

## Claims Instructions: Phone Support & Call Back Feature

When calling to file a claim by phone, you will hear several prompts. These may direct you to our website to file a claim online or offer the option to use our Call Back Feature instead of waiting on hold.

### Call Back Feature Instructions

*(Offered every 2 minutes while on hold)*

1. When you hear the callback option, press 1.
2. Choose one of the following options:
  - To receive a call back at the same number you are calling from, press 1.
  - To receive a call back at a different number, you can enter the phone number and press #. You will then press # again for confirmation.
3. Stay on the line until you hear a confirmation message. The system will confirm your request, say goodbye, and then disconnect the call.
4. All calls are returned in one hour or less, unless a high call volume period. Then, 2 hours or less.
5. Please note:
  - If you call back and attempt to use the same phone number again before your call back, the system will not accept the request a second time. You will receive a notice that you already have a callback in the queue from the same number. The phone system will provide you with the option to press # and stay on the line to speak with a representative. Hitting # removes your number from the call back list.
  - Your number can only be on the call back list once at a time, so we kindly ask for your patience while waiting for your return call.

**For the quickest claims service, you can sign up for online claims at [warrantysolutions.com](http://warrantysolutions.com) and click on File a Claim.**

To access Online Claims, your Dealer Servicer user must be set up in PCRS+. Here's how to get started:

### How to Request Dealer Servicer Setup

All setup requests must be submitted via email (phone agents are not able to process these).

1. Please email us at [wscustomer@warrantysolutions.com](mailto:wscustomer@warrantysolutions.com) or contact your Account Management team at [autoacctmgmt@amyntagroup.com](mailto:autoacctmgmt@amyntagroup.com) and include the following.
  - a. Subject Line: PCRS+ Dealer Servicer New User Request – (Dealer #, Dealer Name)
  - b. Email Message should include:
    - i. User First and Last Name
    - ii. User Email Address
    - iii. Dealer Number (DL#)
2. Users are set-up within 24 hours.

Tip: You can include multiple users for the same dealer/location in one request.

### Helpful Resources

Visit our [PCRS FAQ](#) to find:

- Step-by-step setup instructions
- Access and login links
- Servicer Access details