## TTI Floor Care North America

Warranty Service Bulletin

## Memo #: 136WS System Generated Notice for Claim Denials

**To:** All Warranty Servicing Dealers

**From:** TTI Service Department

**Date: April 12, 2018**

**Re:** New messaging of notice of Warranty Claim Denial

TTI Floor Care Technical Service is excited to announce improvements in notification of claim denials

**Effective April 13,**2018, Dealers will begin receiving notification when a warranty claim is denied. The denial will be sent to the email address associated with your portal account and shown under the dealer information portion of the warranty claim.

**Example of Email Notification:**

*Hello,*

*Your claim number 681535, was denied because invalid or missing proof of purchase*

*Sincerely,*

*Technical Service*

***\*\*\* This is an automatically generated email, please do not reply \*\*\****

**Please make sure to look for the emails to arrive and make the necessary changes to the claims.**

**Best practices:**

1. Do not respond to the email sent. **You will not get a response back from this system**. If you need assistance to correct claim contact Technical Service at 1-888-611-2160 or email [Warranty.Claims@TTIFLOORCARE.COM](mailto:Warranty.Claims@TTIFLOORCARE.COM)
2. Make sure you have access to the email in the claim data under the Dealer portion.
3. If calling for additional information please have the claim number available