



# INSURANCE REPAIR CHECKLIST

RE: Insurance Repair Checklist

Account Number: \_\_\_\_\_

For all insurance repairs, the **endorsed** check (with account number included) and required documents must be mailed to GM Financial at the following address:

**Attn: Insurance Repair Department  
P.O. Box 183854  
Arlington, TX 76096-3854**

If you're overnighting your check and documents, please send them to:

**4100 Embarcadero Drive  
Arlington, TX 76014**

Additional insurance repair documents can be faxed to the Insurance Repair Department at 1-877-999-1835 or emailed to **insurance.repair@gmfinancial.com**.

Below is a checklist of the required documents for the Insurance Repair process, which includes information about the party who performed the repairs and who will be paid:

**Repairs completed by a repair shop:**

- Complete insurance company estimate
- Repair shop final repair bill (with visible total)
- Repair shop information:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Contact: \_\_\_\_\_

**Repairs completed by a qualified customer, friend or family member:**

- Complete insurance company estimate
- Pictures of the vehicle before and after repairs
- Receipts for all purchases (parts, paint, supplies, etc.)
- Itemized list of repairs made with the name, address and phone number of the person repairing the vehicle

**INSURANCE REPAIR GUIDELINES**

- Insurance repair checks received without the customer's endorsement will be returned via FedEx next business day delivery with a letter requesting endorsement prior to processing the insurance repair request.
- All repairs must be completed per the insurance estimate in order for the full amount of the check to be processed.
- Insurance repair funds cannot be applied to satisfy monthly payments on your loan unless all repairs have been completed per the insurance estimate and paid for in full by the customer.

Upon receipt of all required items, GM Financial will process the insurance repair check and send a check to the appropriate party within 72 hours via FedEx next business day delivery.

**Note:** The insurance check may be posted to the principal balance of your loan until the repairs are completed. For lease, the funds will be held until repairs are completed or until end of term.

If you have any questions, please contact us at **1-800-284-2271**.

Sincerely,

GM Financial  
Customer Service Department