

PCRS Customer GAP Claim Portal Guide

Creating An Account

The **GAP Claim** portal allows the search of an existing GAP contract, identity verification, terms and conditions, claim initiation, document uploads and claim updates.

Access The Claims Portal

Open your web browser and type in https://cltk.pcrsauto.com/PCMI.Web.Customer.Portal.All OR click the Claims Portal hot button on our website www.classictrak.com.

'Click' <u>Register Here</u>. Enter the first name, last name and contract number as it appears on the GAP Waiver.

If the information entered matches the information in the database, you will be notified there was a match.

Review and accept the terms and conditions, Privacy Policy and disclosure.

'Click' continue.

A series of verification questions will be asked and must match the information in the database.

Create Your Account

After verification you will set up your username and password. Your email address will be your username.

Verify Email Address

A verification link will be sent to the email address you provided.

Once the email confirmation is completed, you will be directed to log into the database to begin the GAP Claim.



Welcome! We're sorry about your vehicle loss. Please take a moment to enter your information below so we can locate your records and help you start your GAP claim.	It's a Match! Protecting your information is our priority. Now that we've located your records, we need some information to verify your identity. You'll need your GAP contract with you as you continue through the next steps. 2 I agree with the Terms & Conditions
	I agree with the Privacy policy
Saliy	By checking this box, I: (1) authorize my financial institution to release to the GAP Administration Department a detailed payment history, payoff quote, and finance
Smith	agreement; (2) authorize my insurance company to release to the GAP Administration
AGC02030261	Department all necessary insurance documents; (3) request cancellation of any protection product(s) for this vehicle purchased from the GAP Administrator or any of its affiliates, to the extent cancellable;
Continue	Continue

Create My Account
Please take a moment to create your account by entering your information below.
classicsallysmith@gmail.com
•••••
Have 6 to 16 characters Have at least tuppercase Have at least 10 lovercase Have at least 10 lovercase Have at least 11 number Desen cot contain following: first name, last name, email Have at least 1 special character: flv#356:00+/@ Creste Account
Let's Get Started! Inbox ×
cltkdonotreply@pcmicorp.com to me ▼ Please confirm your account by clicking <u>here</u> .

Initiating A GAP Claim

Once you have logged in, the upper right-hand corner will display your log in information and the claim status.

'Click' the Start Claim button to get started.

Several pieces of information are required in order to begin processing the GAP Claim.

Each line item has an information icon which provides guidance on what information is being requested.

Loss Information

The first section of information pertains to the loss of the vehicle.

After providing the information.

'Click' the Initiate Claim button.

Insurance Information

In this section you will provide insurance information.

'Click' Continue

olulii olu	Claim Status Not Started 🕨				
ur online claims process is quick a ovide the necessary information fo anage and track your progress. An th the requested information and o ur claim. or's get started!	nd convenient. We'll be r your GAP claim, as we id remember, the faster locuments, the faster we	here to l ell as he you prov e can pro	help you lp you vide us ocess		
Start Claim			_		
၂. Loss Information ျမာ		~	С		
Please complete the following information to s without these details.	tart your claim. Your claim can't t	e started			
Date of Loss	0				
Description of vehicle use 0					
Select All that Apply delivery / service call / business travel					
Vork errands/family hauling activities Rideshare					
Type of loss	•				
If other, please describe					
If other, please describe Mileage at Loss	0				
If other, please describe Mileage at Loss Initiate Claim	0				

2. Insurance Information	~
Now we need some information about insurance.	
At the time of loss, did you have collision/comprehensive coverage for t vehicle?	the full value of your
🔾 Yes 🧿 No	
Who's insurance company is paying for the loss? $\ensuremath{\textcircled{0}}$	
Vour Insurance Company	>
Someone else's Insurance Company	>
□ No Insurance at Date of Loss	>
C.	

Lender Information

In this section you will provide the companies name to which you made your vehicle payments to.

Select your lender from the drop-down list. If your lender is not listed select 'Lender not listed'.

'Click' Continue

My Contact Information

Confirm and/or update your current address and phone number.

'Click' Continue

Documents

This section lists all required and optional documents for you to upload.

'Click' the Add button to upload a document.

If the document has been submitted correctly you will see a green check mark next to the item.

You may upload multiple documents to the same document field.

You must upload all required documents before 'clicking' the Review Claim button.



*It is the sole responsibility of the customer to make sure all documents are received within 90 days of the insurance settlement check issue date unless there is no insurance, in which case you will have 90 days from the date of loss.

Confirm & Review

Review all submitted information to ensure it is correct. Make edits where needed.

'Click' Confirm Claim, to submit the claim to our Claims Processing team.



You will then see a confirmation page.

The upper right-hand corner will now display a claim status of "pending" and your claim #.

3. Lender Information		~	•
This is the company to which not show in the drop down li	h you made your payments o ist, please select "Lender not	n your vehicle. If your lender does listed".	
Lender not listed	\$		

h a phone number in cas	e we need to contact y	юи.
MARY		0
TEST		
Address 1 123 Classic St.		
Address 2		
^{City} Hampton		
VIRGINIA +	ZIP 23663-1244	
marytestemail@yahoo.co	om	0

5. Documents	~ ●	'
Required		
Loan agreement Screenshot 2025-01-02 135658.png 03/31/2025 11:27:39 AM	Add View	
Buyers Order 0 Screenshol 2025-01-02 144033.png 03/31/2025 11:28:32 AM	Add View	
GAP Waiver	Add View	
Police Report 1	Add View	
Settlement Check	Add View	
Settlement Breakdown 0	Add View	



