



Guaranteed Asset Protection (GAP) Claims Instructions

IMPORTANT: In order to process your claim, documents may be required from:

- a) your lender
- b) your insurance company
- c) occasionally from other third parties

By following the steps below, we can complete the processing of your claim in a fast and efficient manner.

1. Submit required documents- Please review the list below of documents required to process your claim and email documentation to equiproclaims@fandi.com. Without these documents we cannot process your claim.
2. Provide your contact information – if you have not provided your email address and a phone number, please include those with the documentation you are submitting.

IMPORTANT: We cannot review your GAP claim until all required documents are received, reviewed and accepted.

The documents required are listed below

<u>Dealer</u>	<u>Insurance Company</u>	<u>Lender</u>
<u>Copy of GAP Addendum</u>	<u>Vehicle Valuation Statement</u>	<u>Finance Contract</u> (Loan/Lease agreement)
<u>Finance Contract</u> (Loan/Lease agreement)	<u>Insurance Settlement Check with</u> <u>Breakdown</u>	<u>Payoff amount on the date of loss</u>
<u>Factory Invoice</u>	<u>Insurance Policy</u> (Dec Page Only)	<u>Loan History</u>
<u>Buyers Order</u>	<u>Police Report</u> (If accident or Theft)	
<u>Warranty Refund</u> Notice of Fund amounts for refundable products	<u>Fire Report</u> (if Fire)	
	<u>Recovery report</u> (if stolen and recovered)	

As the administrator, we will not obtain any of the documents for the borrower. Please note the borrower has 90 days from the date of settlement from their primary carrier to submit the required documentation.

In addition, the borrower should be requesting the cancelation of any ancillary products including Extended Warranty/Service Agreement, Maintenance agreement, Credit life and disability, Etc or any other cancelable or refundable products not mentioned above. Please notify the administrator as soon as possible with refund amounts along with supporting documentation.

Our Goal is to process your request for benefit as quickly as possible. Your assistance will help us achieve that goal.

Sincerely

GAP BENEFIT DEPARTMENT
(877) 211-7750