

CLASSIC GAP WAIVER LOSS DOCUMENT REQUIREMENTS

Our goal is to process the gap waiver loss as quickly as possible. In order to do so, copies of **ALL DOCUMENTS LISTED BELOW** must be submitted to our office within the required time referenced on the gap waiver.

Please note: **It is the responsibility of the customer to make sure all documents are filed timely. Once you have submitted the documentation, please allow 2 business days for the file to be updated.**

Listed below are the documents required:

From the Lender or Original Selling Dealership:

1. Loan/Lease Agreement/ Retail Installment Contract

This is usually a legal sized document (8½x 14). The loan agreement shows the itemization of the amount financed and terms of the loan/lease.

2. Buyers order/ Vehicle Invoice

The buyer's order or vehicle invoice will list additional information not provided on the loan, including the mileage at the time of purchase and any additional options in the vehicle.

3. Extended Service Warranty, Credit Life or Disability Contracts

This will include any additional contracts purchased from the dealership with the purchase of the vehicle.

4. Refund amounts for any warranties or cancellable items

Please cancel any of the following add-on policies purchased with your vehicle:

Service Contracts/Extended warranties

Credit Life Insurance

Disability Insurance

Tire/Wheel/ Road Hazard

DO NOT CANCEL YOUR GAP POLICY. THIS WILL BE DONE BY CLASSIC WHEN YOUR FILE IS COMPLETE

After canceling these contracts with the dealership, please have the dealership fax a copy of the refund check or the amount to be refunded on company letterhead to Classic Claims Department: 813-855-8325.

5. Gap Waiver

This is your Classic Gap waiver. Please include a copy of the front and back of your Gap Waiver.

From the Lender:

6. Detailed Payment History

This is a detailed summary of all payments made to the assignee. The payment history is mandatory even if **NO** payments were scheduled to be made before the date of loss.

From the Insurance Company:

7. Police Report/ Fire Report

If a police report was filed, this is mandatory. If a police report is not obtainable, please provide a written statement along with verification of the type of loss from the insurer. Also include the fire report/ recovery if applicable.

8. Insurance Settlement Check

Please obtain a photocopy or computer screen printout from the insurance company. The check can also be listed on the detailed payment history. **PLEASE MAKE SURE YOUR SETTLEMENT OFFER FROM THE INSURANCE COMPANY IS A FAIR MARKET VALUE FOR A REPLACEMENT VEHICLE. IF YOU ARE UNSURE OF THE VALUE OF YOUR VEHICLE PRIOR TO THE TOTAL LOSS, PLEASE CONTACT OUR CLAIMS DEPARTMENT. WE WILL BE HAPPY TO ASSIST YOU WITH THIS INFORMATION.**

9. Vehicle Valuation Report

This is normally an Autosource Valuation containing summary details of the loss vehicle, comparisons, and estimates. NADA and Kelly Blue Book are also used.

10. Settlement Breakdown

This is a breakdown of the settlement check. It will list ACV, taxes, deductible, prior damage, salvage, and any other fees determining the settlement value.

11. Insurance Declarations Page

This is a copy of the insurance policy active as of the date of loss. It details the vehicle and coverage afforded on the policy. This is not needed if the responsible insurance company is a 3rd party.

*****Please note: If you did not have any insurance at the time of loss you will be required to supply an appraisal to determine the vehicle's value.**

Please mail, fax, or email ALL loss documents to the office listed below:

**Classic GAP
Attn: Claims Dept.
106 State Street East
Oldsmar, FL 34677
1.800.930.4633
Fax: 813.855.8325
claims@classictrak.com**

*** Due to size restraints, we cannot accept attachments over 10MB. Please submit documents accordingly.**

The Classic Claims department is available to take calls Monday-Friday 9am to 5pm EST.