Theft Protection Claim Procedures

To start a new claim, access the Claims Portal by clicking **HERE** or by clicking on the Claims Center button on the Classic Website (www.classictrak.com). Begin by searching for the contract using either: the contract number and last name OR the last name and last 6 digits of the VIN number.

Once the contract is located, click the start a claim button on the contract details screen. Fill in all the required information and click submit. A request will be sent to the Claims Department and a claim will be opened within 3-5 business days. In the meantime, begin gathering the documents listed below. To track the progress of the claim, sign-up for notifications on the contract detail screen. This will generate an email and/or text message advising of activity on the claim.

Once the claim is opened, an e-mail will be sent with all the document requirements. At this point, return to the Claims Portal to find the contract again. On the contract details page, **upload PDF and Word files (no photos)** for all the documents necessary to process the claim. It may be useful to utilize a free app such as Adobe Scan, which will allow you to take a picture of the document with your mobile device and convert it to PDF. The claims department will review the documents within 7-10 business days and send notification by email of any documents still needed.

THEFT PROTECTION DOCUMENT REQUIREMENTS

Our goal is to process the Theft Protection claim as quickly as possible. In order to do so, copies of **ALL DOCUMENTS LISTED BELOW** must be sent to us within the required time referenced on the Theft Protection form.

Please note: **It is the sole responsibility of the customer to make sure all documents are received within 30 days of the insurance settlement check issue date. In the event there is no insurance coverage the documents must be received within 60 days of the date of loss. Once you have uploaded the documentation, please allow 2-3 business days for the file to be updated.**

Required Documents Obtained From the Lender or Original Selling Dealership:

1. Buyers Order/ Vehicle Invoice

The buyer's order or vehicle invoice will list additional information not provided on the loan, including the mileage at the time of purchase and any additional options in the vehicle.

2. Replacement Vehicle's Loan/ Lease Agreement/ Retail Installment Contract

This is usually a legal sized document (8½x 14). The loan agreement shows the itemization of the amount financed and terms of the loan/lease.

3. Replacement Vehicle's Buyers Order/Vehicle Invoice

These will need to show your benefit amount listed as a cash down payment, so we may verify the funds went towards the new vehicle purchase.

4. Theft Protection Form

This is your Theft Protection form. Please include a copy of the front and back of your form.

Required Documents Obtained From the Insurance Company:

5. Police Report/Theft Report

This is mandatory as it is required that the theft be reported to the police within 24 hours.

6. Insurance Settlement Check

Please obtain a photocopy or computer screen printout from the insurance company.

7. Vehicle Valuation Report

This is normally an Autosource Valuation containing summary details of the loss vehicle, comparisons, and estimates. NADA and Kelly Blue Book are also used.

8. Insurance Declarations Page

This is a copy of the insurance policy active as of the date of loss. It details the vehicle and coverage afforded on the policy. This is not needed if the responsible insurance company is a 3rd party.

***Due to size restraints, we cannot accept attachments over 10MB. Please submit documents accordingly.*

The Claims Department is open Monday-Friday 9am to 5pm EST and can be reached at 800-930-4633.