



**RIDER'S** | ADVANTAGE  
THE TOTAL ADVANTAGE



## QUICK CLAIM REFERENCE FORM

### CLAIMS DEPARTMENT

Hours: 5:00am to 5:00pm Pacific  
Monday - Friday  
Phone: (833) 336-3993  
Fax: (866) 764-8544  
Email: [psclaims@pdsadm.com](mailto:psclaims@pdsadm.com)  
Supervisor: Roger Gillman

### PAYMENT DEPARTMENT

Payment Fax: (866) 764-0338  
Payment Email: [claimspayment@pdsadm.com](mailto:claimspayment@pdsadm.com)  
Mailing Address: PO Box 23880  
San Diego, CA 92193-3880  
Attn: PS ESC Claim Payment

### IN THE EVENT OF A BREAKDOWN THE CUSTOMER MUST:

- Take measures to prevent further damage.
- Take the vehicle to a commercial repair facility and provide a copy of the ESC.
- Authorize any charges necessary to determine the cause of failure including necessary diagnostics and tear down.
- If it is determined that the failure does not constitute a breakdown under the terms of the ESC, the customer is responsible for diagnostic and tear down charges.
- Pay applicable deductible, if any, on approved repairs.

### THE LICENSED REPAIR FACILITY MUST:

- Contact the claim department as listed above to obtain approval prior to performing repairs or cleaning any parts.
- Provide an estimate of parts and labor costs for approval.

### CLAIMS DEPARTMENT WILL:

- Request proof of maintenance as required in accordance with the terms and conditions of the agreement or send an inspector, if warranted.
- Provide a claim authorization number and an approved amount for covered repairs, less the customer's applicable deductible.

### CLAIM PAYMENT FOR APPROVED CLAIMS:

- Within 30 days of the repair, the dealer or customer must furnish the administrator with copies of the repair orders and other requested documents or receipts. All receipts must show customer name, ESC contract number, service date, and vehicle description.
- Authorized claims will be paid upon receipt of all documentation requested by the claims department including a completed and signed invoice.
- Fax, email, or mail the completed and signed invoice to the payment department as listed above, attention Powersports ESC Claim Payment.