

# WHAT TO DO IF YOU HAVE A CLAIM

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

- 1. Inform Trust** of the problem by email (sales@japanesevehicles.com) or phone (+81-52-219-9024).
- As repairs must be carried out by an authorized repair facility or at an internet identifiable garage, **phone the nearest authorized repairer** (as listed below) to have the vehicle inspected.
- If the vehicle can be driven safely without causing further damage take it to the nearest authorized repairer or otherwise have it towed. The vehicle has to be taken to the authorized repairer **within 14 days** from the claim notification.
- Present this policy to the above mentioned repairer to determine if the breakdown constitutes a claim under the policy.
- The repairer contacts us for confirmation and pre-approval of the repairs.
- After receiving our approval, the repairer proceeds to the repairs.
- 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.
- 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. The contract for repair is between you and the repairer.
- We may agree to indemnify you in relation to costs up to FOB price covered under this policy.
- We reserve the right to supply the parts required at our discretion.

## **INSTRUCTIONS FOR THE AUTHORIZED REPAIRER**

When contacted by a Trust Company customer, prior to commencing repairs please contact Trust Company Ltd. by email (sales@japanesevehicle.com) or phone (+81-52-219-9024) and advise that you wish to make a Mechanical Breakdown claim.

In order for us to confirm your entity on the internet please email us your website address or any web reference. If your entity cannot be identified on the internet please do not proceed with the 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:

**sales@japanesevehicles.com**

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**