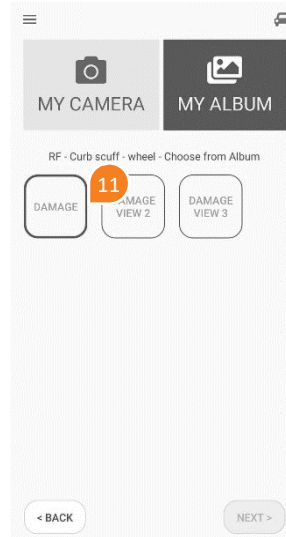
## Step 3 of 6:

### Uploading pictures

Once the required benefits are selected, pictures of the damages must be uploaded to the claim.

Tap on **Bold frames (11 & 12)** to upload pictures of the damage for each of the benefits chosen - a maximum of 3 pictures can be uploaded for each benefit (**bold frame** = mandatory for claim submission).

Tap on **NEXT (13)** to proceed to the next screen.



## Step 4 of 6:

### Starting the Claim

Once required pictures are uploaded, user will be directed to create their claim.

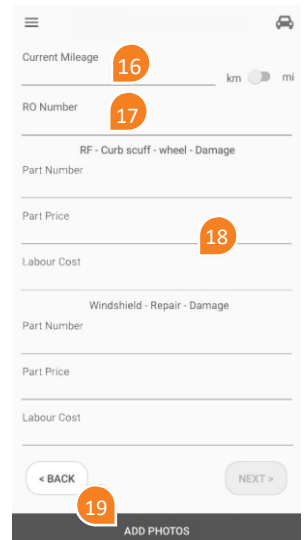
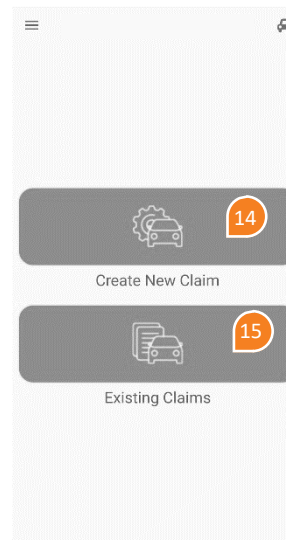
Tap on **Create New Claim (14)**.

Users can also view and continue **Existing Claims (15)**.

In the next screen, enter all required information for the claim:

- **Current Odometer reading (16)**
- **Repair Order Number (17)**
- **Parts and labor pricing (and part number if applicable) for each benefit claimed (18) - including sublet charges.**

Tap on **ADD PHOTOS (19)** for the next step.



## Step 5 of 6:

### Uploading Mandatory Documents

*This step is required for claim submission.*

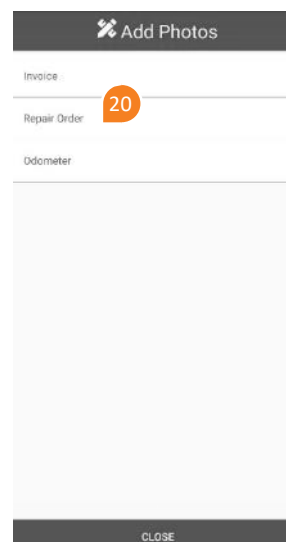
Tap on **Repair Order (20)** to get to the upload screen.

Tap on the **Bold Frame (21)** to upload a copy of the **customer signed REPAIR ORDER.**

When **MY ALBUM (22)** is highlighted, users can choose pictures from their devices' picture gallery.

Users can also tap on **MY CAMERA (23)** to take live pictures of their documents.

Tap on **BACK (24)** to proceed.



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## Step 6 of 6: Submitting the Claim

Tap on **NEXT (25)** to proceed to the claim summary screen once previous steps are completed.

The claim summary screen displays the **Claimed Benefits (26)**, review the claim summary and modify your claim if needed.

The **SAVE (27)** button allows the users to complete the claim at a later time, either from the app or the HUB.

Press **SUBMIT (28)** to submit the claim for review.

The next screen provides you with a **claim number (29)** and a confirmation that the claim has been successfully submitted.

Current Mileage  
35000 km mi

RO Number  
220996

RF - Curb scuff - wheel - Damage

Part Number

Part Price

Labour Cost  
\$125.00

Windshield - Repair - Damage

Part Number

Part Price

Labour Cost  
\$125.00

< BACK

NEXT >

ADD PHOTOS

Claim Summary

Curb scuff - wheel	26	\$131.25
Windshield - Repair		\$131.25

Total Incl. Taxes \$262.50

Please remember to upload Repair Order, ... and ... supporting documents using the 'Add Photos' button on previous page when submitting your claim.

< BACK

SAVE

SUBMIT

Your claim has been successfully submitted.  
This is your claim #  
**560714** 29

< BACK

NEW VIN

***In the event that an authorization email is received, please upload your invoice documents (customer signed invoice, sublet invoice, rental invoice, etc.) to the authorized claim through HUB (refer to this [guide](#) for assistance)***

***Or***

***Reply to the authorization e-mail with the invoice documents attached.  
([settlement@lgm.ca](mailto:settlement@lgm.ca))***

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