

NOTICE OF LOSS

Customer/Borrower: _____

Address: _____

Phone: _____ Email: _____
City State Zip

GAP Contract Number: _____ Loan Date: _____ Term:(months) _____

Lienholder/Lender (payee for GAP Benefit): _____

Payment Mailing Address: _____

_____ Loan Acct #: _____

Loss Type: Collision 3rd Party Claim Theft Fire Hail Flood Animal Other _____

Insurance Company: _____ Date of Loss: _____

Adjuster's Name _____ Phone _____ Claim # _____

Settlement Amount: _____ Customer's Deductible: _____

Vehicle: _____

YR MAKE MODEL VIN
Have you ever driven this vehicle as a part of a rideshare or other transportation/delivery service (ex. Uber, Lyft, Pizza Delivery etc.)? Yes No

If Yes, what was it used for? _____

Please attach ALL of the following documentation:

- Copy of GAP Addendum (contact lienholder/lender or dealer for this document if you do not have a copy)
- Copy of Loan/Lease Agreement - The Finance Contract (obtain from lienholder/lender or dealer)
- Copy of Dealer Purchase Order - may be referred to as Buyer's Order or Bill of Sale (obtain from lienholder/lender or dealer)
- If you purchased your vehicle NEW – Copy of the Dealer/Manufacturer's Invoice or Window Sticker (obtain from lienholder/lender or dealer)
- If you purchased your vehicle USED – Copy of the "Book-Out" Sheet - Used in determining the vehicle's purchase price. This shows the retail book value of the vehicle and mileage at the time of sale as well as the options the vehicle was equipped with. This could be Kelley Blue Book, NADA, Red Book, etc. (obtain from lienholder/lender or dealer)
- Documentation of refund amounts for the cancellation of items such as, warranty contracts, service or maintenance contracts, credit life/disability, etc. – if such items were included in your financed amount. This can be a copy of the refund quote, copy of check, or cancellation form with refund amount stated. Contact dealer to cancel if not previously done so. (dealer or lienholder/lender)
- Copy of Loan History showing the payments that have been made on your loan (obtain from lienholder/lender)
- Copy of the settlement check from insurer (lienholder/lender or insurer)

- Copy of the Insurance Company's Valuation – Showing how they computed the value of your vehicle. This may be a "CCC Valuescope Report," "NADA" or an "ADP AutoSource" report or a worksheet they have created. (insurer)
- Copy of the Insurance Company's Settlement/Total Loss Breakdown (insurer)
- Copy of Repair Estimate (insurer)
- Inspection Photos of vehicle (in color) – Please email or mail. Do **not** fax (insurer)
- Copy of the police report – You may wish to contact the insurer first to see if they have obtained a copy.

Please be aware that it is up to the customer to ensure that we have received proper documentation for the claim. Please follow-up to verify that documents sent by you or on your behalf have been received.

These documents can be sent via:

Email: claims@diftx.com

Mail: Auto Trac System
Attn: GAP Claims
PO Box 9177
Spring, TX 77387

Fax: (832) 482-3537

Generally, complete claim submissions must be received within 180 days of the primary insurer's settlement date. Please review your contract as these and other terms may vary.

FAQs

How do I get these documents? If you are not already in possession of these documents they can be obtained by contacting your lender, the insurance company handling the claim, and/or the selling dealer. Stated inside the parenthesis following each item on the list is who you should contact regarding that item.

How long does it take to process my claim? Once all documents have been received for the claim please allow 5-7 business days for processing and an additional 1-3 days for a check to be issued and mailed to your lender. (Standard mailing times)

What does my GAP policy cover? The GAP Addendum amends the Financing Contract. It covers the Net Payoff as of the Date of Loss. This amount does not include past due payments/skipped payments, late charges or fees; any recoverable/refundable portion of finance service charges (including but not limited to credit life coverage, credit disability coverage, and vehicle service coverages/warranties) and any amounts deducted from the primary insurer's settlement due to wear and tear, prior damage, unpaid insurance premiums, and towing and storage. Please refer back to your GAP Addendum for comprehensive coverage details as these and other terms may vary.

Who should I call to check the status of my claim or if I have any questions? You may speak to any adjuster of your choice; however, anyone in the claims department can assist you with questions regarding your claim. Your claim is assigned to a specific adjuster once all documents have been received.

Should I send all documents in at once or can I send them as I obtain them? You may send documents in as you obtain them or all at once, whichever is more convenient or preferable to you. Again, we do recommend that you follow-up to verify that documents sent by you or on your behalf have been received.

Form Completed by: _____ Date: _____

Company Name: _____ Phone: _____