

Credit Card Claims Payment Available for Tire & Wheel, Windshield, PDR, Safe-Shield and VSC Claims

Safe-Guard's agents have done an excellent job getting the word out that credit card payment is usually the preferred and most convenient form of payment for dealers. Safe-Guard can offer credit card payment for Tire & Wheel, Windshield, Paintless Dent Repair, Safe-Shield and Vehicle Service Contract claims up to \$2,000. For claims more than \$2,000, Safe-Guard will issue payment by check.

Following is the process for payment by credit card:

1. Dealer or Repair Facility calls Safe-Guard for prior approval.
2. Safe-Guard faxes a claim summary, which details claim information, including approved amounts.
3. The Dealer or Repair Facility then faxes a copy of the final invoice, using the claim summary sheet as a cover sheet. The claim summary sheet is barcoded and will be used for automatic routing of the claim once the invoice is faxed to us.
4. Safe-Guard processes the claim, and sends the credit card information via fax or e-mail.
5. The Dealer or Repair Facility then processes the credit card for payment.

Over the years, we have made several upgrades to this process in the interest of efficiency. These changes have resulted in a payment processing turn-around time of between 2 and 4 hours. This quick turn-around time allows dealers to close the claim on their side and not have to carry an outstanding amount on their receivables.

Please keep this in mind when talking with your dealers, and make sure to offer the credit card payment option to them. To set up a dealer for this, all we need is an e-mail address or fax number to which we will send payment information. Also, we can send the payment information to multiple e-mail addresses if, for example, the cashier is to receive the payment information but the service manager wants to be included as well.

As always, please do not hesitate to contact us with any questions or suggestions that you may have. We value your input!

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