

# GUARANTEED ASSET PROTECTION (GAP) QUESTIONS AND ANSWERS

1-888-842-6328

For toll-free numbers when  
overseas, visit [navyfederal.org](https://navyfederal.org).

Collect internationally  
1-703-255-8837

TDD for the hearing impaired  
1-888-869-5863

Visit a branch

## What is GAP?

GAP is an optional loan protection product that may cover the difference between the outstanding loan amount (after the insurance settlement payment has been applied) and the actual cash value of a vehicle if it's declared a total loss. If your vehicle is totaled in an accident or stolen and not recovered, the insurance settlement is based on its actual cash value, not the outstanding loan balance. This could create a loan "gap"—money you owe on the loan after the insurance company pays its portion. When you add GAP to the loan, the difference may be covered, including up to \$1,000 of the borrower's deductible.

## How much does it cost?

Navy Federal charges a flat enrollment fee of \$399 for new or used vehicles, which you may pay in a lump sum or finance into your loan. Adding the fee to your loan will increase the cost. California Active Duty and Active Reserve Duty servicemembers must pay the flat fee instead of financing the fee into the loan. As a comparison, many car dealers charge up to \$990 for the same protection.

## How do I purchase GAP?

GAP is offered to all eligible Navy Federal members during the initial loan application process online, in person at a branch or by phone. If you wish to add GAP to your existing loan, please give us a call.

## What's a qualifying vehicle?

Most new and used automobiles, trucks and SUVs no older than the current year plus 7 years of age, titled for personal ownership (not business use). Vehicles cannot be used for commercial purposes, including ride-sharing and food delivery activities. Primary insurance must be obtained and maintained on the vehicle.

## Does my loan have to be financed through Navy Federal?

Yes. This coverage is available for new and existing Navy Federal loans.

GAP is not available on Collection Refinance Loans, Consolidation Loans, loans with a loan-to-value ratio of less than 70%, or auto loans in the amount of \$7,500 or less with a term of 12 months or less.

## How do I submit a claim?

You can submit a claim by calling Navy Federal at 1-866-258-7298, Monday - Friday, 8 am to 5:30 pm ET.

## What's the processing time for a claim?

Claims are usually processed within 5 business days of receiving all required documentation from the member.

## What's the maximum amount that can be claimed under GAP?

\$50,000 is the maximum claim amount.

## Can I cancel if I change my mind after I purchase GAP?

You'll receive a full refund if you cancel within 60 days of enrollment. However, after 60 days, it is then non-refundable and GAP cannot be canceled.

## Can I transfer the coverage to another vehicle?

No. GAP cannot be transferred from one vehicle to another.

## How much will my monthly payment increase if I finance GAP?

For most vehicles, your monthly payment will only increase by a few dollars. For instance, on a \$24,500 new vehicle loan for 60 months at 4.5% APR, your monthly payment would be \$458 without GAP and \$465 with GAP. For a used vehicle loan of \$24,500 for 60 months at 6.0% APR, your monthly payment would be \$476 without GAP and \$484 with GAP.\*

**Insured by NCUA.** Your purchase of Guaranteed Asset Protection (GAP) is optional. Whether or not you purchase Guaranteed Asset Protection will not affect your application for credit or the terms of any existing credit agreement you have with Navy Federal. You may choose to pay the fee in a single lump sum or you may finance it into your loan, which would increase the cost. NOTE: California Active Duty and Active Reserve Duty servicemembers cannot finance the fee. If you cancel your optional GAP coverage within 60 days of enrollment, you will receive a full refund of any fees. Additional information will be provided to you, which will include a copy of the GAP Agreement and Disclosure (NFCU23A) containing the terms of the plan. There are eligibility requirements, conditions and exclusions that could prevent you from receiving benefits under the plan. You should carefully review the additional information for a full explanation of terms. \*Calculations are estimates. Actual payment amount may vary based on booking date of loan and applicant's first due date. © 2022 Navy Federal NFCU 1301e (12-22)