



Damage Claim Inquiry

Purpose:

To redirect the customer to the appropriate point of contact to reconcile a damage claim

Guidelines:

Follow these steps when a customer wants to initiate, check the status of or dispute a damage claim

Process:

STEP	ACTION
1	If a customer is asking for information about an existing claim or wants to dispute the resolution of a claim, email the claims department at dtc_claims@discounttire.com using the template below
2	If a customer wants to initiate a claim for damage to their vehicle refer them to the store where the damage occurred. If the customer is not near that location, refer them to the nearest store to them

Email Templates:

Existing damage claim:

To field: DTC_Claims@discounttire.com

CC Field: Dave and Mitch

Hello Claims Team,

XX contacted Customer Care regarding a recent claim. Their concern is XX. We have set the expectation with the customer that a member of the Claims Team will be reaching out to them in 3 business days or sooner to discuss their concerns. Please contact them at XX.

****Attach store invoice screen shot if available****



Customer unable to visit original store:

To field: (store to visit)

CC Field: Dave, Mitch & store where damage occurred

Hello (store),

XXX called Customer Care regarding damage to their vehicle that was allegedly caused by store XXX. They are unable to visit that store, so we have advised the customer to come into your store and ask for the Manager or Sr Assistant to initiate a claim. The original store has been CC'd in this email.

Contact:

Please see an assistant manager or manager with questions.