

WHAT TO DO IF YOU HAVE A CLAIM

To make a claim on this policy you must take the following steps:

1. **Inform us** of the problem by email (sales@japanesevehicles.com) or phone (+81-52-219-9024).
2. As repairs must be carried out by an authorized repair facility, **phone the nearest Guarantee Service Center** (list below) to have the vehicle inspected.
3. If the vehicle can be driven safely without causing further damage take it to the nearest authorized Guarantee Service Center or otherwise have it towed. The vehicle has to be taken to the authorized Guarantee Service Center **within 14 days** from the claim notification.
4. Present this policy to the service manager to determine if the breakdown constitutes a claim under the policy.
5. The authorized Guarantee Service Center contacts us for confirmation and pre-approval of the repairs.
6. After receiving our approval, the authorized Guarantee Service Center proceeds to the repairs.
7. In some instances we may require you to complete a claim form or require other documentation such as proof of servicing and other relevant invoices.
8. If the repairer is unable to determine the fault it may be necessary to dismantle parts. If this is the case **we must be notified**. However, only you can authorize this work, because the contract for repair is between you and the repairer.
9. We may agree to indemnify you in relation to costs covered under this policy
10. We reserve the right to supply new, used or reconditioned parts at our discretion.

AUTHORIZED GUARANTEE SERVICE CENTERS

Lucayan Auto Sales

Montrose Ave & Hampton St.

Nassau, Bahamas

TEL: 242-603-CARS (2277)

CELL: 242-424-4216

FAX: 242-393-5277

EMAIL: Nassau@JapaneseVehicles.com

Expert Tire and Auto Mart Ltd., T/A Prestige Auto

Logwood Road & Peach Tree Street

Freeport, Bahamas

TEL: 242-352-3302

EMAIL: prestige50@yahoo.com

INSTRUCTIONS FOR THE AUTHORIZED GUARANTEE SERVICE CENTER

When contacted by a Trust Company customer, please contact Trust by email and advise that you wish to make a Mechanical Breakdown claim prior to commencing repairs.

You will need to provide us with the following information in writing by email:

- Vehicle Chassis Number;
- Odometer reading ;
- Initial diagnosis of problem ;
- Estimated cost of repairs.

If the claim is accepted we will authorize repairs in writing by email.

Once work is completed please scan all the documents and the invoice and email them to Trust by email

Invoices should provide full customer details, full details of the work completed and copies of any subcontracted work (when requested).

REPAIRS MUST NOT BE COMMENCED UNLESS AUTHORISED.

ANY REPAIRS NOT AUTHORISED ARE NOT COVERED