

Mail completed forms to:

Aon Innovative Solutions
Service Administration
PO Box 428
Golden, CO 80402-0428

If you have any questions regarding service contract claim procedures, please call:

Service Number: 800-605-7764
FAX Number: 303-590-0596

AON *Aon Innovative Solutions*

**“HOW TO” BOOK
FOR AIS SERVICERS**

Service Contract Claim Procedures
And Reimbursement Policies

TO AIS SERVICERS:

For over thirty years, Aon Innovative Solutions has been providing repair services to millions of satisfied customers through the sale of extended warranty programs. The “Backbone” of all these programs is the network of Authorized Service Centers.

We are delighted you have elected to join our team of experienced and professional service centers. It is our intent to make your relationship with AIS rewarding and efficient. All we ask is that you perform quality work and follow the guidelines that have worked so well in the past. We will do our part with prompt payment and helpful personnel.

PLEASE NOTE: After reading this Claim Procedure booklet, please fill out the enclosed Profile for AIS Servicers. Upon acceptance of your Profile, AIS will issue to your company an authorized ASC (Authorized Service Center) number. The ASC number will expedite the handling of your claims and the prompt return of your reimbursement.

- With \$3 Billion in annual retail sales, Aon Innovative Solutions is the largest provider and insurer of service contracts to the electronics, appliance, automobile, and home warranty industries in the world.
- Aon Innovative Solutions is a charter member of S.C.I.C. (Service Contract Industry Council).
- Aon Innovative Solutions provides reimbursement to servicers within thirty (30) days from receipt of authorized claim documentation.

The AIS contract directs the customer who is in need of service to contact the “Selling Dealer” or “Aon Innovative Solutions.” The Selling Dealer or AIS will in turn direct the customer to the appropriate AIS Authorized Service Center.

1.

When the AIS contract customer calls or brings their defective unit to the Authorized Service Center (ASC), acquire his/her name and AIS Agreement number which appears on the Service Agreement. Also, obtain the address, model and serial number along with the type of service required. Call AIS at 1-800-605-7764. If you have more than two claims to be authorized, please fax the information to us at 303-590-0596. Upon receipt of the fax, we will give it immediate attention and return it to you in a timely manner.

2.

For electronic authorization you may email requests to approval@us.aonwarranty.com. Include all the component part(s) needed, as well as your net cost. Use your regular sources for parts; you are responsible for returning old parts if any exchange allowance is available. If there is no exchange allowance, the old part is to be held for 90 days pending possible inspection by AIS. Submit a copy of your parts invoice with each claim.

AIS will reimburse you at the pre-approved rate.

PLEASE NOTE: AIS markets various types of service contracts. Some are carry-in, while other coverages include on-site/in-home repairs. Some contracts cover specified components only. If there is any question regarding the nature of the coverage, please call or fax for clarification. Contract verification must be obtained from AIS before beginning service.

After receiving your estimate, AIS will issue an authorization number to your company and will communicate conditions of approval if they apply. This authorization number is to be included on your NESDA, NARDA, or COMPTIA form.

3.

Upon receipt of the completed claim form, with required supporting documentation (i.e., copy of parts invoice, customer’s proof of service contract, etc.), AIS will verify authorization, and if correct, process for payment.

4.