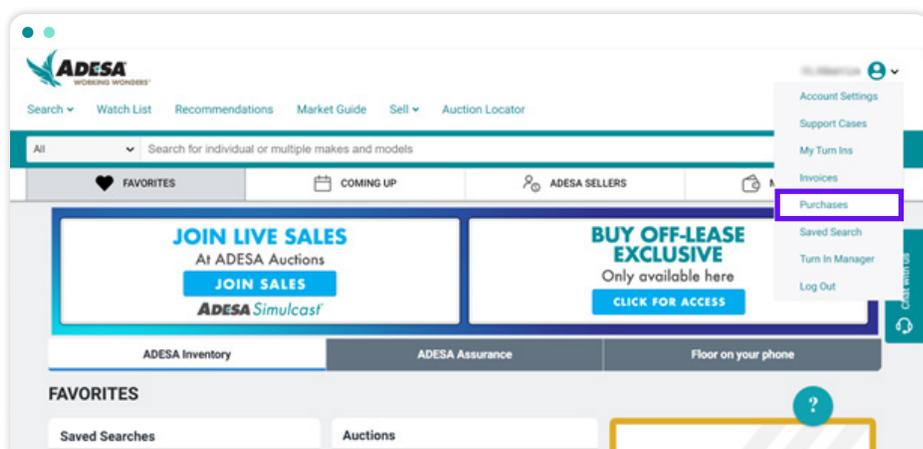


## Submitting ADESA Assurance Claims

### FOUR EASY STEPS FROM ADESA.COM

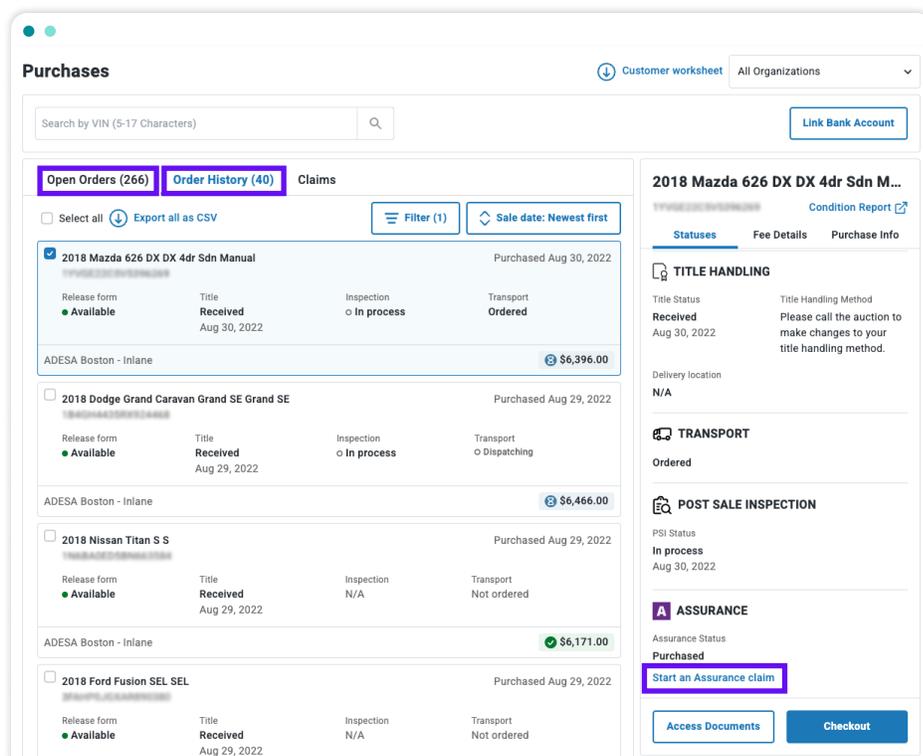
#### STEP 1

Log in to ADESA.com and navigate to the **Purchases** page from your profile dropdown menu



#### STEP 2

from the **Open Orders** OR **Order History** tab on the Purchases page, start a claim by clicking a vehicle listing; its details appear on the right-side panel. Click **Start an Assurance claim** at the bottom of the right-side panel.



## STEP 3

A dropdown menu appears on the right-side panel; **select the reason** for starting an Assurance claim, and click the **Submit claim** button.

The screenshot shows the 'Purchases' interface with a search bar and a 'Link Bank Account' button. The main content area is divided into 'Open Orders (266)', 'Order History (40)', and 'Claims'. The 'Order History' tab is active, showing a list of vehicles. The first vehicle, a 2018 Mazda 626 DX DX 4dr Sdn Manual, is selected. The right-side panel shows a 'Start an assurance claim' dropdown menu with the following options: Select, Aged Unit (checked), Excessive Recon, Lost retail customer, Purchased in error, and Second thoughts. A 'Submit claim' button is visible at the bottom of the panel.

Vehicle	Purchased	Release form	Title	Inspection	Transport	Price
2018 Mazda 626 DX DX 4dr Sdn Manual	Aug 30, 2022	Available	Received	In process	Ordered	\$6,396.00
2018 Dodge Grand Caravan Grand SE Grand SE	Aug 29, 2022	Available	Received	In process	Dispatching	\$6,466.00
2018 Nissan Titan S S	Aug 29, 2022	Available	Received	N/A	Not ordered	\$6,171.00
2018 Ford Fusion SEL SEL	Aug 29, 2022	Available	Received	N/A	Not ordered	

## STEP 4

You'll receive an on-screen confirmation that your claim is submitted; click **View this claim** if you wish to review it.

The screenshot shows the 'Purchases' interface with the same vehicle list as in Step 3. The right-side panel now displays a confirmation message: 'Assurance case submitted'. A green checkmark icon is shown above the text: 'Your claim has been submitted. A new record has been created and more information is available in the Claims tab.' A 'View this claim' button is highlighted at the bottom of the panel.

# NOTE

You can review all your claims from the **Claims** tab: review claim status, send and receive messages, and submit requested documents (if needed).

**Purchases** Customer worksheet All Organizations

Search by VIN (5-17 Characters)

Open Orders (266) Order History **Claims**

**OPEN CLAIMS (14)**

Vehicle	Claim Type	Case Opened	Actions
2018 Mazda 626 DX 4dr Sdn Manual TYVSE23C9V5396265	Assurance	Sep 6, 2022	Open claim New message
2018 Dodge Grand Caravan SXT 2D4RNDT1K8A60952	Assurance	Aug 17, 2022	Open claim
2018 Dodge Grand Caravan SXT 2D4RNDT1K8A60952	Arbitration	Aug 17, 2022	Open claim
2018 Subaru Impreza Wagon 2.0i Premium JF11PNDK48971465	Assurance	Jun 13, 2022	Open claim
2018 Hyundai Santa Fe SE SNMFL2C4D4H96331	Arbitration	Jun 30, 2022	Open claim
2018 Hyundai Santa Fe SE SNMFL2C4D4H96331	Arbitration	Jun 30, 2022	Open claim
2019 Mercedes-Benz M-Class 3.5L 4J2B88274A895343	Assurance	Jun 23, 2022	Open claim
2019 Mercedes-Benz M-Class 3.5L 4J2B88274A895343	Arbitration	Jun 23, 2022	Open claim

**2018 Mazda 626 DX 4dr Sdn Manual**  
TYVSE23C9V5396265

[Claim details](#) [Messages](#) [Documents](#)

**New message**  
Return vehicle [View](#)

**CLAIM DETAILS**

Claim Type	Assurance	Desired outcome	Return vehicle
Reason for claim		Case opened	Sep 6, 2022
Aged Unit			

**CLAIM HISTORY**

Today

- 10:53 AM New message
- 10:53 AM In progress
- 10:52 AM In progress
- 9:53 AM Claim submitted

For questions, contact [AssuranceSupport@adesa.com](mailto:AssuranceSupport@adesa.com) or call **833-322-9578**.