



# GAP CLAIM FORM

CUSTOMER NAME: \_\_\_\_\_

CUSTOMER ADDRESS: \_\_\_\_\_

CUSTOMER PHONE NUMBER(S): \_\_\_\_\_

VEHICLE YEAR/MAKE/MODEL/VIN: \_\_\_\_\_

NAME AND PHONE NUMBER OF PERSON FILING  
CLAIM IF DIFFERENT THAN CUSTOMER: \_\_\_\_\_

**To process this claim, the items below will need to be collected and sent to IAS. No payments can be made until all documents are received and reviewed. All documents must be complete, clear, and legible or they cannot be processed, and this will delay the claim. Please include this form with any documents that are submitted.**

- Copy of front and back of GAP contract
- Copy of the police report, and if vehicle was stolen, a copy of the recovery report
- From the primary insurance company:
  - Insurance declarations page (page from policy showing deductible and coverages)
  - Copy of insurance settlement check (all copies if there are multiple checks)
  - Insurance adjusters report, i.e., CCC Report, NADA, etc.
  - Statement of total loss
  - Total loss worksheet
- From the lender/lienholder:
  - Payoff balance as of the date of loss
  - Payment history
  - Original finance/lease agreement (this can also be obtained from the dealer)
- From the dealer:
  - Buyer's order
  - Dealer's invoice (if vehicle was purchased new)
  - Bookout sheet (if vehicle was purchased used)
  - Proof of refund for cancelable items (credit life, credit disability, service contract, or any other refundable items purchased at time of sale)

Documents can be scanned and emailed to: [claims@iasdirect.com](mailto:claims@iasdirect.com).

If scanning is not an option available to you, you may submit the documents via fax to 512-257-4777 or mail to:

Innovative Aftermarket Systems, L.P.  
Attn: Claims Department  
10800 Pecan Park Blvd., Ste. 410  
Austin, TX 78750

All claim forms will be processed in the order received. You can check back to [www.iasdirect.com](http://www.iasdirect.com) for updates on the status of the IAS Claims Department.