

Documents Required from Financial Institution/Lienholder	
PAYMENT HISTORY	Request a statement that lists all payments made from the inception date through the date of loss. This should include the principal balance after each transaction as well as the dates and amounts of all transactions and the account number
PAYOFF LETTER	Request a statement that lists the Financial Institution/Lienholder name, payoff address, account number, amount financed, APR and monthly payment amount
GAP CONTRACT	Sometimes known as a GAP Addendum or GAP Waiver , the GAP Contract states the terms and coverage information of the GAP policy purchased with your vehicle. Please send all pages, both front & back sides
RETAIL INSTALLMENT CONTRACT	Sometimes known as a Finance Contract , this document states the payment terms of your vehicle when the vehicle was purchased from the dealer
MSRP INVOICE (FOR NEW VEHICLES)	If your vehicle was purchased new, please provide the Manufacturer's Invoice or Window Sticker which verifies the retail price, specific vehicle information, and any options included with the vehicle.
DEALER BOOKOUT SHEET (FOR USED VEHICLES)	Sometimes known as Kelley Blue Book or NADA , which verifies the retail price, specific vehicle information, and any options included with the vehicle.
BUYER'S ORDER	Sometimes known as a Bill of Sale or Purchase Agreement , this document is a summary of the item(s) to be purchased including the agreed purchase price of the vehicle and any ancillary products (not required for vehicles purchased in CA or vehicles purchased in TX where Buyer's Order was not provided)
APR LETTER (IF REQUESTED)	If your APR was modified a Financial Institution/Lienholder will send you a letter explaining the APR change
Documents Required from Insurance Company	
INSURANCE SETTLEMENT CHECK	Provides proof of payment by the Insurance Company. This may be a copy of the Settlement Check or a copy of the Payment History showing the settlement amount has been applied
SETTLEMENT BREAKDOWN	The Settlement Breakdown details how the settlement was calculated using the vehicle's base value in addition to any applicable taxes, fees, adjustments, deductible, etc.
EVALUATION REPORT	The Evaluation Report details how the Insurance Company determined the value of the vehicle. This will include any applicable adjustments for mileage, options, etc.
POLICE THEFT OR ACCIDENT REPORT	Please provide a Police Report . If your Insurance Company does not have this, please obtain a copy from the Police Department. The report must contain the names of the parties involved in the incident, date of the occurrence or incident, location of the occurrence or incident, vehicle identification of all vehicles involved in the incident, and a narrative (police description of what happened)
PRIMARY CARRIER DENIAL OR LAPSE LETTER	If you do not have insurance or your insurance company denied your claim, please request this letter
DECLARATION PAGE (IF REQUESTED)	This is the document that you received from your automobile insurance company when you purchased and/or renewed your policy. It shows your coverage limits, your physical damage deductible(s) and your agent's name, address and phone number.
Documents Required from Dealership	
REFUND CHECKS & COPIES OF ALL CONTRACTS PURCHASED	Provide copies of any refunds issued for items which are cancellable. If items are non-cancellable, please provide a written dealer statement indicating this specifically. Please also provide copies of contracts for any Products listed on the Finance Contract or Bill of Sale that were purchased and included in the financing of the Covered Vehicle (e.g. service contracts, theft deterrent, maintenance, credit life/disability contracts, etc.)
Documents Required from Policy Holder	
CAUSE OF LOSS STATEMENT	Provide a written and signed statement stating the events that took place in connection to the total loss.
CLAIM FORM	If claim was not opened online by the policy holder, a filled-out claim form is required
3rd PARTY APPRAISAL	In lieu of an Evaluation Report from the Insurance Company, an Appraisal of the vehicle is required in order to verify that the vehicle is considered a total loss, except in the case of theft
VEHICLE OPTIONS FORM (IF REQUESTED)	If the Dealer Bookout Sheet does not list the vehicle options, a Vehicle Options Form allows the policy holder to list their vehicle's actual options
USAGE FORM (IF REQUESTED)	A Usage Form describes if the vehicle was used for personal or commercial usage
DEDUCTION AUTHORIZATION FORM (IF REQUESTED)	If the primary insurance company missed options listed on the MSRP INVOICE or DEALER BOOKOUT on the original evaluation of the totaled vehicle, a form may be provided to expedite processing of the claim