



HGHW

Phone Service Request

Easy claim submission 24 hours a day

CALL HGHW AT (866) 993-2302

Call our Service Line 24 hours a day, 7 days a week, 365 days a year.



POTENTIAL HOLD TIME

Depending on the current call volume, there can be a potential hold time of up to 8 minutes.



OVERFLOW

We value your time and don't want you to be stuck on hold. Anytime your hold time exceeds 8 minutes, you will be directed to our overflow answering service that will happily take a message and submit it to our team directly.



CALL BACK

A Claims Representative will call you back within 24 hours to address any additional information needed for your claim and to collect the Trade Call Fee.



WHAT CAN YOU HAVE READY?

To help expedite the claims process, have the following information ready:

- System or appliance
- Description of failure
- Manufacturer details
- Date of failure
- Payment informaton



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