

# Warranty Solutions Guaranteed Asset Protection (GAP) program

## Frequently asked questions

**Q: What are coverage terms for the Warranty Solutions GAP program?**

Coverage Type <sup>1</sup>	Coverage Limit
Maximum Primary Carrier Deductible	\$1,000
Maximum Finance Amount	\$125,000 (Franchised/Non-Franchised)
Maximum Liability	\$50,000
Available for New/Used Vehicles	Yes
Full Refund Period	30 days
Timeline for Benefit Request	90 days
Cancellation Refund at Time of Benefit Request	None – No Chargeback
GVWR for all Vehicles	Up to 15,000 lbs. <sup>2</sup>
Commercial Use	Allowed for all vehicles financed at 150% LTV (surcharge applies)
Maximum Financed Value (LTV)	125% of MSRP/NADA (Non-Franchised) 150% of MSRP/NADA (Franchised/Non-Franchised)

The Warranty Solutions GAP program is available for new and used vehicles with exclusions applying to any vehicle that has been salvaged or branded in whole or in part, used for emergency services, rare, exotic, unusual, limited-production, one-of-a-kind, kit, or customized. Coverage is available for autos, vans, light trucks, heavy trucks, and Commercial Use vehicles.

**Q: What is the cost structure for the Warranty Solutions GAP program?**

For autos, vans, light trucks, and SUVs, the Warranty Solutions GAP program offers a rating structure based on finance term. A small surcharge applies for Commercial Use. For more information on the dealer's cost, contact your authorized Warranty Solutions representative.

**Q: Will Commercial Use vehicles be covered under the Warranty Solutions GAP program?**

Yes. A \$50.00 surcharge will be applied to Commercial Use vehicles. Certain limitations may apply, such as a Gross Vehicle Weight restriction and Loan to Value (LTV) ratio.

**Q: With what lenders can the Warranty Solutions GAP program be used, and is it a Portable Program?**

The Warranty Solutions GAP program is approved with most national lenders and is considered a "portable GAP Program." Lender-specific waiver forms have been created for use with Ford Motor Credit. Please contact your authorized Warranty Solutions representative for more information.

**Q: Can both a Warranty Solutions Vehicle Service Contract and GAP waiver be sold on the same vehicle?**

Yes, a Warranty Solutions Vehicle Service Contract and a GAP waiver can be sold on the same vehicle.

<sup>1</sup> Program Coverage may be limited by state provisions. See contract for more information.

<sup>2</sup> GVWR of 12,500 limit is applicable in TX and on FMCC loans.

**Q: How fast do Warranty Solutions GAP waiver Benefit Requests get resolved?**

Warranty Solutions GAP benefits are normally processed within 15 days of receiving all of the necessary documentation.

**Q: What documents are required when requesting benefits?**

Per the contract, the following documents are required:

- a copy of the primary insurance settlement check(s) and settlement valuation and worksheet
- a copy of the police report made for the incident
- a copy of the original financial agreement and all addenda, including the motor vehicle valuation documentation identifying model type and options at the time of purchase, bill of sale, and proof of proceeds recovered from cancellation of refundable items, such as a service contract, credit insurance, or other similar items
- a complete payment history
- a copy of the Warranty Solutions GAP waiver

**Q: Are there any situations when the Warranty Solutions GAP program may not pay the balance on the loan?**

There are eligibility requirements, conditions, and exclusions (including any customer delinquent payments, past due amounts, and/or any assessed late charges) that could prevent your customer's loan balance from receiving waiver (and the associated payment to the lender from the underwriter) under the Warranty Solutions GAP program. You should carefully read the contract for a full explanation of the exclusions of the Warranty Solutions GAP program.

**Q: Who is the underwriter for the Warranty Solutions GAP program?**

Wesco Insurance Company (Wesco) is the underwriter for the Warranty Solutions GAP program. Wesco is a wholly owned subsidiary of AmTrust Financial Services, Inc., located in New York, NY. Wesco currently holds an A.M. Best Company Rating of A- (Excellent). Learn more by visiting [www.amtrustgroup.com](http://www.amtrustgroup.com).

**Q: For the Warranty Solutions GAP program, where do I send my GAP contract remittances?**

Submissions will be sent to Warranty Solutions. They are due by the 15th of the following month. Submit to:

Warranty Solutions  
Attn: Processing  
7125 W. Jefferson Avenue, Suite 200  
Lakewood, CO 80235  
Phone: 866-648-2475  
Make check payable to: Warranty Solutions

**Q: How do I get supplies?**

Dealers can order supplies by contacting their Warranty Solutions representative.

**Q: Who do I contact regarding a submission for benefits?**

Customers submit their request to Program Administrator. Report and remit documentation within 90 days of the total loss. Submit to:

Program Administrator  
Attn: Warranty Solutions GAP Benefits  
1785 Hancock St., Suite 100  
San Diego, CA 92110-2051  
Phone: 866-648-2475