

# Claim Reporting Instructions and Information for Frost Financial Services, Inc.

Claims Processed by:  
Frost Financial Services, Inc  
Claims Department  
Phone: 888-753-7678 Option 3  
E-mail: [claims@visualgap.com](mailto:claims@visualgap.com)  
Fax: 513-697 9383  
[www.VisualGAP.com](http://www.VisualGAP.com)



## Notifications of Loss

A claim must be reported to Frost Financial Services' Claims Department within 365 days of the primary insurance carrier's settlement. If there is no primary insurance company, a loss must be reported within 365 days of the date of loss.

## How to Submit Claims

Lenders may submit claims via VisualGAP.com (Administration > Report a GAP Claim). Lenders may also submit a claim via e-mail, fax or mail (please see the contact information above). If a claim is not submitted via VisualGAP.com, include a completed GAP Claim Reporting Form with your submission.

## The Claims Process

When the borrower calls to report a total loss:

- 1) Stop interest accrual on the loan, if possible.
- 2) Advise borrower to continue to make payments to protect their credit.
- 3) Obtain the documents listed on the claim form.
- 4) Submit the claim to Frost Financial Services via VisualGAP.com, e-mail, fax or mail.
- 5) Any questions in regarding claims should be made directly to the Frost Financial Services' Claims Department at 888-753-7678 option 3. You may also check claim status online at VisualGAP.com (Administration > GAP Claim Status).

## Claim Document Explanations

- Primary Insurance Total Loss Worksheet - This item needs to be requested from the primary insurance carrier. It should include a calculation of the settlement check amount and a list of the options on the vehicle.
- Loan Agreement - We need only the Note and Disclosure portion of the loan agreement.
- Loan Payment History - We require a complete payment history showing all transactions during the life of the loan, including documentation of skips/extensions granted. For leases, we need a payoff calculation as of the date of loss.
- Refunds - If the premium of a cancellable coverage was financed in the loan amount covered by GAP, we need the amount of the refund as of the date of loss. Examples of cancellable products are Credit Life, Credit Disability and Services Contracts; these can be purchased through dealerships and/or financial institutions.
- Vehicle Invoice / Purchase order - This document is only necessary if the loan was used to purchase a vehicle from a dealership (indirect loan) or the loan was used to refinance an indirect loan.
- Police Report - This document is necessary if the total loss was due to a theft or if the borrower had no primary insurance coverage.