



VEHICLE & PROPERTY

Total-Loss Loan and GAP Reconciliation Workbook

Reconcile the insurance settlement, loan or lease account, GAP decision and applicable credits to identify what remains owed or refundable.

WHAT THIS WORKBOOK HELPS YOU DO

01

Complete your account and document map

02

Complete your dated balance reconciliation

03

Complete your GAP calculation audit

For people handling accident-related paperwork and preparing clear, evidence-backed questions.

Use it on screen or on paper. Save a personal copy before entering information. Blank response areas are fillable; printed copies work just as well. Keep completed copies private.

Scope. Educational organization tools, not legal, medical, tax or financial advice. No claim result, coverage decision or payment is promised. Verify policy language, current local rules and all deadlines with the appropriate professional or official source.



[START HERE](#)

Start with a clear working file

Work on one claim, account or issue at a time. Keep originals unchanged and label working copies with a short evidence ID. Complete the guidance in order, then use the worksheets to turn questions into an organized next step.

A practical order

- 01 Read the four guidance pages before filling the worksheets. Mark facts you can support and questions that still need an answer.

[GUIDANCE / PAGES 03-06](#)

- 02 Use the fictional examples to check your method. Their facts and dollar amounts do not describe your claim or predict an outcome.

[EXAMPLES / PAGE 07](#)

- 03 Complete the four working sheets, then use the readiness check and next-step page. Duplicate a worksheet when you need another record.

[WORKSHEETS / PAGES 08-11](#)

Protect your information

Store completed copies somewhere private. Use a claim or account suffix when a full identifier is unnecessary. Share only relevant copies through a verified recipient and appropriate channel. A saved PDF can contain personal information even when it is not open on screen.

Before a deadline. Do not wait to finish this workbook when a notice, release, court paper or policy deadline needs attention. Verify the actual requirement and seek qualified help promptly.



GUIDANCE 1

01

Map every account and party

List the insurer, lender or lessor, servicer, GAP administrator and dealer if relevant. One business may fill several roles, but do not assume that telling one party updates every account. Record claim and account references without placing full sensitive account numbers in shared copies. Identify whether the vehicle is financed, leased or owned outright. This workbook organizes records and questions; it does not determine contract liability or recommend new financing. Keep market value separate from the amount owed. Those figures can differ, so an insurance payment may not by itself close the account.

Read the GAP document

Find the actual GAP policy, waiver or addendum rather than relying on a verbal description. Record its name, administrator, effective dates, covered event, exclusions, limits, deductible treatment and required documents. The CFPB describes GAP as an optional product intended to address a difference between a loan balance and insurance payment after theft or total loss, subject to restrictions. Do not assume every product works identically or pays every unpaid charge. Mark ambiguous terms for the administrator or a qualified advisor instead of replacing them with a general internet explanation.

RELATED WORKING SHEETS

- Account and document map
- GAP calculation audit

Sources for this page: [1], [2], [3]. See the linked source guide.



GUIDANCE 2

02

Establish dated balances

Obtain a dated account statement and written payoff quote with its good-through date. Keep the balance at the loss date separate from the balance when insurance pays. Record scheduled payments, interest, fees and later adjustments as the servicer reports them. Ask in writing what payments remain due during claim processing. Do not stop payments based solely on a total-loss notice or this workbook. The ledger shows why dates and balances differ; it does not independently establish that a contract obligation has ended. Seek help promptly if the servicer's instructions conflict.

Trace the insurance payment

Trace the insurance settlement from written offer to actual payment and posting on the loan account. Record amount, payees, issue date, delivery method and date credited. A check being issued is not the same as funds being applied correctly. Note deductions and any amount sent directly to the owner, retaining the complete statement. Do not treat the loan balance as proof of the car's value; use the valuation audit for that issue. If payment has not posted, use the insurer's reference and confirmation to ask a precise reconciliation question.

Trace separate records; an issued check is not a confirmed account credit.



Sources for this page: [1], [2], [3]. See the linked source guide.



GUIDANCE 3

03

Audit the GAP decision

Compare the GAP decision with the contract and underlying figures. List starting balance, insurance proceeds, excluded charges, limit and credited amount exactly as explained. Request the calculation and relevant term for unclear lines. A remaining balance is not automatically an error, but it should be understandable. Texas's insurance regulator identifies possible exclusions that reduce GAP payments; these are examples, not a replacement for your document. Preserve partial-payment or denial correspondence and verified appeal deadlines. Refer legal interpretation and broader denial disputes to appropriate professional assistance.

Review possible credits and refunds

Identify add-on products and credits that may be relevant, such as a service contract or prepaid product. Ask the responsible provider whether cancellation or a refund is available, how it is calculated and whether it goes to the lender or owner. Do not assume every add-on is refundable after total loss, or combine a GAP claim and refund without checking terms. The CFPB notes possible refunds in circumstances such as early payoff. Record the specific basis and response for your situation, then trace any actual credit to the account.

RELATED WORKING SHEETS

- GAP calculation audit
- Refund and closure tracker

Sources for this page: [1], [2], [3]. See the linked source guide.



GUIDANCE 4

04

Resolve the remaining discrepancy

Create a discrepancy list with exact amounts and dates. Distinguish a payment not posted, a disputed exclusion and an expected refund not received. Direct each question to the responsible party with the relevant statement or decision. Keep responses and promised actions. CFPB supervisory findings have documented problems involving post-total-loss GAP-related payments and refunds, but they do not prove the same error occurred on your account. Use those findings as a reason to reconcile carefully. Escalate a clearly described unresolved item rather than making a broad unsupported allegation.

Confirm closure and retain evidence

Request final documentation showing whether the balance is zero, what remains due or what refund is pending. Confirm title or lien-document status with the responsible institution. Check that promised credits actually posted and refunds reached the intended recipient. Do not destroy records because a representative says the claim is closed. If disputed, identify the unresolved line, responsible party and verified next step. Closure should be supported by an account statement and claim decision, not an assumption that total loss erased every obligation.

RELATED WORKING SHEETS

- Refund and closure tracker
- Dated balance reconciliation

Sources for this page: [1], [2], [3]. See the linked source guide.



FICTIONAL EXAMPLES

Work through the examples

These invented cases demonstrate the method. They are not case results, estimates of what you will receive or statements of universal rights.

01 Example 1

Reconcile actual credits without assuming coverage.

Illustrative verified figures: \$24,500 payoff - \$20,000 insurer credit - \$3,900 GAP credit - \$200 applicable product credit = \$400 remaining. Ask what supports the \$400; do not assume GAP must pay it.

02 Example 2

Keep payment dates visible.

Insurance issues a check June 3; the servicer posts it June 12. Record both and ask how any intervening charge was calculated.

03 Example 3

Verify the refund recipient.

A provider confirms a \$180 refund will go to the lender. Track its posting rather than expecting a separate owner check.



WORKSHEET 1

01

Account and document map

Complete this sheet from the underlying documents. Put the document name and date beside each important fact; write "unverified" rather than guess. Use an additional copy for another record.

Party/role

Masked account reference

Contact

Loan/lease/GAP product

Contract version

Documents requested/received

Responsibilities

Open question

Related guidance: [Map every account and party](#)



WORKSHEET 2

02

Dated balance reconciliation

Complete this sheet from the underlying documents. Put the document name and date beside each important fact; write "unverified" rather than guess. Use an additional copy for another record.

Loss-date balance

Payoff quote date/expiry

Scheduled payments

Interest/fees

Insurance credit date/amount

GAP credit

Other credits

Refunds

Current balance

Related guidance: [Establish dated balances](#)



WORKSHEET 3

03

GAP calculation audit

Complete this sheet from the underlying documents. Put the document name and date beside each important fact; write "unverified" rather than guess. Use an additional copy for another record.

Decision date

Starting balance

Insurance proceeds

Excluded item

Contract clause/page

Limit/deductible treatment

Approved credit

Unexplained difference

Response

[Related guidance: Audit the GAP decision](#)



WORKSHEET 4

04

Refund and closure tracker

Complete this sheet from the underlying documents. Put the document name and date beside each important fact; write "unverified" rather than guess. Use an additional copy for another record.

Product/credit

Provider

Eligibility basis

Request/response

Calculation

Intended recipient

Posted/received date

Final statement

Lien/title status

Related guidance: [Resolve the remaining discrepancy](#)



READINESS REVIEW

Check the file before using it

REVIEW EACH ITEM BEFORE MOVING ON

- ☐ Actual GAP document located?
- ☐ Payment duties clarified?
- ☐ Insurance posted?
- ☐ GAP calculation explained?
- ☐ Refunds traced?
- ☐ Final balance verified?

What still needs attention

Open fact or decision, who can resolve it, and the source needed

Completion standard. The working file is complete when the important facts are supported, the next action is assigned and any unresolved issues remain clearly visible. A completed checklist does not establish coverage, entitlement or legal compliance.



ACTION PLAN

Write down the next step

Choose the smallest useful next step. Make the request specific enough that the recipient can locate the record and explain or address the exact issue. Keep proof of what you sent and what came back.

The exact issue or request

Evidence IDs and document versions that support the request

Verified recipient and channel

Date sent and follow-up date

What response will resolve the issue, and what still needs professional review

Separate decisions. A courtesy follow-up date is not a legal deadline. A document request does not automatically pause another requirement. Do not sign, settle, move property or disclose sensitive records merely because a box on this page is complete.



REFERENCE GUIDE

Sources and scope

The linked official sources support the educational background. The forms and examples are original organization tools. Sources were checked on October 1, 2026; policies, procedures and law may change. Recheck the current source before relying on a rule.

[1] Consumer Financial Protection Bureau

Explains GAP's purpose, restrictions and possible refund situations. Scope: Individual policy, waiver, lease and state-law differences determine results.

<https://www.consumerfinance.gov/ask-cfpb/what-is-guaranteed-asset-protection-gap-insurance-en-797/>

[2] Texas Department of Insurance

Identifies exclusions that can affect GAP amounts and recommends reading actual terms. Scope: Texas guide; no universal exclusions or appraisal right.

<https://agate.tdi.texas.gov/tips/gap-insurance.html>

[3] Consumer Financial Protection Bureau

Supervisory findings describe payment/refund problems following total-loss GAP waiver processing. Scope: Findings are not proof of wrongdoing in a reader's account.

https://files.consumerfinance.gov/f/documents/cfpb_supervisory-highlights-special-ed-auto-finance_2024-10.pdf

Keep the scope clear

Do not stop loan or lease payments based only on a total-loss notice or this workbook. No zero balance is guaranteed.

No individualized legal, credit or financing advice.

No promised refunds or duplicate GAP benefits.