Guaranteed Asset Protection (GAP)

Claim Instructions

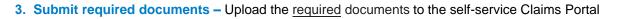
By following the steps below, we can complete the processing of your claim in a fast and efficient manner.



 Request required documents – Please review the list of <u>required</u> documents to process your claim. Request the required documents from your primary insurance, lien holder and additional parties listed below. Missing documents and information may cause a delay in processing.



2. Cancel vehicle contracts/warranties – You should cancel any service contracts or warranties purchased with the vehicle (excluding the GAP contract).

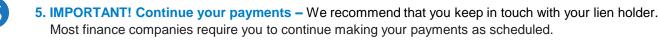


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IMPORTANT: We cannot review your GAP claim until all required documents are received, reviewed and accepted. Issues uploading to the Claims Portal? You can also submit your documents by e-mail to <u>GAPclaims@sgintl.com</u> (include your claim number in the subject line of the email).



4. Review details and timelines – For additional information and document submittal timelines, refer to the terms and conditions listed in your GAP Addendum.



6. Check your claim status online - Check the claim status through our self-service portal.

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The list of documents below are required to process a GAP claim.

FROM YOU OR LOCAL AGENCIES:	FROM YOUR PRIMARY INSURANCE:
 Official police report (if one was filed) 	Copy of the settlement check
	 Settlement summary/breakdown
	Vehicle evaluation report
	 Cause of loss letter (if a police report was not filed)

FROM YOUR LIENHOLDER:

Loan contract/retail
 installment agreement

- Additional service contracts (if applicable)
- Payment history

FROM YOUR SELLING DEALER:

 Proof of cancellation of additional service contracts and any amount refunded

 Loan contract/retail installment agreement

For additional information, you may contact a GAP Specialist at 800-269-4559.