

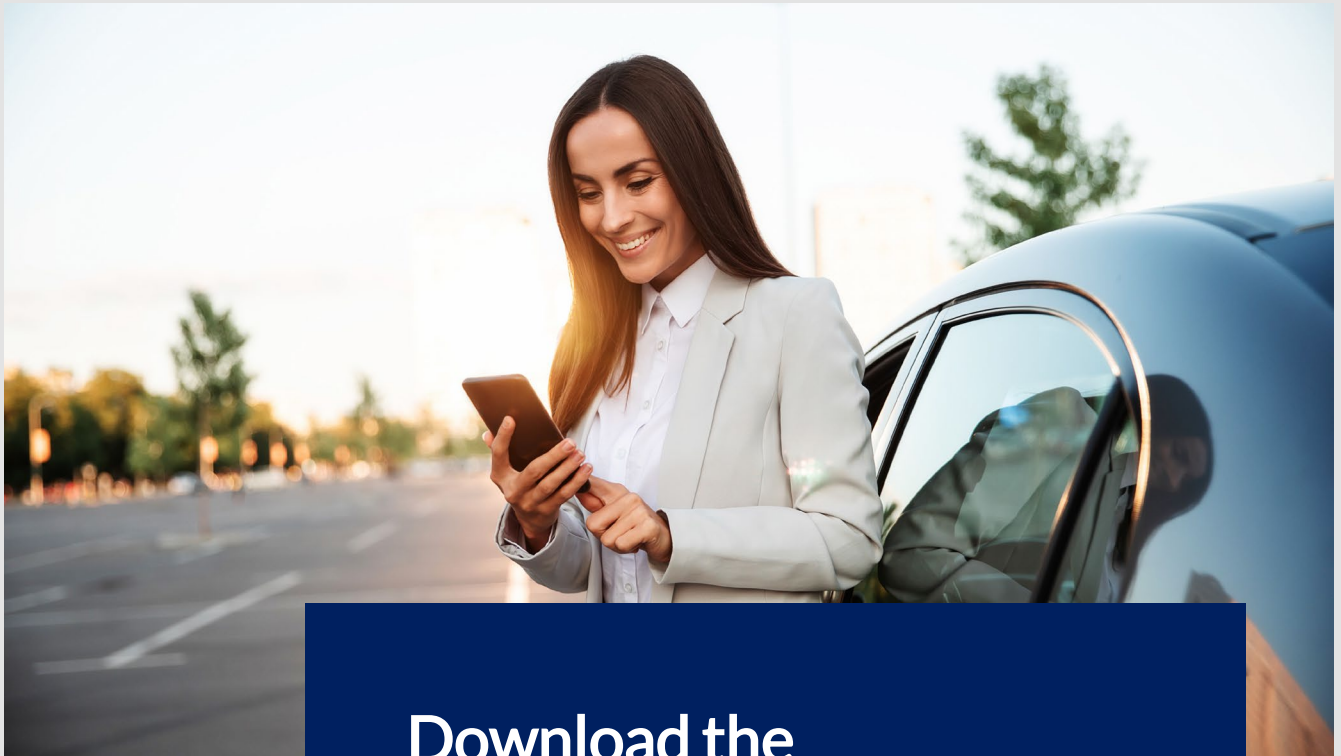
# Customer Guide



Welcome to a step-by-step guide to our GAP claims process.

Please do not accept any loss settlement figure from your Insurer before speaking to us about your GAP insurance claim.

To keep your personal data safe, we will ask you a series of data protection questions to identify the policyholder and vehicle when contacting us by phone.



### Download the AutoProtect App

- Claims on GAP insurance policies are handled using the AutoProtect App.
- Search 'AutoProtect' in your App store, or use our App online.

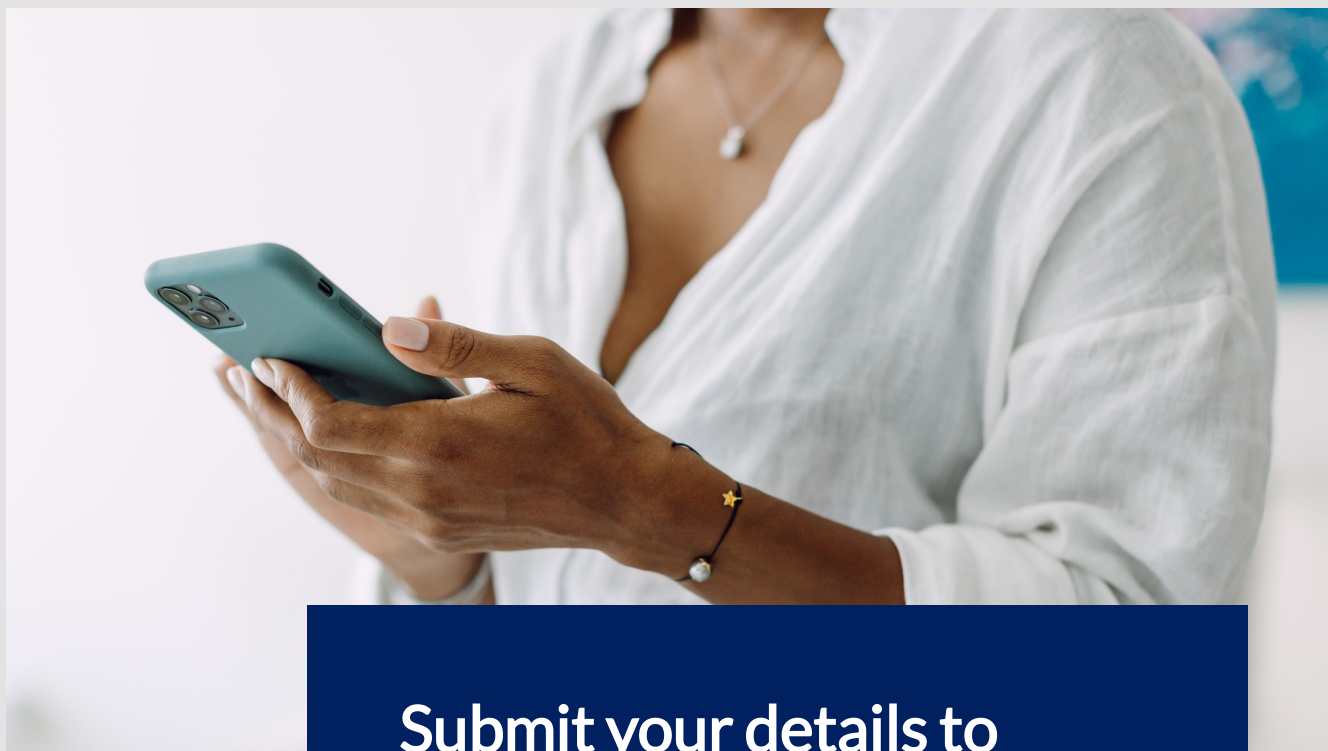
[Use App online](#)

- If you are unable to use our App, call us on 01279 456 500.

#### Data Protection

We must receive permission from you if you wish us to speak to another person about your claim. Please let us know their name, contact number and email address by email: [customersupport@autoprotect.net](mailto:customersupport@autoprotect.net).

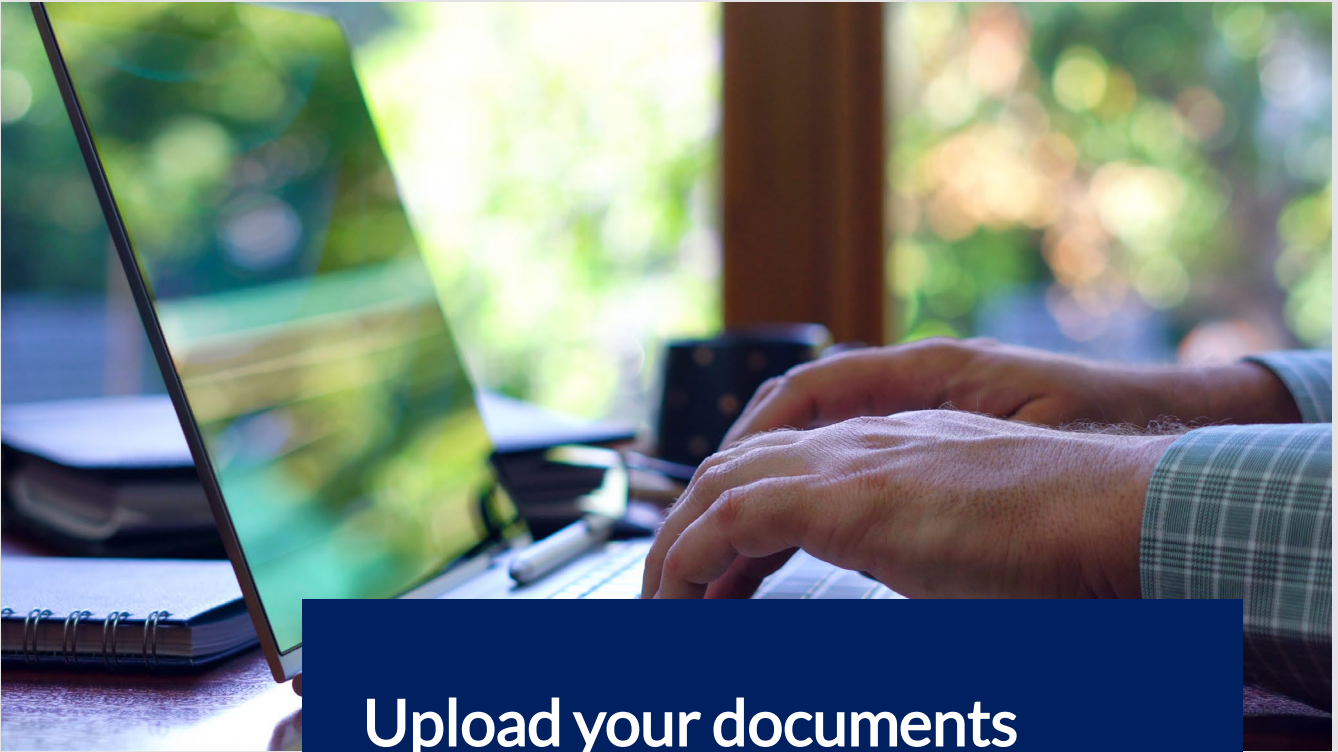
For data protection reasons, they will need to provide your name, post code, first line of your address and your vehicle registration number when calling.



### Submit your details to create a claim



- Fill out the required fields on the App to allow us to collect the information we need to move your claim forward.



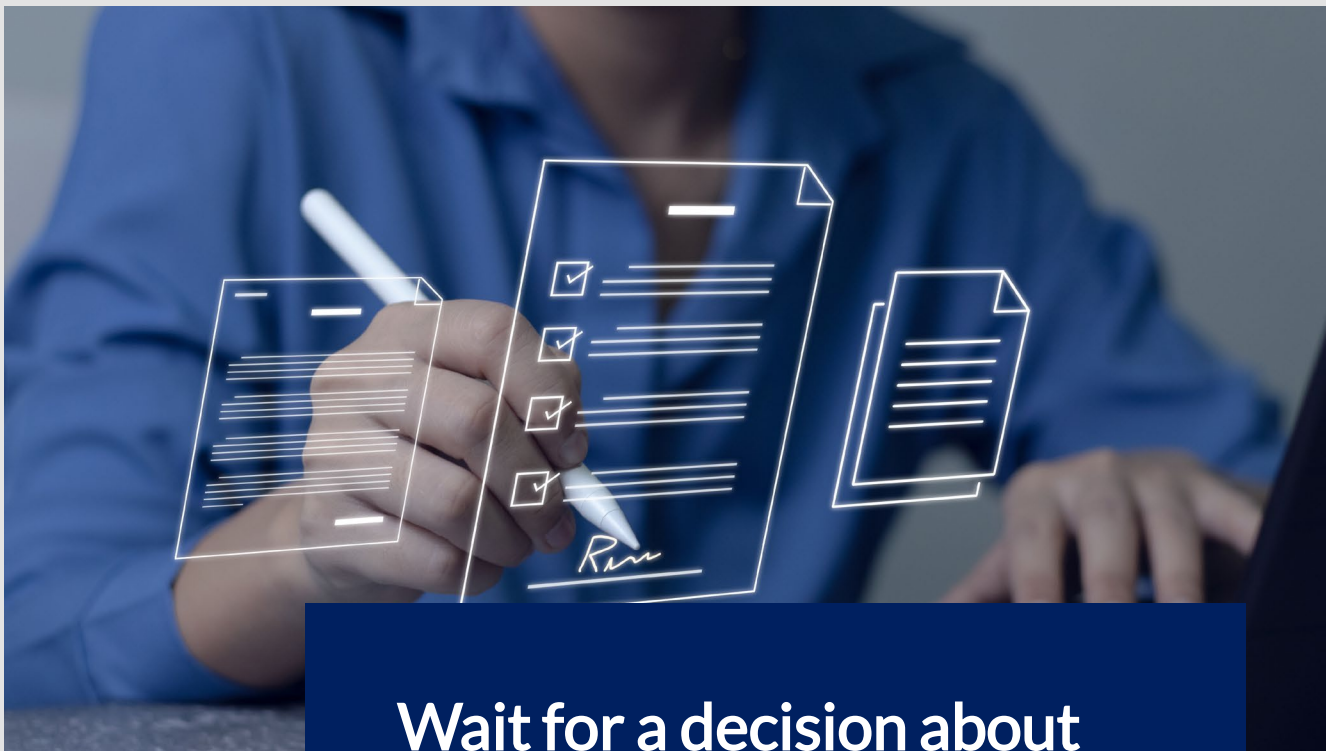
## Upload your documents



We'll send you an email with a secure link to upload your documentation. The documents we will ask for are:

- Insurance certificate and schedule
- Vehicle purchase invoice
- Insurance settlement letter\*
- Finance agreement (if applicable)
- Finance settlement figure (if applicable)

\*It is important that you do not accept any loss settlement figure from your Insurer before speaking to us. Please refer to your terms and conditions for details.



### Wait for a decision about your claim



- Your claim will be reviewed by our expert claims handlers and we will get a valuation of your vehicle.
- We will notify you of the outcome of the decision in writing. If your claim is approved, we will include the settlement figure in this communication.

Please allow 5 working days for a decision.





### Settlement and payment



- If you are happy with the settlement amount, accept it by either:
  - 1) Providing your bank details via our secure link provided to you.
  - 2) Emailing us if we're required to pay a finance company on your behalf.
- Once we receive acceptance, payment will be made to you or your finance company within 10 working days.