

# Meritplan OR Stonebridge

## GAP CLAIM SUBMITTAL INSTRUCTIONS

Please note under “Conditions” on the reverse side of the GAP Deficiency Waiver Addendum - the customer must provide the following documentation within 90 days from the date of loss:

<b>DOCUMENT</b>	<b>DESCRIPTION</b>	<b>WHERE TO GET</b>
Insurance Co. Settlement check	Photocopy or draft copy of the Insurance	Insurance Company
Insurance Co. Settlement Statement	On Insurance Co. letterhead with adjuster name & telephone #; including date of loss, actual cash value, deductible amount and payment figure	Insurance Company
Complete Payment History Record	History of all transactions occurring since inception of loan, includes payoff	Lender
Police Report	Full, official police report	Police Dept or Insurance Co.
Gap Contract	Photocopy of Gap loan/lease Deficiency Wavier Addendum	Dealership or Lender
Loan/Lease Contract	Photocopy of full front of loan contract or or lease agreement	Dealership or Lender
Buyer’s order or Bill of Sale	Photocopy of original buyer’s order or bill of sale	Dealership or Lender
MSRP(new vehicles only)	Manufacturer suggested retail price located on the window sticker or invoice	Dealership
Proof of refund amount or expiration of any cancelable items	Refund check copy, statement of dollar amount of refund on dealer letterhead, photocopy of contract (time expiration only), or copy of contract and substantiation of mileage (mileage expiration)	Dealership

Please include a current mailing address and phone number for the registered customer.

Failure to provide this documentation within 90 days of the date of loss will VOID the GAP Addendum.

Please forward documents to:

The AEGIS Group  
c/o Automotive Administrators  
P.O. Box 88020  
Atlanta, GA 30356

Customer Hotline: 1-800-521-2774