



## **INSTRUCTIONS FOR CUSTOMER CANCELLATION REQUEST**

**The following information is required to cancel a policy:**

1. Cancellation form (Attached) or you can download a fillable PDF to complete form to print and submit with other documents
2. All documents requested under the chosen reason for cancellation

**Please submit all the above documents at the same time, if possible.**

Fax documents to: 225-769-9112

Or mail documents to: ATTN: CANCELLATIONS  
LDS  
P.O. Box 83480  
Baton Rouge, La. 70884-3480

Or scan/email documents to: [ldscancellation@theldsgroup.com](mailto:ldscancellation@theldsgroup.com)

If you need additional assistance, please call 225-769-9923 x 149 or toll free at 800-272-8000.

**Please do not call to check the status of your cancellation or to see if we have received it for at least two (2) weeks after submitting it, as this slows down the cancellation process.**

Thank you,

LDS Cancellation Department

# Customer Cancellation Request

Louisiana Dealer Services  
PO Drawer 83480 Baton Rouge, LA 70884  
Phone (800) 272-8000

## Contract Information

<u>Select</u>	<u>Policy #</u>	<u>Cancel Date</u>	<u>Cancel Mileage</u>
<input type="checkbox"/> MBI	Policy # _____	Cancel Date _____	Cancel Mileage _____
<input type="checkbox"/> GAP	Policy # _____	Cancel Date _____	Cancel Mileage _____

## Vehicle Information

Year \_\_\_\_\_ Make \_\_\_\_\_ Model \_\_\_\_\_ VIN# \_\_\_\_\_

## Policy Holder Information

Name \_\_\_\_\_ Phone \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Email \_\_\_\_\_

**Refund Lienholder?**  YES  NO (If YES, complete this Lienholder section)

## Leinholder Information (only if YES Above)

Lender/Lessor Name \_\_\_\_\_ Phone \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Account Number \_\_\_\_\_

## Cancellation Reason (select one only)

### Traded or Sold (include the following documents)

- 
- Need copy of odometer statement, bill of sale, or buyer's order
  - Need proof from lienholder that vehicle is paid off (including VIN number) or a copy of clear title (if not supplied, refund check will go to lienholder)

### Total Loss (include the following documents)

- 
- Need document from insurance company showing vehicle date of loss, mileage and VIN number
  - Need proof from lienholder that vehicle is paid off (including VIN number) (if not supplied, refund check will go to lienholder)

### Refinanced (include the following documents)

- 
- Need copy of the promissory note (finance agreement) from the refinance company
  - Need copy of NEW Mechanical Policy if purchased when vehicle refinanced

### Customer Request (include the following documents)

- 
- If vehicle is NOT PAID OFF, Lienholder information section (above) must be completed to refund lienholder
  - If vehicle is PAID OFF, we need copy of clear title or payoff letter from lienholder (including VIN number) to refund policyholder

## Policyholder Authorization

"I hereby authorize and request that the Lender/Lessor named above, any successor or assign thereto, any entity servicing my loan or lease or any insurance company providing insurance on the vehicle described herein furnish to LDS or its representatives such information about me, my account or my vehicle that LDS may request in order to process this cancellation request. A photo static copy of this authorization shall be considered as valid as the original."

Policyholder Signature X \_\_\_\_\_ Date \_\_\_\_\_