

DEALER ACKNOWLEDGEMENT OF REFUND INSTRUCTIONS

A Dealer Acknowledgement of Refund form is only required when one of the following conditions applies:

- A. GAP and/or Credit Life/Disability (CLAH) policy refund was applied as a down payment on a new purchase
- B. GAP and/or CLAH was refunded to the customer directly

The Dealer Acknowledgment of Refund form is only applicable in the following states:

For GAP: Alabama, Arkansas, California, Colorado, Connecticut, Florida, Georgia, Indiana, Iowa, Louisiana, Maine, Maryland, Massachusetts, Michigan, Minnesota, Mississippi, Montana, Nebraska, New Hampshire, New Jersey, Nevada, North Carolina, North Dakota, Oklahoma, Oregon, Rhode Island, Tennessee, Texas, Utah, Vermont, Virginia, Washington, West Virginia, Wisconsin and Wyoming

For CLAH: Alabama, Arkansas, Colorado, Connecticut, Delaware, Idaho, Illinois, Indiana, Iowa, Kansas, Maine, Maryland, Massachusetts, Minnesota, New Mexico, Nevada, Oklahoma, Oregon, South Carolina, Wisconsin and Wyoming

If option A or B does NOT apply or if the GAP/CLAH plan is for a state other than one listed above, the form does not apply and should not be completed.

If option A or B applies and the plan is for an applicable state, follow the steps outlined below to complete the Dealer Acknowledgment of Refund form.

- Download the Dealer Acknowledgement of Refund form from Dealertrack, RouteOne or the Chrysler Capital Dealer Website
 - » On Dealertrack, look under Lenders/Documents & Forms
 - » On RouteOne, look under Rates & Forms
 - » From the Chrysler Capital Dealer Website Docs & Training, under Additional Chrysler Capital Resources
- Check the appropriate box to indicate if the refund is for GAP or CLAH
- If the refund is being, or was, used as down payment on a new purchase, complete section A - Down Payment on a New Loan
- If the customer is being, or was, refunded directly, complete section B - Issued a Refund Check to the Customer
- Complete the form in its entirety. Be sure to include a signature from an authorized representative of the dealership and **fax it to Chrysler Capital at 877-273-0639 within seven calendar days post payoff.**
 - » To ensure forms are processed in a timely manner, all fields including the signature from an authorized representative of the dealership are required

If the Dealer Acknowledgment of Refund form is **not received within seven calendar days of the payoff date**, Chrysler Capital will refund the customer the unearned portion of the premium and invoice the dealership for reimbursement of the amount refunded to the customer.

If you have any questions, please contact the Dealer Operations Department at 855-763-2448.



DEALER ACKNOWLEDGEMENT OF REFUND

Dealer Acknowledgment Processing Department | 855-763-2448

Please check all applicable products: GAP: CLAH:

As an authorized representative of the dealership, I confirm the customer's refund for the ancillary products indicated above have been applied in the following manner:

A. Down payment on a new vehicle

Customer full name: _____
Full VIN of canceled product: _____
GAP refund amount: _____ CLAH refund amount: _____
Date refund applied as down payment: _____
Dealership name: _____
Dealership associate name: _____
Position/Title: _____
Signature: _____

B. Issued a refund check to the customer

Customer full name: _____
Full VIN of canceled product: _____
GAP refund amount: _____ CLAH refund amount: _____
GAP refund issue date: _____ CLAH refund issue date: _____
Dealership name: _____
Dealership associate name: _____
Position/Title: _____
Signature: _____ Date: _____

At any time, I/we understand that Chrysler Capital may request supporting documentation including but not limited to:

- 1. Copy of check issued to customer
- 2. Copy of new contract reflecting itemization of down payment and copy of refund check/deposit from product administrator

If you have any questions, please contact the Dealer Operations Department at 855-763-2448.

Fax completed form to Chrysler Capital Dealer Acknowledgement Processing Department at 877-273-0639.

If the Dealer Acknowledgment of Refund form is **not received within seven calendar days of the payoff date**, Chrysler Capital will refund the customer the unearned portion of the premium and invoice the dealership for reimbursement of the amount refunded to the customer.