

Step 1: Notification

Notify Advia Credit Union that a Total Loss or Theft Loss has occurred. Call 844.ADVIA.CU (844.238.4228).

Step 2: Claim Form

Complete a **Claim Submission Form**. Log into your account at www.cunamutual.com, click on **My Services** and then select **GAP Notice of Loss**.

Step 3: Submit Materials

Complete the following items and send to **CUNA Mutual Group Claims Administration - Gap Claims** via fax: **800-949-0551** or mail: **CUNA Mutual Group Claims Administration - Gap Claims | P.O. Box 669 | Waverly, IA 50677-0669**.

Include Copies of the Following:

<input type="checkbox"/> Fully completed & signed Claim Submission Form
<input type="checkbox"/> The Primary Insurance Company's Total Loss Settlement check(s), Valuation Report, & Settlement Breakdown
<input type="checkbox"/> The police report for the incident
<input type="checkbox"/> Primary Insurance Company's Total Loss Worksheet
<input type="checkbox"/> Original Financial Agreement or Lease Agreement
<input type="checkbox"/> Loan History Summary
<input type="checkbox"/> If applicable, proof of proceeds recovered from the cancellation of refundable items
<input type="checkbox"/> Financial Agreement relating to a replacement vehicle
Deductible Assistance (If Applicable)
<input type="checkbox"/> Declaration Page from the Auto Insurance Policy that identifies the insured vehicle, the borrower [or co-borrower] as the insured, and the deductible amount
<input type="checkbox"/> Proof a claim payment was made by the Primary Insurance Company
<i>Your Claim Professional will advise you of any other documents that may be needed.</i>