

CREDIT DEPARTMENT

8AM - 8PM CST

MAIN NUMBER: 855.541.7717

CONTACT CREDIT FOR THE FOLLOWING

- Restructuring deals
- Follow up on status of applications

REGIONAL BUYING CENTER - TOLL FREE NUMBERS

NORTHEAST: 855-858-0818

SOUTHWEST: 855-898-0878

SOUTHEAST: 855-858-0828

DENVER: 855-909-0919

MID-ATLANTIC: 855-868-0828

WEST: 855-909-0929

GREAT LAKES: 855-868-0838

CALIFORNIA: 855-909-0939

MIDWEST: 855-898-0868

DEALER FUNDING SUPPORT

8AM - 5PM MON - SAT CST

CONTACT DEALER FUNDING

CALL CENTER 855.976.9766

FAX 877.215.3299

EMAIL funding@chryslercapital.com

fundingsupport@chryslercapital.com

FUNDING DEPARTMENT

8AM - 8PM MON - SAT CST

CHECK FUNDING STATUS AT DEALER EXTRANET

<https://dealers.chryslercapital.com>

Communication from Sales ASMs, DRMs and RSMs should report issues by using the forms available in Salesforce rather than emailing Funding Support

Contact Funding Support for the Following:

- Incoming Contracts / Scanning / Lost Packages / Funding Mailbox
- Lost Packages
- Image Transfers / Rescans / Redirects
- Misrouted contracts
- Answer the Funding Mailbox
- Answer the Funding Support Mailbox
- Manual contract returns
- Process kickbacks into CARS
- Applications Not in CARS Report
- Enter new ESC providers into CARS
- DDS exceptions
- First Payments - Not Applied to Account
- Fax Queue - Label Incoming Faxes
- Process miscellaneous mail
- Submitting additional documents to applicant file

SERVICING DEPARTMENT

7AM - 9PM MON - FRI
& 7AM - 5PM SAT CST

CONTACT SERVICING

CUSTOMER SERVICE/PAYOFF 855-563-5635

FAX 800-417-0251

EMAIL customerservice@chryslercapital.com

The Chrysler Capital customer service department consists currently of five teams. Our department handles inbound calls for the following:

- Titles (un-escalated)
- Insurance Claims
- Current account
- Account 5-20 days past due
- Default accounts (this can be any type of account)
- Welcome calls (inbound/outbound on the dialer): introducing our customers to Chrysler Capital and covering contractual terms and services offered

TITLES

8AM - 5PM CST

CONTACT TITLES

PHONE 855-531-5531

FAX 972-999-8207

EMAIL [ticommuni@chryslercapital.com](mailto:ticomuni@chryslercapital.com)

Contact Titles for the Following:

- Dealer is requesting Release of Lien (ROL) for recently paid-off auto.
- Dealer wants a Letter of Non-Interest for a contract we kicked and will not be returned to us for funding.
- Or a dealer needs to undo a lien that was placed in error on a deal that will not be sent to us.

DEALER CONTROL

7AM - 4PM CST

CONTACT DEALER CONTROL

PHONE 855-763-2449

FAX 972-999-8210

Contact Dealer Control for the Following:

- Post Funding Dealer Unwinds / Chargebacks / Product Cancellations / Missing Equipment
- Down Payment Issues
- Interest Rate / Sales Price Issues
- Incorrect Mileage
- Unwinds
- Participation Chargebacks
- Backend Product Cancellations - GAP, Warranty, Credit Life, Disability and S-Guard products
- Missing Equipment

DEALER MAINTENANCE

8AM - 5PM CST

CONTACT DEALER MAINTENANCE

EMAIL

DealerMaintenance@santanderconsumerusa.com

DealerMaintenanceCC@chryslercapital.com

FAX 855-541-7725

Contact Dealer Maintenance for the Following:

- New Dealer Setups / Dealer Agreements / Dealer Maintenance
- Set up for New Dealers
- Receive and Process Dealer Agreements - Santander, Chrysler Capital, National Accounts, RoadLoans, Independents, Indirect Dealers Out of Network
- Dealer Name / Ownership Changes
- Address Changes
- Maintain Dealer Contact Information
- ACH Setups and Accounting Exceptions

DEALER ADVOCACY

7AM - 7PM CST

CONTACT DEALER ADVOCACY

PHONE 855-541-7746

FAX 877-351-9889

EMAIL DealerAdvocacy@ChryslerCapital.com

Contact Dealer Advocacy for the Following:

- Dealer Feedback & Escalations
- Dealer Feedback for Chrysler Capital
- Dealer Escalations for Chrysler Capital
- Answer the Dealer Advocacy Mailbox

DEALER LENDING

8AM - 6PM CST

CONTACT DEALER LENDING

PHONE 855-541-7755

EMAIL Chrysler_dealer_lending@chryslercapital.com

Contact Dealer Lending for the Following:

- Dealer Floorplanning
- Working Capital Loans
- Real Estate Loans
- Revolving Lines of Credit