

OOIDA (Single Use)

All contact will be through OOIDA Single Use customer and not with a client contact. This is a single use/reimbursement program. The insured will pay out of pocket before dispatch. They will need to submit the receipt to OOIDA for reimbursement evaluation.

DO NOT INFORM MEMBER THEY NEED TO CALL OOIDA FOR A CLAIM # - Explain to customer they will pay out of pocket upfront, and we will provide a receipt for customer to submit to OOIDA for reimbursement based on their policy coverage.

- ❖ **If customer asks policy / coverage questions:** Redirect customer to OOIDA customer service.
- ❖ **If member is requesting a “mobile mechanic”**
 - Inform member we do not set that service up directly and do not know if that is included in their reimbursement policy. Offer a tow and explain the NGIC Single Use process.
 - Google mechanics local to the customer if they do not have access – provide customer with Co name and number
 - Advise member to save their receipt from the provider of their choice to submit for reimbursement consideration with National General.

!!! Collect payment before dispatch!!!

- Service call – Add \$150 to vendors quote (plus 3.5% cc fee)
- MD / HD tow – Add \$150 to vendors quote (plus 3.5% cc fee)