

GUARANTEED ASSET PROTECTION Claims Process

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

Borrower reports claim to Financial Gap Administrator LLC (should have GAP waiver number available when making claim). Borrower must report and remit documentation per the terms and within the deadline of the gap addendum.

Information Needed to Complete a Claim

1. Copy of the APP Addendum (from dealership or lender).
2. Copy of the financing contract (loan agreement, retail installment contract, etc.) for the purchase of the covered vehicle AND buyer's order or purchase agreement showing mileage at purchase (from dealership or lender).
3. Payment history from customer's lender (from lender).
4. Copy of any service contract, warranty, credit insurance or other refundable product or service financed with the covered vehicle. Borrower should also contact their selling dealer to cancel these products and copy us with the refund amounts (from dealership or lender).
5. Copy of the check from the insurance company or payment screen (from insurance adjuster).
6. Copy of the insurance valuation report, (CCC, Mitchell, Autosource, etc.) AND documentation providing the breakdown of settlement (from insurance adjuster).
7. Police report
-If a police report is not available, a written description of the accident should be submitted.
NOTE: Police report is mandatory for theft or fire loss.
8. Theft Affidavit (to be provided) if applicable.
9. Options Form (to be provided) if applicable.

Financial Gap Administrator LLC

1670 Fenpark Drive, Fenton, MO 63026 | Phone: 800-856-6468