



## GAP WAIVER CLAIM PROCEDURES

Our goal is to process your GAP waiver claim as quickly as possible. 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 confirm with your primary carrier that your vehicle is a total loss before starting a new claim.**

To start a new GAP claim, visit [www.classictrak.com](http://www.classictrak.com) and click on the "Claim Center" button. Begin by searching for the contract by using either: the contract number and last name OR the last six (6) digits of the VIN number and the last name.

Once the contract is located, on the contract details screen, click the "Start a Claim" button. Please provide a valid email and confirm your mailing address as part of the questionnaire. Fill in all required information and click submit. A new claim will be created and a notification will be sent via email to you and the Claims Department that a new claim has been opened. Your claim number will be instantly generated. You will receive an email within 24/48 hours with the GAP Claim Procedure and Requirements. To track the progress of the claim, sign up for notifications on the contract details screen by clicking on "View". This will generate an email and/or text message advising of the activity on the claim.

You may begin uploading the required documents in **PDF or Word format (No Pictures)** by clicking on the "Upload Documents" button. \*It may be useful to utilize a **free app such as Adobe Scan**, which will allow you to take a picture of the document with your mobile device and convert it to PDF.

---

## GAP WAIVER CLAIM DOCUMENT REQUIREMENTS

Please note: **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.** Once you have submitted a document(s), **please allow 7/10 business days for the file to be reviewed.** Once reviewed, an email notification will be sent requesting any additional documents that have not yet been received. Once all documents have been received, you will go through the **final review process which takes approximately 15/21 business days.**

---

### From the Original Selling Dealership and/or your lender:

**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 the 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. Any Additional Contracts Purchased (if applicable)**

**IE: Vehicle Service Contracts, Maintenance contracts, Tire & Wheel, Key programs etc.**

This will include any additional contracts purchased from the dealership with the purchase of the vehicle. This document(s) is used to verify which contracts are cancelable and should be refunded towards the loan amount.

**4. Refund amounts for any Contracts Purchased or other cancellable items (if applicable)**

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

Vehicle Service Contracts, Prepaid Maintenance Contracts, Credit Life Insurance Disability Insurance, Tire/Wheel/Road Hazard contracts, Key Replacement contracts, Theft Protection Programs, and any other programs that may not be listed here.

**Please use the date and mileage at time of loss to request the cancellation of the contract.** After canceling these contracts with the dealership, please have the dealership email a copy of the refund check or the amount to be refunded on a company letterhead to the Claims Department: [claims@classictrak.com](mailto:claims@classictrak.com).

5. [GAP Advantage ONLY - Replacement Vehicle Loan/Lease Agreement/ Retail Installment Contract \(if applicable\)](#)

This item only applies if you have a Gap Advantage waiver.

6. [GAP Advantage ONLY - Replacement Vehicle Buyers Order/ Vehicle Invoice \(if applicable\)](#)

This item only applies if you have a Gap Advantage waiver.

7. [Classic GAP Waiver](#)

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

8. [MSRP/Book-out Sheet \(Required if no Insurance\)](#)

MSRP is commonly known as the "window sticker" for new vehicles and the book-out is generated by the selling dealership based on the VIN, year, make, model, trim, as well as the odometer and vehicle options. Some dealerships use J.D. Power (Formerly known as NADA), KBB, or Black book guide.

---

***From the Lender:***

9. [Detailed Payment History](#)

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

---

***From the Insurance Company:***

10. [Police Report/ Fire Report](#)

**This is mandatory.** If a police/fire report is not obtainable, please complete a statement of loss form for Fire/Collision (obtained from our website [www.classictrak.com](http://www.classictrak.com)) along with verification of the type of loss from the insurer.

11. [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 THE FAIR MARKET VALUE FOR A REPLACEMENT VEHICLE. IF YOU HAVE QUESTIONS ABOUT THE VALUE OF THE VEHICLE, PLEASE CONTACT US.**

12. [Vehicle Valuation Report](#)

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

13. [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.

14. [Insurance Declarations Page](#)

This is a condensed version of your primary insurance policy. It is typically the first few pages of your policy. It details the vehicle and coverage afforded on the policy and must be active as of the date of loss.

**\*\*\*Please note: If you did not have any insurance at the time of loss, you will be required to supply an estimate of repair to determine the vehicle's damage, we may send an inspector to verify the estimate, and all documentation is required to be received within 90 days of the loss date.**

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

---

**The Claims Department is open Monday-Friday 9 am to 5 pm EST  
and can be reached at 800-930-4633**

Protecting your private information is our priority. To review the Norman & Company, Inc./Classic Privacy Policy disclosure, please visit <http://www.lassictrak.com/privacy-policy/>. If you do not have access to the internet, feel free to call us and request a mailed copy.

Rev. (7/23)

## Frequently Asked Questions

### 1. What is GAP?

GAP-(Guaranteed Asset Protection)—In the event, a vehicle is totaled in an accident or is stolen and not recovered, GAP is designed to help pay the difference between the insurance settlement or ACV-(Actual Cash Value) and the loan balance as of the date of loss. **GAP may not cover the entire outstanding balance** and may be subject to any limitations or exclusions listed on the GAP contract. GAP is a waiver and not insurance. GAP does not cover any late fees or unearned interest.

### 2. How do I start a GAP claim?

The most efficient way to start a GAP claim is to go to the Classic Claims Portal at [www.classictrak.com](http://www.classictrak.com) and select the **GAP Claim Center button**. Begin by searching for the contract using either: the contract number and last name OR the last name and last 6 digits of the VIN number. The Claims portal will allow you to start a claim by completing a short claim form with a few questions, upload your documents 24 hours a day and sign up for claims notifications on the contract detail screen. This will generate an email and/or text message advising of activity on the claim.

You may also go to our website at ([www.classictrak.com](http://www.classictrak.com)) and click on claims procedures from the customer drop-down menu. The information in “claims procedures” will walk you through the whole claims process.

### 3. What if I can't find my contract in the system?

You can use the contract number and last name or the last 6 of the VIN and last name to look up your contract. There may be times when the contract has yet to be received by our office. Also, occasionally the customer's name is spelled incorrectly, or some letters or numbers of the VIN have been transposed. If you cannot find your contract, please call our Claims Department at 800-930-4633 Option 1, to verify we have the correct information and we will assist you with the Claims Portal.

### 4. How long do I have to file a claim?

You have 90 days from the insurance settlement check date to get all your documents to us, as the administrator, to process your claim. A benefit request may be denied if this documentation is not provided to us, as the administrator, within that stated time period. You should upload your documents to the Classic Claims Portal or send them in as soon as you receive them. You can initiate a claim on the day of a total loss and start submitting documents immediately. If you have any problems getting a certain document, please contact us for assistance.

## 5. What happens after I start a claim and who sends in all the documentation required?

When you open a claim, you will be emailed a Claims packet with instructions on what documents are required by us as the administrator to settle your claim. The documents come from three sources: your dealership, your lender, and your insurance company. **Due to privacy laws, we cannot obtain these documents for you.** You are the only person allowed to request or receive these documents, so it is the responsibility of the customer to collect them and make sure they have been received.

## 6. How long does the process take and how will I be notified once it is complete?

It depends on how long it takes us, as the administrator, to receive all the documentation as well as how long it takes for you to receive your insurance settlement check. We do need all the documentation listed in "Claims Procedures" in order to process the claim and they must be received within 90 days of the insurance settlement date as described above. Customers who use the Classic Claims Portal will receive an e-mail and/or text notification once the claim status is changed to complete. A settlement breakdown will be sent to your lender and to your email or residence on file once the claims process is complete.

**\*On occasion, additional information may be requested/required, based on information found on claim paperwork.**

## 7. How will I know if something else is needed and what if I have questions?

If you use our Classic Claims Portal then you can sign up for claims notifications and emails and/or texts will be generated advising of any activity on the claim such as documents received, when the claim is pending review, and when it has been paid.

*This is the fastest way to get feedback and to have your claim processed.*

If you are unable to use the Classic Claims Portal, then you will receive letters every 30 days informing you of what documents are still missing. You can refer to this FAQ to help answer questions or you may contact our claims call center at 800-930-4633 to speak with any of our claim processors who can give you an update.

## 8. Why does it take several days for my sent documents via email, fax or uploaded to show up on your system?

Each time the claims department receives documents, they must review each one to ensure they are legible and complete copies. With so many documents coming in each day via various means, this process can be time-consuming. If you are signed up for the Classic Claims Portal you will receive a notification email/text once any updates are completed, usually within 24 hours. **Emails or documents mailed to us can take up to 10 business days to process.**

## **9. Should I keep making my loan or lease payments?**

Yes. You should contact your lender once a loss has occurred, but you should continue making any scheduled payments in order to keep your credit in good standing. Your outstanding balance is based on the date of loss and GAP does not cover any late fees or interest accrued after the date of loss. Any settlement sent to a lender will be applied to your outstanding balance and any overage at that point should be reimbursed to you by the lender.

## **10. Am I going to be reimbursed for my deductible?**

The deductible (up to \$1,000) is covered as part of the settlement that is paid to the lender to go toward your outstanding balance. It is not excluded but it is also not an item 'reimbursed' to the customer. For example, if your insurance company deducted \$250 from the settlement you received for your deductible amount, GAP will pick this up as part of the settlement amount.

## **11. If I am trying to get a new loan can you send something to my dealer/lender about my Gap coverage?**

We can send a Claim-in-Progress letter that you have a claim on file. Due to privacy laws, we cannot give out any specifics regarding whether a benefit is due or how much may be due until the claims process is complete and if a settlement amount has been approved.

## **12. If I don't have Primary Insurance, how will you determine the value of my vehicle?**

If you did not have insurance at the time of loss you will be required to supply an appraisal report from a licensed appraiser to determine whether the vehicle is deemed a total loss along with the police report to show that an incident took place. We will use the ACV (Actual Cash Value) of the vehicle as determined by NADA (National Automobile Dealers Association) the industry standard guide to determine the value at the date of loss.

## **13. If I pay off my loan now can the GAP settlement be sent directly to me?**

If a GAP settlement is due and you have paid off your loan to your lender, then please provide us with a Paid-In-Full letter from your lender which will authorize us to send any applicable payment to you. We will then send it to the address we have on file.

## **14. Taxes were deducted from my settlement worksheet but not included in my insurance settlement check.**

GAP contracts do not cover any amounts for which the customer should be reimbursed by someone else. Oftentimes tax amounts on the totaled vehicle are sent after-the-fact as a deferred settlement by an insurance company, sometimes after a new vehicle is purchased. We take account of it in the settlement amount, and you should check with your insurance company to see when they will reimburse you.

## **15. Why is the Police Report necessary?**

GAP is a total loss product, so the police report verifies that a total loss has occurred and is a required document we are required to collect in order to adjudicate the claim. If your insurance company doesn't have a copy of your police report, then you will have to contact the police department directly. In some cases, there is not a police report, and then a statement of loss form would need to be completed and notarized. The Statement of Loss form can be found at

[www.classictrak.com/claims-procedures-2/](http://www.classictrak.com/claims-procedures-2/)

## **16. Why is a Valuation report and an insurance settlement worksheet required?**

The valuation report shows how the insurance company identified the value of your vehicle and shows the vehicular information along with options and comparable vehicles that are used by the insurance company to come up with the settlement amount. The settlement worksheet will show the breakdown of how the insurance company arrived at the settlement amount and is necessary to confirm the amount found on the insurance settlement check.