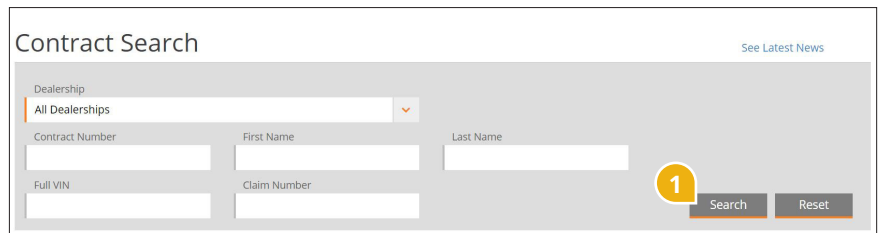# Online Claim Submission

Step 1 of 9:
Find a Contract

Find a contract by filling in the search criteria. Partial information is sufficient if you are searching for a policy sold by *your dealership*. For contracts sold by another dealership, the full **VIN** or an exact match of **First** and **Last Name** must be used.

Please click on **Search** (**1**) to initiate the search.

Contract Search

See Latest News

Dealership
All Dealerships

Contract Number	First Name	Last Name

Full VIN	Claim Number

1 Search   Reset

Step 2 of 9:
View Claims

When presented with the list of search results, please click **View Claims** (**2**) for the desired contract. Take note that if an exact match is found only one contract will show in this list.

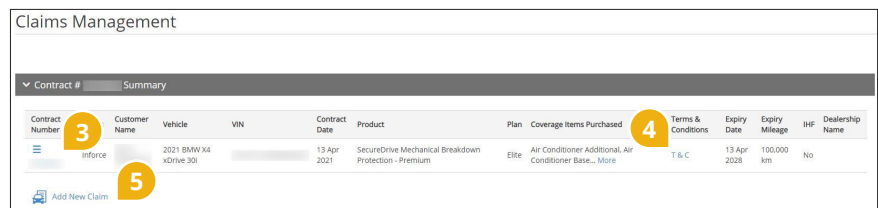| Contract Number	Product	Status	Customer Name	Vehicle	VIN	Actions
	SecureDrive Mechanical Breakdown Protection - Premium	Inforce		2021 BMW X4 xDrive 30i		View Claims
	SecureDrive Mechanical Breakdown Protection - Premium	Inforce		2015 Cadillac SRX Luxury Collection		View Claims
		Cancelled		2020 Kia Forte GT		View Claims
	SecureDrive Mechanical Breakdown Protection - Premium - VW-AUDI	Inforce		2018 Audi A5 2.0T quattro Progressiv		View Claims
	SecureDrive Mechanical Breakdown Protection - Premium	Cancelled		2020 Kia Sedona LX Plus		View Claims
		Cancelled		2020 Kia Sedona EX		View Claims
	SecureDrive Mechanical Breakdown Protection - Premium	Inforce		2018 Porsche 718 Boxster Base		View Claims
	SecureDrive Mechanical Breakdown Protection - Premium - VW-AUDI	Inforce		2017 Volkswagen Golf 1.8T Comfortline		View Claims
		Inforce		2020 Kia Sorento LX Plus V6		View Claims
		Inforce		2020 BMW 3 Series 330i xDrive		View Claims

Step 3 of 9:
View Details

The contract details are available in the *Claims Management* screen.

To review the vehicle, coverage, and dealer details click the ☰ icon beside the **Contract Number** (**3**).

Click the **Terms and Conditions** (**4**) link to view, or initiate a claim by selecting **Add New Claim** (**5**).

Claims Management

∨ Contract #   Summary

Contract Number	Customer Name	Vehicle	VIN	Contract Date	Product	Plan	Coverage Items Purchased	Terms & Conditions	Expiry Date	Expiry Mileage	IHF	Dealership Name
☰ **3**	inforce	2021 BMW X4 xDrive 30i		13 Apr 2021	SecureDrive Mechanical Breakdown Protection - Premium	Elite	Air Conditioner Additional, Air Conditioner Base... More **4**	T & C	13 Apr 2028	100,000 km	No	

🚗 Add New Claim **5**

Step 4 of 9:
Start a Claim
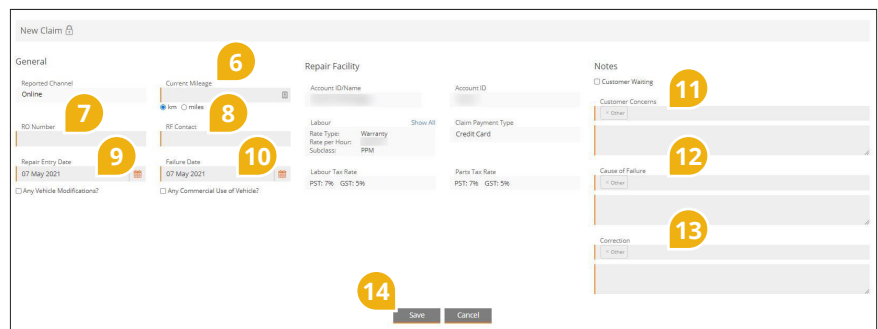
Please fill the following fields:

- **Current Mileage** (**6**)
- **RO Number** (**7**) - RO stands for Repair Order.
- **RF Contact** (**8**) - RF stand for repair facility, this field must contain the user's *first name*.

Ensure the **Repair Entry Date** (**9**) is accurate, it is the date the vehicle is being repaired on.

Indicate the **Failure Date** (**10**) as well, this is the date the actual failure(s) happened.

Furthermore, fill the **Customer Concerns** (**11**), **Cause of failure** (**12**), and the **Correction** (**13**) fields. If more than one concern exists, press enter to change lines while in the field and number the lines for clarity.

Press **Save** (**14**) to save the claim in HUB.

New Claim 🔒

General

Reported Channel
Online

RO Number **7**

Repair Entry Date
07 May 2021 **9**

☐ Any Vehicle Modifications?

Current Mileage **6**
◉ km ○ miles **8**

RF Contact **8**

Failure Date
07 May 2021 **10**

☐ Any Commercial Use of Vehicle?

Repair Facility

Account ID/Name

Labour   Show All
Rate Type: Warranty
Rate per Hour:
Subclass: PPM

Labour Tax Rate
PST: 7%   GST: 5%

Account ID

Claim Payment Type
Credit Card

Parts Tax Rate
PST: 7%   GST: 5%

Notes

☐ Customer Waiting

Customer Concerns **11**
˅ Other

Cause of Failure **12**
˅ Other

Correction **13**
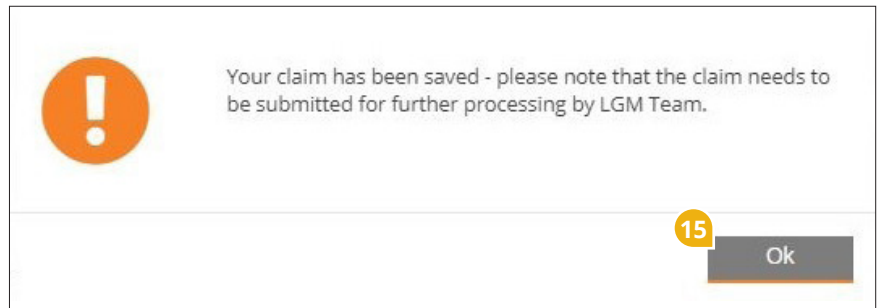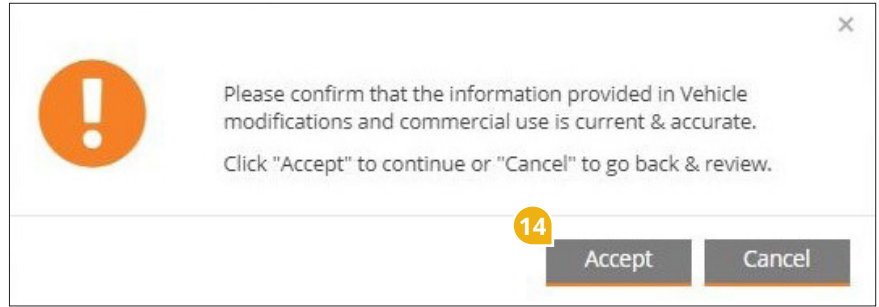˅ Other

Save **14**   Cancel

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Proud to be responsible

Step 5 of 9:
Confirmation Messages

Before going any further, HUB will ask to confirm the accuracy of the information given. Click **Accept** (**8**) if in agreeance. Note that if **Cancel** is clicked, the claim cannot be created until all information is verified to be accurate.

Once the previous message is accepted, HUB will save the claim and confirm that the claim has been saved. Take note that, as the message implies, LGM has not yet received the claim to process. Click **Ok** (**15**) to continue.

Please confirm that the information provided in Vehicle modifications and commercial use is current & accurate.

Click "Accept" to continue or "Cancel" to go back & review.

14 Accept | Cancel

Your claim has been saved - please note that the claim needs to be submitted for further processing by LGM Team.

15 Ok

Step 6 of 9:
Add Component/Labour

Newly enhanced, the component entry screen encompasses one grid where all parts and labor can be entered. Component entry is split into two colors, the parts section is blue, and the labor section is yellow.
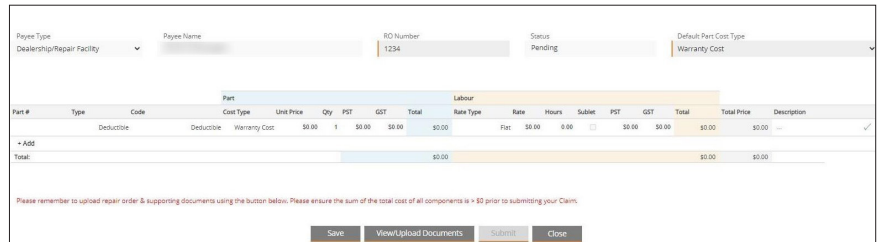
The Part section breaks down to four editable fields:

1. Click the **+Add** (**16**) link to open a new line.
2. Under the **Part #** (**17**) heading, a field will open to insert a part number, OEM brands with the available option will have auto-populating prices and descriptions. Please enter the part number in question here, omit any spaces or dashes.
3. Select the system that the component affects under the **Type** (**18**) heading.
4. Select the exact component you are replacing under the **Code** (**19**) heading.
5. If not already indicated, choose the type of pricing under the **Cost Type** (**20**) heading.

Part #	Type		Code		Cost Type	Unit Price	Qty	PST	GST	Total
	Deductible		Deductible		Warranty Cost	($100.00)	1	$0.00	$0.00	($100.00)
1KM959455E	Engine	⌄	Belt tensioner	⌄	Retail Cost	$231.67	1	$16.22	$11.58	$259.47
3GH412544Z	Electric/Hybrid	⌄	Battery Charger	⌄	Retail Cost	$0.00	1	$0.00	$0.00	$0.00
+ Add										
Total:										$159.47

The Labour section breaks down to five editable fields. Once the parts information has been entered, the labor information must be filled.

1. Under the **Rate Type** (**21**) heading, ensure the correct rate is chosen.
2. Under the **Rate** (**22**) heading, ensure the correct hourly rate appears.
3. Indicate how much time is being claimed under the **Hours** (**23**) heading.
4. If the repair is being performed by a sublet facility, check the box under the **Sublet** (**24**) heading.
5. The **Description** (**25**) area will populate with a short description of the component entered for brands that have auto-populating part numbers. This is also an editable field, clicking on the three dots opens an editable dialogue box.
6. Clicking the ✕ (**26**) symbol will delete the component line after a confirmation is answered. Take note that the line can be edited at any time before submission, eliminating the need to delete a line and starting over.

Labour		Rate	Hours	Sublet	PST	GST	Total	Total Price	Description	
Rate Type										
	Flat	$0.00	0.00	☐	$0.00	$0.00	$0.00	($100.00)	...	✓
Warranty - Standard	⌄	$117.34	1.20	☐	$9.86	$7.04	$157.70	$417.18	Fan Motor...	✕
Warranty - Standard	⌄	$117.34	0.00	☐	$0.00	$0.00	$0.00	$0.00	Charger	✕
							$157.70	$317.18		

Step 7 of 9:
Uploading Documents

Once the claim is ready to be submitted, claim supporting documents must be uploaded to the claim. Furthermore, users must ensure that, as per the *instructions in red* (**25**), the claim's total must be greater than zero dollars.

For the submit button (**26**) to become active, documents must be uploaded by clicking the **View /Upload Documents** button (**27**).

In addition to the repair order, HUB will request document types to upload according to the components being claimed, please upload the **Requested Documents** (**28**) as well.

Next, the **+ Upload File(s)** (**29**) link must be clicked to open the upload dialogue box.

Please remember to upload repair order & supporting documents using the button below. Please ensure the sum of the total cost of all components is > $0 prior to submitting your Claim.

[Save] [View/Upload Documents] [Submit] [Close]

Requested Documents

Component Type	Document Type	Document(s)	Notes
Engine	Claim Supporting Documents	Pictures & Video, Maintenance Records and Schedule, Technical Service Bulletin, Tech Line Communications, Scan Code Print Outs	Maintenance Records and Schedule required if part is lubricated/serviced Pictures/Video required if found upon inspection/no CH concern present Scan Codes required if malfunction light is on / if codes are present.
Electric/Hybrid	Claim Supporting Documents	Guided Fault Finding, Tech Line Communications	

Uploaded Documents

+ Upload File(s)

There are no ~~a~~ ments [Close]

There are two ways of uploading documents to the claim:

1. Drag and drop files in the **Drop file(s) here** (**30**) area.
2. Click the **+ Choose File** link (**31**), which will then open a window with available files to upload.

Once files are uploaded to the claim, the **Save button** (**32**) becomes available, click it to save the documents that were uploaded.

Once all necessary documents have been uploaded and saved, the **Uploaded Documents** (**32**) section should look like this, with each document having a **Description** (**33**).

Press the **Close button** (**34**), the claim is now ready to be submitted.

Files
Drop file(s) here **30**

+ Choose File **31**   **31**   Save   Cancel

Uploaded Documents

+ Upload File(s)   **33**

Name	Category	Document Type	Date Uploaded	Uploaded By	Size	Description	Public File References	
RO # 1234.pdf	Claim Documents	Claim Supporting Documents	23 Apr 2021 12:58 pm		0.05 Mb	Claim Supporting Documents - RO # 1234.pdf	0	
Maintenance Records.pdf	Claim Documents	Claim Supporting Documents	11 May 2021 1:04 pm		0.10 Mb	Maintenance Records - Ro#1234	0	✎ ✕
TechLine.pdf	Claim Documents	Claim Supporting Documents	11 May 2021 1:05 pm		0.05 Mb	Tech Line Communications - RO#1234	0	✎ ✕

34 Close

Step 8 of 9:
Submitting the Claim

Once the *Submit* button is pressed, HUB takes over the claim and starts processing it. As a first step, depending on components being claimed, HUB might ask questions to determine if the claim is within the coverage limits of the contract. Ensure that the **questions** (**36**) are answered accurately so that HUB can efficiently process the claim. Click Save (**37**) when all questions are answered.

Please answer the following questions

	Yes	No
Is the failure a result of rust, corrosion, collision/impact or failure to maintain? (Collision is any single or multi-vehicle accident regardless of cause, fault, or driver error.)	○	●
Are there any components that are specifically not eligible for coverage under the contract, such as shocks, struts, batteries, exhaust system, brake pads, clutch, spark plugs etc. (see contract for a complete list of exclusions)	○	●
Is the component an internally lubricated component such as a differential, transfer case, engine or transmissions?	○	●
Will you install recycled or remanufactured parts for the failed component(s)?	○	●
Does the vehicle have any modifications such as but not limited to lowering and lift kits, or oversized tires?	○	●
Have you looked into sourcing aftermarket parts for the failed component(s)?	●	○
Is the damaged component subject to any warranty coverage such as; powertrain, comprehensive or parts warranty from a previous repaired or replaced part.	○	●

37 Save   Cancel

Step 9 of 9:
Confirmation Message

The confirmation is displayed when HUB has accepted the claim submission, please read carefully as this is not an authorization. The message indicates a claim number and explains that an email confirming receipt of this claim will be sent to the email address on file. Click the close button to leave the claims management area and go back to the contract search page.

Thank you for submitting your claim online successfully with Claim number ▓▓▓▓.

Please note that no repair should be performed until you receive approval from our adjuster together with a parts and labor summary.

An email confirmation has been sent to your email address .

If you have any questions, please contact our Claim Services Team at 1.866.287.6200 or email: claims@lgm.ca

38 Close

Need Help? If you have any questions, please contact: claims@lgm.ca | or consult the FAQ