



## HOW TO FILE A CLAIM

To file a claim all you need to do is fill out your information here:

<https://service.guardhomewarranty.com/portal/newticket>

or click the "Service Tickets" tab on the website.

## WHAT HAPPENS NEXT?



Upon claim submission, you will receive an email instructing you to contact a service provider of your choice and set up a diagnosis. You will also receive an email from your claims specialist with additional questions within 24 hours. Once you schedule your appointment, update your portal or reply to the claim email with the appointment time.



Upon contractor diagnosing the issue, please call us before any work is started. Your claims specialist will speak with the contractor to determine if the issue is covered under your policy.



In the event that your claims specialist needs additional information, they may use up to 24 hours to confirm details with the contractor, ask additional questions and gather photos for your file.



Once a determination has been made on your claim, please schedule the work with your contractor.

All claims are subject to Terms & Conditions as outlined in the Contract. © 2019 GHW Group Inc

**800-600-5129 | [www.guardhomewarranty.com](http://www.guardhomewarranty.com)**