

FREQUENTLY ASKED QUESTIONS

FEDERATED LABOR ASSURANCE PROGRAM



Q: How do I enroll on the program?

A: The Federate Car Care Center's coverage is determined by your Federated Auto Parts Member. Please contact your Federated Auto Parts sales representative for enrollment and coverage information.

Q: What is required for my shop to participate in the program?

A: You must be an active Federated Car Care Member as well as a participant in the Nationwide Repair Warranty Program.

Q: Are commercial vehicles or trailers covered under the warranty?

A: No, commercial vehicles and trailers are excluded from the program.

Q: Are towing costs covered under the warranty?

A: No, towing costs are not included in the Federated Labor Assurance Program. Please file a Federated Roadside Assistance claim to receive towing reimbursement.

Q: What if my customer is away from my shop and needs service?

A: If your customer is 25 miles away or further, we ask that they contact the warranty center at **888-450-2816** to obtain service. We will set up a claim for your customer and look for a participating Federated Auto Parts Member's location to send them to. If they are within the 25 miles of your location, they must return back to you for service.

Q: What do I need from the customer to ensure that I get paid for claims?

A: Obtain a copy of the original invoice for warranty coverage. Upload or fax a copy of the original invoice, the original parts purchase receipt, the subsequent repair warranty invoice and the subsequent repair parts purchase receipt.

Q: What is the claims process?

A: A typical claims process will follow these steps:

- Claims are filed by the repair facility
- Repair facility must be enrolled in the Federated Labor Assurance Program
- Claims can be filed online or by phone
- Original repair information & warranty repair information will be needed to file claims
- Membership is verified
- Claim information is gathered and entered into the claim form
- Supporting documentation is sent to claims administrator
- Claim is audited
- Federated Auto Parts Member is notified of claim approval
- Credit will be applied to your Federated Car Care account by your Federated Auto Parts Member

Q: If I need to email or fax paperwork, what is the fax number and email address that I would use?

A: Email: federated@abswarranty.net or Fax: **888-450-2816**

Please use the subject line, "Federated Labor Assurance Program - Claim# LC####" (replacing #### with the claim number you received when submitting the claim).

Q: What are the hours of operation for the claim center?

A: The claim center is open Monday through Friday 8 AM to 8 PM ET and Saturday 9 AM to 6 PM ET. The claim center is closed Sundays and major holidays.

Q: When will credit be issued for a claim payment?

A: Credit will be applied to your Federated account by your Federated Auto Parts Member



EMAIL REGARDING YOUR CLAIM STATUS:
FEDERATED@ABSWARRANTY.NET



CALL TO FILE A CLAIM:
888-450-2816



FILE A CLAIM ONLINE:
FEDERATEDLABOR.COM