



# GAP TOTAL LOSS PROTECTION CLAIM FORM

To benefit from your GAP Loss Protection Program (GAP) Addendum, you must complete this form, provide the documentation as described in the "INFORMATION CHECKLIST" section, and forward as described below in "WHERE TO SEND YOUR INFORMATION". The proceeds payable under your GAP Addendum will be forwarded directly to the Finance Company upon receipt of the required information.

**DATE OF TOTAL LOSS** \_\_\_\_\_

## CUSTOMER INFORMATION

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_ Telephone \_\_\_\_\_

## VEHICLE INFORMATION

VIN \_\_\_\_\_ Make \_\_\_\_\_ Model \_\_\_\_\_

## FINANCE/LEASING COMPANY

Company Name \_\_\_\_\_ Account # \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_

## SELLING DEALERSHIP

Dealership Name \_\_\_\_\_

## PRIMARY INSURANCE CARRIER

Company Name \_\_\_\_\_ Adjuster Name \_\_\_\_\_ Telephone \_\_\_\_\_

## INFORMATION CHECKLIST

Copies of the following documents **MUST** be provided to the GAP Administrator in order for you to benefit from your GAP Addendum. If **YOU DO NOT HAVE COPIES** of any of these forms, please refer to the "HOW TO FIND" section below that will help you in this process. Any **ONE** document received will open a claim.

1. A copy of your own insurance company's settlement statement and settlement check for the total loss, including settlement basis detail (i.e. Actual Cash Value "ACV" plus or minus deductibles etc.).  
**HOW TO FIND:** Contact the claims representative at your Primary Insurance Carrier.
2. A copy of your original Finance/Lease Contract and Buyer's Order for your vehicle.  
**HOW TO FIND:** Contact your Finance Company's loan or lease department or your dealership.
3. A copy of the complete payment history from your finance company.  
**HOW TO FIND:** Contact your Finance Company's loan or lease department.
4. A copy of the statement from your Finance Company that shows your loan or lease payoff, including detail of past due amounts, late charges, etc., if any.  
**HOW TO FIND:** Contact your finance Company's loan or lease department.
5. A copy of your GAP addendum.  
**HOW TO FIND:** Contact your selling dealership or refer to your vehicle paperwork.
6. A copy of the police report.  
**HOW TO FIND:** Contact your insurance company's claim representative, or contact the police department.
7. MSRP (new vehicles only).  
**HOW TO FIND:** Refer to the manufacturer suggested retail price located on the window sticker or invoice, or contact your selling dealership.
8. Proof of refund amount or expiration of any cancelable items.  
**IF A REFUND:** Copy of the contract and check or statement of refund dollar amount on dealer letterhead.  
**IF EXPIRED:** Copy of contract and substantiation of vehicle mileage (mileage expiration).

**PLEASE MAIL THE INFORMATION YOU HAVE COMPILED TO THE FOLLOWING ADDRESS:**

**Administrator, 3500 Piedmont Road, Suite 400, Atlanta, GA 30305 • 800-890-7211 • Fax to 678-553-1372 or 678-553-1365**

**IF YOU HAVE ANY QUESTIONS, CONTACT THE GAP ADMINISTRATOR AT 1-800-742-7896.**