



Classictrak Key Remote Claim Procedures

Claims Toll Free-877-222-4162

Office Hours: 9:00 am-5:00 pm. Monday through Friday

All claims require prior authorization

Key or Remote

If the customer experiences a lost or damaged key, follow the claim procedures below or consult the service agreement for procedures. This information is also required for customer reimbursement consideration:

Computer generated invoice must contain the following:

- a. Vehicle information, including Year, Make, Model
- b. Customer's name, address and phone number
- c. The current vehicle's mileage
- d. A description of what happened to the key/remote i.e.,(lost or damaged)
- e. Cost of key
- f. Customer's signature on the repair order

Send all the above information to casclaims@classictrak.com, or call the toll free number above to file a claim.

We will review the claim for coverage. Contact our office for approval during normal business hours.