

CANCELLATION PROCEDURES

A cancellation request must be received in our office within 30 days of the requested cancellation date to be processed without penalty. All incomplete requests, missing information or support documentation, will be returned unprocessed and will delay refund. All cancellation requests should be mailed from the dealer and will be processed in order by date received. A \$25.00 cancellation processing fee will be assessed on all GAP cancellations. All refunds are sent to the dealership unless the dealership is out of business.

Cancellation quotes are strongly recommended prior to mailing in a cancellation request. Please use the Cancellation Calculator under the Dealer Services menu at www.iasdirect.com or call 1-800-346-6469 ext. 8002 to get a cancellation quote.

CANCELLATION QUOTES AND FORMS AVAILABLE AT WWW.IASDIRECT.COM

All cancellation requests require the following:

1. A legible enrollment form (contract) with the enrollment price, the terms in months and contract number.
2. A completed cancellation request form.
3. If the cancellation is due to:

Customer Request - We must have the customers "Original signature" or a letter from the customer requesting cancellation. The signed document can be a cancellation request form and must be mailed, it can not be faxed.

Contract Payoff - A copy of the payoff letter issued by the lienholder to the customer indicating that the account has been paid in full must be provided. **(Only valid for GAP)**

Total Loss - Any document from the primary insurance company or lien holder stating total loss, or customer signature. **(Not valid for GAP.)**

Repossession - A copy of the repossession letter from the lienholder is required.

Vehicle Trade - An odometer statement or a cancellation request signed by the customer. A customer's signature must be original and must be mailed, not faxed.

Voided Sale - A voided contract may be mailed or faxed with "VOID" written on the contract. We will void the contract and issue a full refund as long as the request is received within 30 days of the contract start date.

Mail all correspondence to:

**IAS L.P. Administrator
Cancellations Department
12800 Angel Side Drive
Leander, TX 78641**

PLEASE ALLOW 3 TO 4 WEEKS PROCESSING TIME.