



## PCRS Customer GAP Claim Portal Guide

### Creating An Account

The **GAP Claim** portal allows the search of an existing GAP contract, identity verification, terms and conditions, claim initiation, document uploads and claim updates.

#### Access The Claims Portal

Open your web browser and type in <https://cltk.pcrsauto.com/PCMI.Web.Customer.Portal.All>  
OR click the Claims Portal hot button on our website [www.classictrak.com](http://www.classictrak.com).

'Click' [Register Here](#). Enter the first name, last name and contract number as it appears on the GAP Waiver.

If the information entered matches the information in the database, you will be notified there was a match.

Review and accept the terms and conditions, Privacy Policy and disclosure.

'Click' continue.

A series of verification questions will be asked and must match the information in the database.

#### Create Your Account

After verification you will set up your username and password. Your email address will be your username.

#### Verify Email Address

A verification link will be sent to the email address you provided.

Once the email confirmation is completed, you will be directed to log into the database to begin the GAP Claim.

# Initiating A GAP Claim

Once you have logged in, the upper right-hand corner will display your log in information and the claim status.

'Click' the Start Claim button to get started.

Several pieces of information are required in order to begin processing the GAP Claim.

*Each line item has an information icon which provides guidance on what information is being requested.*

## Loss Information

The first section of information pertains to the loss of the vehicle.

After providing the information.

'Click' the Initiate Claim button.

## Insurance Information

In this section you will provide insurance information.

'Click' Continue

Help Center ? Testclaim Number2 >

**Claim Status** *Not Started* ▶▶

Our online claims process is quick and convenient. We'll be here to help you provide the necessary information for your GAP claim, as well as help you manage and track your progress. And remember, the faster you provide us with the requested information and documents, the faster we can process your claim.

**Let's get started!**

Start Claim

**1. Loss Information**

Please complete the following information to start your claim. Your claim can't be started without these details.

Date of Loss ⓘ

Description of vehicle use ⓘ

Select All that Apply

- delivery / service call / business travel
- Work
- errands/family
- hauling activities
- Rideshare

Type of loss ▾

If other, please describe

Mileage at Loss ⓘ

Initiate Claim

**2. Insurance Information**

Now we need some information about insurance.

At the time of loss, did you have collision/comprehensive coverage for the full value of your vehicle?

Yes  No

Who's insurance company is paying for the loss? ⓘ

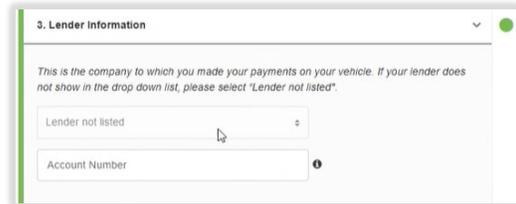
- Your Insurance Company >
- Someone else's Insurance Company >
- No insurance at Date of Loss >

## Lender Information

In this section you will provide the companies name to which you made your vehicle payments to.

Select your lender from the drop-down list. If your lender is not listed select 'Lender not listed'.

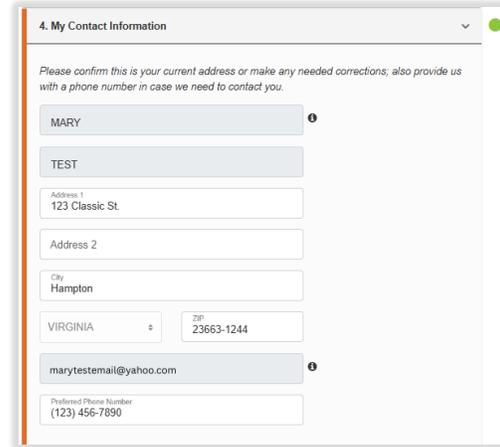
'Click' Continue



## My Contact Information

Confirm and/or update your current address and phone number.

'Click' Continue



## Documents

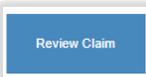
This section lists all required and optional documents for you to upload.

'Click' the Add button to upload a document.

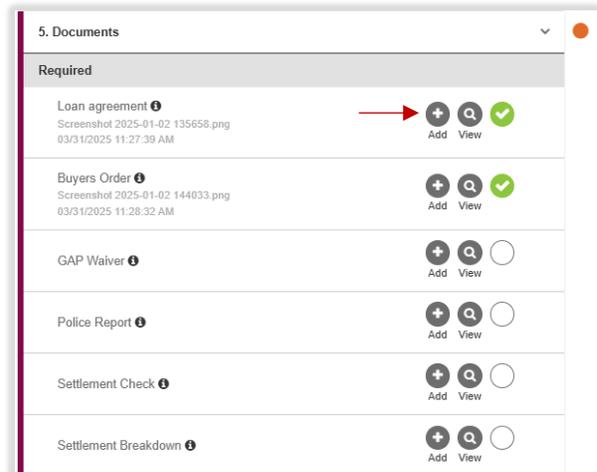
If the document has been submitted correctly you will see a green check mark next to the item.

You may upload multiple documents to the same document field.

**You must upload all required documents before 'clicking' the Review Claim button.**



*\*It is the sole responsibility of the customer to make sure all documents are received within 90 days of the insurance settlement check issue date unless there is no insurance, in which case you will have 90 days from the date of loss.*



## Confirm & Review

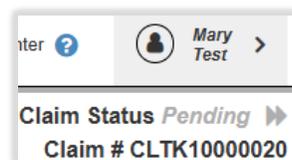
Review all submitted information to ensure it is correct. Make edits where needed.

'Click' Confirm Claim, to submit the claim to our Claims Processing team.



You will then see a confirmation page.

The upper right-hand corner will now display a claim status of "pending" and your claim #.



## Thank you for confirming your claim!

We're on it! Your GAP claim is ready to be reviewed by our team! Your Claim Confirmation number is:

Claim Number #CLTK1000020  
Received on 03-31-25

You can log in anytime to check the status of your claim or update your contact information.

Still have questions? Please visit [help-center](#) or call us at (813) 855-8300.

Thank you!