



## How to File a Claim?

**\*\*Preauthorization is required prior to any services being performed\*\***

- Contact Century at (877) 778-3447 to obtain preauthorization.
- Provide contract number or the last 6 digits of the VIN along with the service or repair requested.
- Century will collect part #'s and pricing while on the call.
- Estimate will be reviewed with dealer during claim filing call.
- Century will verify dealer's contact information and email address or fax number for payment.
- Century will require photos on all first claims associated with a contract. Please see First Claim Picture Requirements on page 2.
- In an effort to increase efficiency, Century may request pictures in lieu of an inspection.
- On approved claims, Century will provide an authorization number along with the dollar amount that will be authorized for payment.

**\*\*\*Additional Requests: If you require additional parts and/or labor after receiving an authorization code, please call Century to obtain an updated authorization #.\*\*\***

## How To Receive Payment?

Once repairs have been completed, please email signed invoice with authorization code to:  
**Powersportpayments@centuryservicecorp.com or Fax (505) 715-4202**

**\*\*\*VIP DEALERS ONLY\*\*\***

If your dealership has obtained VIP status, please email signed invoice with authorization code to:  
**Powersportsvip@centuryservicecorp.com**

Century will issue via fax or email a one-time credit card within 48 hours.

**\*\*\*VIP Dealers will receive payment within 24 hours.\*\*\***

Note: Timeline stated for payments is based on Century receiving accurate documentation. Additional time may be required if final RO requires correction. Please see Payment Requirements Page.

Hours for filing and payments: Monday -Friday, 7 am – 6 pm (Mountain Standard Time)

Please contact the Rider's Advantage Team with any additional questions.

Rich Butler  
Regional Sales Manager  
(918) 921-1004  
[Rich@riders-advantage.com](mailto:Rich@riders-advantage.com)



## Payment Requirements

When sending in your final RO for payment, please make sure that it includes the following:

- **RO number**
- **Contract Holder's Name**
- **RO Dates**
- **VIN**
- **Mileage/Hours**
- **Part Numbers**
- **Part Descriptions**
- **Part Price**
- **Sublet Bills**
- **Customer Signature**
- **Authorization Number**

\*\*\*Note: In order to ensure that payment is able to be processed, please confirm that the parts and labor information on the final RO match what was initially called in and authorized by Century.\*\*\*

## First Claim Picture Requirements

When sending in pictures on first claim associated with a contract, please provide pictures of the following:

- **Full View (It is recommended to take an angled photo of the front left and rear right of the vehicle.)**
- **Photo of Odometer or Hour meter**
- **Photo of VIN tag**
- **Photo of tire clearly showing the tire brand and size**

\*\*\*Note: First Claim Pictures are not required for VIP dealers.\*\*\*

