

HOW TO FILE A PTS LEASE PAYMENT PROTECTION CLAIM

IN THE EVENT YOU SHOULD SUFFER A COVERED LOSS

STEP 1: LOG INTO THE CUSTOMER PORTAL USING YOUR USERNAME AND PASSWORD!

STEP 2: ONCE LOGGED INTO THE CUSTOMER PORTAL, ON THE HOME PAGE, YOU WILL SEE A BUTTON THAT SAYS “START A CLAIM.” Once you click on this – the online claim form will open.

STEP 3: Choose the Type of Claim that you are filing, based on the type of damage or loss that you have experienced:

- Fire
- Flood
- Storm
- Theft
- Acts of God

STEP 4: Enter the information on the online claim form as it appears on your TEMPOE lease agreement. Please provide your best contact phone number and current address.

STEP 5: Explain the incident that caused damage or loss, including any information that you believe will assist us in the processing of your claim.

STEP 6: Attach photos of damage and/or reports as applicable from Police, Fire, or Natural Disaster Relief Resources (such as American Red Cross, FEMA, Homeowner Insurance, Environment or Government Agencies, etc.).

Please view the next page for paperwork requirements.

NOTES

For the following claim types, the documentation below is required for PTS to review your claim for approval:

(a) Theft claims:

- When filing a claim due to theft, a Police report must be filed within 48 hours of the date of the Covered Loss.
- Police report must provide details of the theft and prove forced entry.

(b) Fire claims:

- When filing a claim due to fire related damage, a fire report issued by your local authorities is required, if applicable.
- You must also provide proof of damage by submitting colored photos of such damage.
- In addition, if applicable, you must also submit colored photos showing the damaged Covered Product(s) model and serial number.

(c) Storm damage or Act of God claims:

- When filing any storm damage or Act of God claim, you must include colored photos of the damage.
- In addition, if applicable, you must also provide colored photos showing the damaged Covered Product(s) model and serial number.

Failure to provide any of the above listed information within 60 days of the Covered Loss would result in claim denial.

For questions, or assistance, call PTS at [1-888-832-1063](tel:1-888-832-1063).