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P&WC 11524 (2021-07) MRO Information Management (9290)

S.I.L. NO.
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SERVICE INFORMATION LETTER

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Subject: **Simplified Process for Line Maintenance Warranty, ESP™, and Engine Service Claims in MyP&WC Power Portal**

Applicability: **All**

Your 4-Step Claims Solution – Your Claim, Our Commitment

This Service Information Letter (SIL) is to inform operators, line maintenance service providers, Designated Overhaul Facilities (DOFs) and Authorized Repair Facilities (ARFs) that Pratt & Whitney Canada Corp. (P&WC) is launching a new, simplified process for line maintenance warranty, ESP™, and engine service claims. The new claims process is part of our ongoing commitment to transform the customer experience at P&WC through greater connectivity and the power of digital technologies.

P&WC is thrilled to announce a substantial upgrade to our Line Maintenance Warranty, ESP™, and Engine Service claims process, designed exclusively for you. After dedicated efforts, we are unveiling a refined and user-friendly interface that will transform your interactions with P&WC where claims are concerned, effective April 18, 2024. This latest digital capability of MyP&WC Power Portal introduces advanced features and functionalities to streamline claims processes, deliver faster reimbursement for simple claims, save time, and enhance your overall experience.

Presently “On-Wing” or “Line-Maintenance” claims are mainly submitted through MyP&WC Power Portal via the eClaim functionality. As of April 18, 2024, this functionality will be replaced by a revamped claiming system simply called “Claims”. For “Off-Wing” or “Heavy-Maintenance” claims please continue to file those claims as you typically do as there is no change to that process yet.

What does that mean to me?

For customers that previously used the eClaim system on MyP&WC Power Portal:

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- you may continue to track your claims submitted prior to April 18, 2024, through the eClaims system. You may also complete and submit eClaims that are in draft status. Draft claims can be submitted up to 180-days from event date. Please ensure you either submit your claims in the eClaim system or cancel it and submit it through the revamped Claims system prior to the 180-day limitation.
- If you are submitting a new claim, you will be re-directed to the new claims system to submit and manage your claims.

For customers that previously used the ePortal Claim system:

- No changes. Please continue to file claims as you typically do as there is no change to that process yet.

Key Features of the New Claims Portal:

- streamlined user interface
- efficient functionality
- enhanced features
- timelier reimbursement

Training Material: To ensure a smooth transition, we've prepared a comprehensive training package with demonstrations covering the entire claim creation and management process. There is a PDF and videos available for all of customers to ensure ease in learning or referencing the learning information.

The material is conveniently broken down by functionalities, allowing you to view at your own pace, and by which process you are at with the claim or in the system. [Access the training package here.](#)

We are hosting a series of webinars to explain the functionality and benefits of the new claims process. Led by P&WC experts, the webinars will cover the new, enhanced, streamlined interface and detail how it brings efficiency and enhanced features to the claims process. We are inviting you to join in these webinars to get a front-row seat as we launch this enhanced service.

Why join the webinars:

1. **Expert speakers:** P&WC subject matter experts will share their insights.
2. **Stay informed:** Keep abreast of the latest system enhancements, trends, and innovations.
3. **Interactive Q&A:** Engage directly with our experts during live Q&A sessions.

How to register?

Please register to the webinar(s). They will run from April 25th – May 16th, 2024 : [P&WC Enhanced Claims Process - Customer Webinar and Q&A Session](#)

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Important Reminder: A credit note is the default payment method for claims. As soon as the claim is approved, the credit note will appear on the account used to create the claim. If in the last step of the claims procedure you have selected “**Credit Note**” or “**Cheque**” as your payment method, no further action is required from you. If you have selected “**Wire Transfer**” as your payment method in the claim and P&WC has your wire transfer information on file, no further action is required from you.

However, if your wire transfer information is not on file:

- You may receive an email from collections@pwc.ca informing you of missing banking information or that additional validations are required to process your payment. Please provide the required information within 90 days of issuance of the credit memo.
- Upon P&WC receipt of your updated banking information, P&WC will submit your information to a secure independent 3rd party for verification. You will be contacted by this 3rd party (asksmd@raytheon.com or asksmd@rtx.com) – You can trust requests coming from these email addresses.
- If your wire transfer information recently changed, you may proactively contact collections@pwc.ca with supporting documents to update your account.

We appreciate your continued partnership and look forward to your engagement with the enhanced claims submission process.

Respectfully,



Laura Babbitt
Associate Director
Commercial Support – ESP, FMP, Claims and
Warranty
warranty@pwc.ca

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