



Security+Plus®



ELITE®
PROTECTION
PROGRAM



DIAMOND CARE
PROTECTION PLAN®

QualityGuard+Plus®

GAP/GAP PLUS CLAIM PROCESS: DEALERSHIPS

In order to promptly resolve a claim, contact the Claims Administrator, Nation Motor Club, Monday through Friday from 8:30 a.m. - 5 p.m. Eastern Time. 888-272-5517.

To Ensure Prompt Resolution of GAP Claims, the Following Process Should Be Followed:

1. Advise the customer to follow all instructions of National Adjustment Bureau (NAB), NSD's authorized claim administration company.
2. Send the following documents to Nation Motor Club (NMC):
 - Legible copy of all warranty contracts purchased;
 - Legible copy of original vehicle purchase order;
 - Legible copy of finance agreement;
 - Legible copy of GAP contract.Documents can be sent via email to gapclaims@nationsafeddrivers.com
3. Cancel all refundable products and refund the unearned premiums/enrollment fees.
4. Upon receipt of the refund amounts, send legible copies of the refund checks or other correspondence documenting these amounts to NMC.
5. There are other documents that we must collect from the customer and/or lender. All documents must be submitted within 90 days of the date the primary insurance company issues payment (or if there is no insurance, within 90 days of the accident/theft).
6. Once all required documentation is received, NMC will submit the necessary documents to the program underwriter to finalize the claim.
7. Note: not all claims are covered. If for any reason a claim is to be denied, a formal denial letter will be issued by NMC with copy to the lender and dealership.

Additional Requirements for GAP Plus Only:

1. Send the additional documents to NMC:
 - Replacement vehicle finance agreement;
 - Replacement vehicle buyer's order.