

## How to File a Total Loss GAP Advanced with PowerBuy Claim

- Contact a Loan Protection Service Consultant at Tower, call **866-56-TOWER** or **301-497-7000** or send an email to [gapmmpdebtcan@towerfcu.org](mailto:gapmmpdebtcan@towerfcu.org).
- Before a Total Loss GAP claim can be processed Tower must receive the insurance settlement.
- Once the insurance settlement has been received, Tower will gather the required documents below. You may be asked to provide some documents if Tower is unable to obtain them.
  - Original finance contract
  - Original purchase order (payoff authorization in the instance of a refinance)
  - Primary insurance settlement worksheet
  - Copy of primary insurance settlement check
  - Primary insurance vehicle valuation report
  - Entire loan payment history
  - Police report(s) in the instance of theft
  - Documentation of refundable product(s) such extended warranties
- GAP claims typically take 7 to 14 business days to process once the GAP claim has been filed.

## How to File an Auto Deductible Reimbursement Claim

- After your vehicle has been repaired and your deductible paid, call 877-296-4892 or visit [www.assuranceplus.com/claim](http://www.assuranceplus.com/claim).

Additional Questions:

- Send a detailed email to [gapmmpdebtcan@towerfcu.org](mailto:gapmmpdebtcan@towerfcu.org). Include your member information and all of your questions or concerns.