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**How do I receive a user name and password for the HUB to access online claims?**

Email [settlement@lgm.ca](mailto:settlement@lgm.ca) and indicate that you need access to HUB. Please provide the following information: your first and last name, your email address, the name of your dealership, and your position in dealership (service advisor, service manager, etc.)

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**I received my HUB login however, it no longer works.**

The HUB email and login info are valid for 5 days only. After that, a new password and login information will have to be created. In this case, please refer back to the previous question.

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**I have forgotten my HUB password, how can I reset it?**

Please click the "Forgot Password" link on your HUB login page. You will be prompted to answer the two security questions setup at time of account creation, *once done a password reset link will be emailed to you.*

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**Where can I go to find support for Online Claims?**

Quick Reference Guides and a short how-to videoa are available in the HUB, under Service Tools > Service > Training. Additionally, you can use the FAQ, a widget you can access when logged in HUB, which is connected to a vast knowledgebase.

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**Is there any training available?**

In addition to self-serve guides and How-to videos, the claims team is always available for help. Phone agents can provide on the spot wlkthroughs, or escalate requests for training on an as per needed basis. Furthermore, Dealer Development Managers are also a good resource when training is needed as they can communicate training needs to the appropriate departments.

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**What type of claims can be submitted online?**

Appearance, Mechanical, Tire & Wheel, and Pre-Paid Maintenance claims can be submitted online.

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**Can I submit an online claim at any time?**

Yes, you can submit an online claim 24/7.

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**Our Dealership did not sell the contract, can we still check coverage and submit a claim?**

Yes, with your login information you can access contracts sold across the country and submit claims on the customer's behalf.

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**How soon can I expect to receive a decision on my claim submission?**

Our Service Level Agreement (SLA) is to provide a decision within 1 hour of claim submission during business hours depending on claim complexity. We strive to exceed your expectations and continually work towards the fastest response time.

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**What other benefits does the Online Portal offer?**

In addition to submitting claims, you can check coverage on all policies, claims history, payment status and reprint the Terms and Conditions.

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**Can the Online Portal save me time?**

Yes, advisors will have more flexibility as you can submit claims at your convenience, no need to go through the phone queue anymore. An online claim takes 2.5 minutes to submit in comparison using the phone queue averages 5 minutes a call.

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**What documents do I need to attach to my online claims?**

In order to successfully submit your online claim, you must attach the customers Repair Order. Additionally, photos of the damage and other supporting documentation is recommended to help support the claim.

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**Need Help?**

If you have any questions please use the following links:

Contact our **Claims Team** at [claims@lgm.ca](mailto:claims@lgm.ca) | or consult our [FAQ](#)