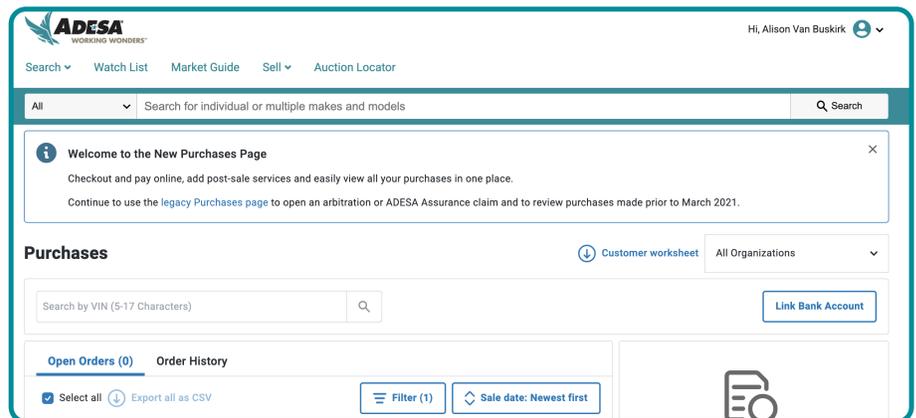


# Déposez vos réclamations en 6 étapes

Les étapes ci-dessous vous expliquent pas à pas comment soumettre vos réclamations d'assurance et demandes d'arbitrage.

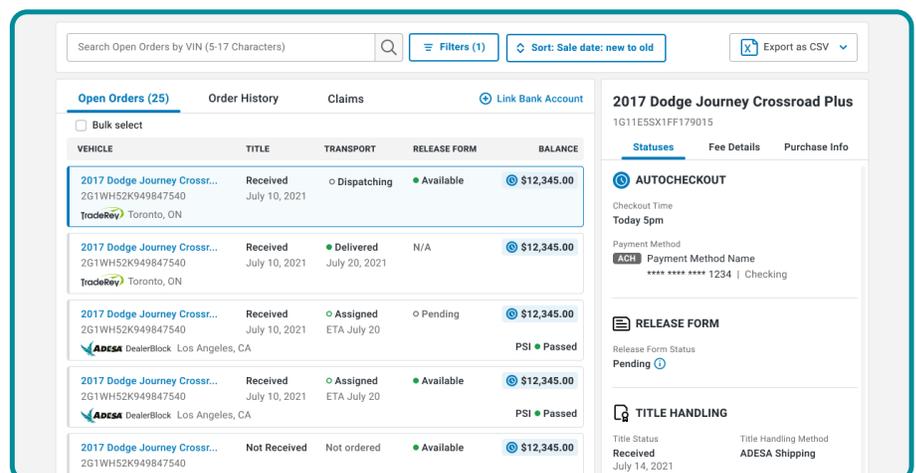
## ÉTAPE 1

Rendez-vous sur la page Achats du site ADESA.ca



## ÉTAPE 2

Sélectionnez un véhicule parmi vos commandes ouvertes ou Historique des commandes.



## ÉTAPE 3

Sur le côté droit, sélectionnez **Lancer une réclamation d'assurance** ou **Lancer une demande d'arbitrage**

Home / Purchases

Displaying Purchases for: All Organizations

Purchases

Search Open Orders by VIN (5-17 Characters) [Filters (1)] [Sort: Sale date: new to old] [Export as CSV]

Open Orders (25) Order History Claims Link Bank Account

VEHICLE	TITLE	TRANSPORT	RELEASE FORM	BALANCE
2017 Dodge Journey Crossroad Plus 2G1WH52K949847540 Todehevy Toronto, ON	Received July 10, 2021	Dispatching	Available	\$12,345.00
2017 Dodge Journey Crossroad Plus 2G1WH52K949847540 Todehevy Toronto, ON	Received July 10, 2021	Delivered	N/A	\$12,345.00
2017 Dodge Journey Crossroad Plus 2G1WH52K949847540 Acses DealerBlock Los Angeles, CA	Received July 10, 2021	Assigned ETA July 20	Pending	\$12,345.00
2017 Dodge Journey Crossroad Plus 2G1WH52K949847540 Acses DealerBlock Los Angeles, CA	Received July 10, 2021	Assigned ETA July 20	Available	\$12,345.00
2017 Dodge Journey Crossroad Plus 2G1WH52K949847540 Todehevy Toronto, ON	Not Received	Not ordered	Available	\$12,345.00
2017 Dodge Journey Crossroad Plus 2G1WH52K949847540 Acses Simulcast Los Angeles, CA	Not Received July 10, 2021	Delivered	Available	\$12,345.00
2017 Dodge Journey Crossroad Plus 2G1WH52K949847540 Acses In Lane Los Angeles, CA	Not Received	Dispatching	Available	\$12,345.00
2017 Dodge Journey Crossroad Plus 2G1WH52K949847540 Todehevy Toronto, ON	Not Received	Dispatching	N/A	\$12,345.00
2017 Dodge Journey Crossroad Plus 2G1WH52K949847540 Acses In Lane Los Angeles, CA	Received Jul 10, 2021	Assigned On hold	Pending	\$12,345.00
2017 Dodge Journey Crossroad Plus 2G1WH52K949847540 Acses Simulcast Los Angeles, CA	Not Received	Delivered	Available	\$12,345.00
2017 Dodge Journey Crossroad Plus 2G1WH52K949847540 Acses In Lane Los Angeles, CA	N/A	Cancelled July 20, 2021	N/A	\$350.00
2017 Dodge Journey Crossroad Plus 2G1WH52K949847540 Todehevy Toronto, ON	Not Received	Assigned ETA July 20	N/A	\$12,345.00
2017 Dodge Journey Crossroad Plus 2G1WH52K949847540 Acses Simulcast Los Angeles, CA	Not Received	Assigned ETA July 20	Available	\$12,345.00

2017 Dodge Journey Crossroad Plus  
1G11ESSX1FF179015

Statures Fee Details Purchase Info

AUTOCHECKOUT  
Checkout Time  
Today 5pm  
Payment Method  
ACH Payment Method Name  
\*\*\*\* \* 1234 | Checking

RELEASE FORM  
Release Form Status  
Pending

TITLE HANDLING  
Title Status  
Received  
Title Handling Method  
ADESA Shipping  
July 14, 2021

TRANSPORT  
Transport Method  
Standard Transport  
Delivery Location  
123 Street St.  
Toronto, ON K1K 1K1  
As of June 9, 10:30am  
Dispatching  
Ordered  
June 9

POST SALE INSPECTION  
PSI Status  
Not Ordered  
Tier  
7 Day  
Note: This service was added automatically through your monthly Assurance subscription.

ASSURANCE  
Assurance Status  
Purchased  
Claim Period  
Expires May 10, 202X  
Note: This service was added automatically through your monthly Assurance subscription.

Start an Assurance claim

Have an issue with this vehicle?  
Start an Arbitration claim

Access Documents Checkout

First < 1 2 3 4 5 6 > Last 25 Cars / Page

## ÉTAPE 4

Pour une demande d'arbitrage, indiquez et soumettez le motif de votre demande, le résultat escompté, la documentation, les photos et les commentaires additionnels. Pour une réclamation d'assurance, soumettez le motif du retour.

Cancel

**Start an arbitration claim**

Reason for Claim  
Select reason for claim

Would you like to keep the vehicle  
Select desired outcome

Upload documents (optional)  
Proof of damage (photos, videos, audio) and repair quotes  
Drag and drop here or  
Upload

Additional Comments (optional)  
Enter a comment about this claim

Submit Claim

Cancel

**Start an Assurance claim**

To return this vehicle using your Assurance plan, please let us know why you wish to return it.

Reason for return  
Select a reason

Want to keep the vehicle? If you found something wrong with this vehicle and would still like to keep it, then consider starting an Arbitration claim.

Submit Claim

## ÉTAPE 5

Pour vérifier l'état d'avancement de votre réclamation, rendez-vous dans la section Réclamations. Vous pourrez visualiser l'état d'avancement de vos réclamations pendant la durée du processus : cela vous permettra de voir si vous avez un nouveau message, si l'agent est en train d'examiner la demande, si vous devez fournir plus de documents ou autre.

The screenshot shows the ADESA claims management interface. At the top, there is a search bar for VIN (5-17 Characters) and filters. The main area is divided into 'Open Orders (25)', 'Order History', and 'Claims'. A table lists several claims for a 2017 Dodge Journey Crossroad Plus. The first claim is highlighted, showing it is 'Received' on July 10, 2021, with a balance of \$12,345.00. The status is 'Dispatching' and 'On hold'. A 'New message' icon is visible. To the right, a detailed view of the claim is shown, including 'CLAIM STATUS' (Arbitration), 'RELEASE FORM' (Pending), 'TITLE HANDLING' (Received), and 'TRANSPORT' (Standard Transport). A progress bar at the bottom indicates the claim is 'Ordered June 9'.

## ÉTAPE 6

Une fois votre réclamation traitée, une icône « Traitée » apparaîtra à côté du véhicule sélectionné dans votre liste de réclamations.

The screenshot shows the ADESA claims management interface. At the top, there is a search bar for VIN (5-17 Characters) and filters. The main area is divided into 'Open Orders (25)', 'Order History', and 'Claims (2)'. A table lists several claims for a 2017 Dodge Journey Crossroad Plus. The first claim is highlighted, showing it is 'Received' on July 10, 2021, with a balance of \$12,345.00. The status is 'Dispatching' and 'On hold'. A 'New message' icon is visible. To the right, a detailed view of the claim is shown, including 'CLAIM DETAILS' (Arbitration), 'RELEASE FORM' (Pending), 'TITLE HANDLING' (Received), and 'TRANSPORT' (Standard Transport). A progress bar at the bottom indicates the claim is 'Ordered June 9'.

Et voilà. Vous savez maintenant comment soumettre une réclamation sur ADESA.

Vous avez une question? Contactez votre responsable des ventes.