



## **Guaranteed Asset Protection - Claims Checklist**

The following checklist indicates the documentation required for a GAP claim.

- Completed GAP claim form.
- A copy of your original "GAP" addendum/contract.
- A copy of the entire original retail installment loan contract.
- Documentation of the date of the loss.
- A copy of the police accident/theft report or your notarized statement that no police report was filed (include reason for loss).
- A copy of your insurance company's settlement statement for this loss, including the settlement statement and work sheet explaining how the settlement amount was calculated, the date of loss, your deductible, and the name and phone number of the insurance adjuster and your claim number.
- A statement from your lien holder, showing the "net" pay-off as of the date of the loss. (**Before the insurance check was applied**). Information must include your account number and the name and address of the lien-holder.
- A payment history from your lien holder\*  
***\*Loan payment histories must be requested from your lender. The contract holder should request this information immediately.***
- Documentation indicating cancellation refund amount for your vehicle service contract, if purchased.  
***(Contact Credit Acceptance Insurance Department)***

Documentation indicating cancellation refund amount for your credit life and disability contract, if purchased. ***(Contact Credit Acceptance Insurance Department)***

We will complete claim processing upon receipt of all the required information.

If you have any questions please contact us at 1-800-323-5771 ext 6170.

Documents can be faxed to: 866-638-8722 or

Mailed to: Protective  
Attn: GAP Claims  
PO Box 770  
Deerfield, IL 60015-0770.