



## Required Documents to Obtain GAP Benefits

To be able to process your GAP Waiver Benefit Request we ask that you please return legible copies of all documents listed below to National Auto Care. You can submit the documents electronically via our online claims website [Claims.NationalAutoCare.com](https://Claims.NationalAutoCare.com) or send the documents via e-mail, fax or mail.

Please know that our goal is to process your GAP benefit request as quickly as possible.

If you do not provide the requested documentation within 90 days of reporting the GAP Waiver benefit request, your file will be closed.

### SELLING DEALERSHIP

- ✓ **Copy of Finance Contract or Lease Agreement** – May be obtained from the selling dealership or the lending institution.
- ✓ **Copy of GAP Waiver** - May be obtained from the selling dealership or lending institution.
- ✓ **Copy of Purchase Agreement or Buyers Order** – May be obtained from the selling dealership or lending institution.
- ✓ **Proof of Refund Amounts for any Cancellable Items financed, such as Vehicle Service Contract, Prepaid Maintenance, Credit Life & Disability, Tire and Wheel Protection, etc.** If you financed any of these items, you must contact the selling dealership and request a cancellation refund of these items. The dealership must notify us in writing of the refund amounts.

### LENDING INSTITUTION

- ✓ **Copy of Loan payment history** - This is obtained from the lending institution, and must be the entire loan payment history from inception to date.

### PRIMARY INSURANCE COMPANY

- ✓ **Copy of Police Report** – If police report is not available, and cause of loss is NOT due to theft or fire, a signed brief description of the loss will be acceptable.
- ✓ **Copy of Vehicle Valuation Report** – This report indicates how the Actual Cash Value of the total loss vehicle was determined. Includes date of loss, type of loss, loss odometer, applicable taxes, tag fees, and deductible amount if applicable.
- ✓ **Copy of Primary Insurance Company Settlement Check and Settlement Breakdown**– Breakdown indicates how the settlement payment was calculated.

**Please upload or send all documentation to:**

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| <b><u>Website:</u></b><br><a href="https://Claims.NationalAutoCare.com">Claims.NationalAutoCare.com</a> | <b><u>Mailing Address:</u></b><br>National Auto Care<br>Attn: Benefit Loss Department<br>208 Ponte Vedra Park Drive<br>Ponte Vedra Beach, FL 32082 | <b><u>E-mail Address:</u></b><br>gapclaims@nationalautocare.com | <b><u>Fax Number:</u></b><br>904-370-1022 |
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If you have any questions pertaining to this information, please don't hesitate to contact the Benefit Loss Department at 1-855-333-9545, option 1 and then 2.

We look forward to serving you!