

FILING A GAP CLAIM

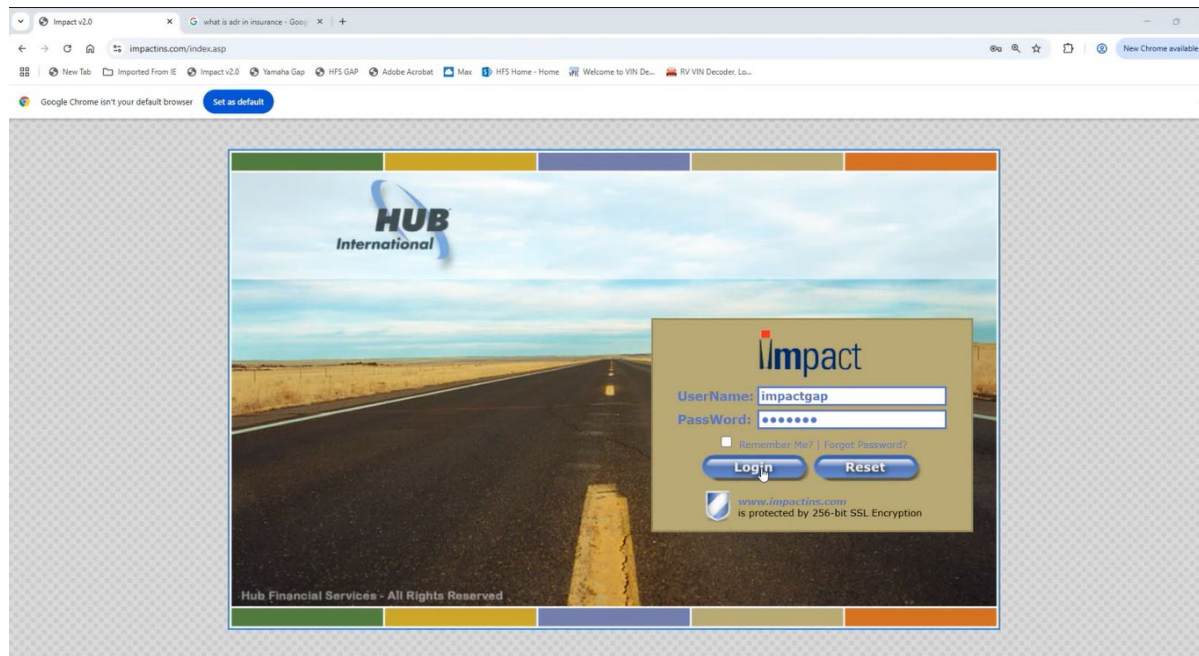
2025-05-20

Based on a training video by HUB

Recorded by:
Brazell, Laura

Organized by:
Brazell, Laura

- All GAP claims are filed by you, or your Bank's associate, thru the Impact website.
 - You will have access to all the claim documents.
 - Nothing needed from the borrower
- Log into the Impact website with your unique login information



Once on the enrollment screen:

The screenshot shows the 'Enrollments' tab selected in the top navigation bar. Below the navigation bar, there are several menu items: 'Create New Enrollments', 'View Enrollments', 'Search Enrollments' (highlighted in yellow), 'View Pending Quotes', and 'Search Pending Quotes'. Below these is a table with one row: 'B Claims Test', '2024 Test Vehicle', '737479', and '1'. Below the table is a search form with fields for Demo, Account, Enrollment Number, Loan Number, Policy Number, First Name, Last Name, Email, Address, City, State, Zip, Vehicle Year, Vehicle Make, Vehicle Model, VIN, and Lienholder. There are 'Search Enrollments' and 'Reset' buttons at the bottom of the form.

Current Product: *Gap (Lender)*

Enrollments

Create New Enrollments

View Enrollments

Search Enrollments

View Pending Quotes

Search Pending Quotes

B Claims Test	2024 Test Vehicle	737479	1,
---------------	-------------------	--------	----

Enrollments

Demo: [dropdown]

Account: [dropdown]

Enrollment Number: [text box]

Loan Number: [text box]

Policy Number: [text box]

First Name: [text box]

Last Name: [text box]

Email: [text box]

Address: [text box]

City: [text box] State: [dropdown] Zip: [text box]

Vehicle Year: [text box]

Vehicle Make: [text box]

Vehicle Model: [text box]

VIN: [text box]

Lienholder: [text box]

Search Enrollments | Reset

Current Product: *Gap (Lender)* - John Doe

Enrollments | Claims | Reports | Tools | Logout

Enrollments

Insured / Vehicle	Waiver	Eff Date	Premium	Status	I Want To...
C Claims Test 2025 Test Vehicle	748034	4/30/2025	\$423.00	Paid	[dropdown menu]

Add New Enrollment Search Enrollments

Page 1 of 1

Go!

File A Claim

- On the Enrollment tab, select Search Enrollments
- You can search the Enrollments using any field.
- Once you find the enrollment, the Status field must show Paid. This is an accounting status. If pending, you must wait to file a claim.
- Select the dropdown under I Want To ..., and pick File A Claim
- Your Claim Form will open.
 - Your information will auto populate here.
 - Begin filling in the claim form with the Date of Loss box.
- Once you fill out the Claim form, you will attach the required documents.
 - You don't have to wait to file the claim if you are missing some of the documents. They can be added later.
- Click Submit This Claim

Once you've submitted a claim:



- On the Claims tab, select View All Claims or Search All Claims to look for a claim you've submitted and want to check the status for or add additional documents to the claim
- You can also follow the claims adjuster's notes using the drop down as well.