

OFFICE OF THE CHAPTER 13 TRUSTEE
P O BOX 10556
SAVANNAH, GA 31412
PH: 912-234-5052 – FAX: 912-232-8824

INSURANCE CLAIM PROCESS

TO OBTAIN A LETTER OF DIRECTIONS, PLEASE FOLLOW THE PROCEDURES BELOW.

Insurance Call:

- **INSURANCE COMPANY INFORMATION:**
 - **ON COMPANY LETTER HEAD**
 - Company Name & Address,
 - Phone Number & Fax Number,
 - A Contact Person Name and Extension, in case there are missing documents or if we have questions.

- **DEBTOR INFORMATION:**
 - **ON COMPANY LETTER HEAD**
 - Debtor's Name,
 - Case No, Claim No
 - Lien Holder's Name

- **REQUIRED DOCUMENTS TO BE FAXED:**
 - Settlement Break Down Letter
 - The **ENTIRE** Auto Source Document or Valuation Report

- **FAX INFORMATION TO:** (912) 232-8824

- **ATTN:** MS. JACKSON

- **RESPOND TIME:** The approximately turnaround time for the Letter of Direction is 10 to 14 business days upon receipt of all required documents. If all requested documents aren't provided it will delay the processing time.