

Dealer Acknowledgement of Refund Instructions

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

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

- ☐ The Dealer Acknowledgement of Refund form is attached to these instructions (see page 2) and is available on 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, Credit Life and/or Credit Disability.
- ☐ 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 **email DealerAffidavitResponse@santanderconsumerusa.com or fax it to Chrysler Capital at 877-273-0639 within 15 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 15 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 Collections Department at 855-763-2448 or email dealerops@santanderconsumerusa.com.



Dealer Acknowledgement of Refund

Dealer Acknowledgment Processing Department | 855-763-2448

Please check all applicable products:

GAP:

Credit Life:

Credit Disability:

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: _____ Credit Life refund amount: _____ Credit Disability 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: _____ Credit Life refund amount: _____ Credit Disability refund amount: _____

GAP refund issue date: _____ Credit Life refund issue date: _____ Credit Disability refund issue date: _____

Dealership name: _____

Dealership associate name: _____

Position/Title: _____

Signature: _____

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
Chrysler Capital Dealer Acknowledgment Processing Department at 855-763-2448.

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