

CLAIM PROCESS

Per the terms of the Advanced Protection Plan GAP Addendum to the financing contract, it is the borrower's responsibility to provide the Financial GAP Administrator with the information listed below. To ensure confidentiality and customer privacy, the Financial GAP administrator cannot obtain this information on the borrower's behalf. Either the borrower must provide the information to the Financial GAP Administrator or request that other sources send it to the Financial GAP Administrator directly.

The Borrower reports the claim to the Financial GAP Administrator (the GAP waiver number should be available when making claim). Borrower must report and remit the required documentation within 180 days of the settlement date their from primary insurance carrier.

Information Needed to Complete Claim

1. Copy of the Advance Protection Plan GAP Addendum (*from dealership or lender*).
2. Copy of the financing contract for the purchase of the covered vehicle AND buyer's order or purchase agreement (*from dealership or lender*).
3. Payment history from customer's lender (*from lender*).
4. Amount of refund, if any, on any service contract, warranty, credit insurance or other refundable product or service purchased and financed with the covered vehicle (*from dealership or lender*).
 - Borrower should contact their selling dealer to cancel and get refund amounts.
5. Copy of the check from the insurance company or payment screen (*from insurance adjuster*).
6. Copy of the insurance valuation report, copy of the insurance declarations page as well as documentation providing the breakdown of settlement (*from insurance adjuster*).
7. Police report (mandatory for theft and fire losses).
 - If a police report is not available for an accident, a written description of the accident should be submitted.
8. Theft Affidavit if loss due to theft.

Submit Claim to:
Financial GAP Administrator
1670 Fenpark Drive
St. Louis, MO 63026
Phone: (800) 856-6468
Fax: (636) 680-0468
Email: claims@gapadmin.com
