

# 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

**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.**

- ☐ 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 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 **email DealerAffidavitResponse@santanderconsumerusa.com or 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 or email dealerops@santanderconsumerusa.com.**



# 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.**

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