

# WHEN YOU SHOULD CONTACT AIA WITH AN ISSUE

One of the most valuable features of AIA's Payment & Title Insurance program is the pre-claim loss mitigation service that AIA provides to its customers.

Unlike most insurance companies, AIA welcomes the opportunity to assist in resolving issues that could result in a loss to our customers. We are often able to facilitate a quick resolution to the outstanding issue, preventing a loss.

Please contact us if you experience any of the following roadblocks to your own collection efforts:



## No response

If you are unable to contact the dealer, or if the dealer stops communicating with you



## Broken promises

If the dealer stops being honest with you, such as breaking promises to pay, failing to follow through with agreed-upon actions, etc.



## High-dollar loss

The higher the potential loss amount, the more quickly you should report the problem to AIA. All else being equal, a six-figure loss should be reported more quickly than a four-figure loss



## Non-payment

If you have not received any form of payment from a buying dealer within 7 days from the sale date, be sure you notify AIA within 3 days to preserve coverage under your Payment & Title Insurance policy



## Reporting checklist

Include the following information when contacting AIA:

- Sale Information (purchase date, price, and a copy of the bill of sale)
- Details on payment default (copy of returned checks)
- Date title was received by auction
- Date payment was initiated (check deposit, floor plan request, etc.)
- Communication with the dealer about the payment problem
- Dealer's history with your business



You can contact any of our Risk Management Agents or call us at (205) 414-2600