

**For customer interviews, questions regarding held offerings and general inquiries: Please refer to the “Prime” or “Non-Prime” designation on your Held Offering Notice for the correct Toll-Free option.**

1-855-720-2559	
Option 2	Known Extension
Option 3	Customer Interview
Option 4	Non-Prime Held Offerings
Option 5	Prime Held Offerings
Option 6	Commercial Transactions

Important Fax Numbers	
Funding Ancillary Documents (DDS)	Fax: (877)709-6084
RouteOne eContract Document	Fax: (866) 509-8454
Held Documents	Email: <a href="mailto:CPCHelds@ally.com">CPCHelds@ally.com</a>

Prime Resolution Associate Analysts			
Kelvin Torres-Aponte	904.288.3072	April Osborne (CSG)	469.763.7092
Ashli French	904.288.3071	Khoa Tran	469.763.7050

Prime Resolution Team Supervisors			
Jason Mixon	904-288-2280	Celeste Matthews (CSG)	972.537.2759
Juan Britt	904.486.1100	Jazmin Leggett	657.247.3539

Non-Prime Resolution Team Supervisors			
Seanelle Fanus	Shattal Antoine	Luvina Clement	904.288.2149
Natishka Gerald	Roland St. Omer	Bradley Robinson	

**Thank you for your business!!**

Questions and Inquiries	Business Unit	Toll-Free Number/Other	Hours of Operation
<b>Contract Proceeds</b> <ul style="list-style-type: none"> <li>Statement of Dealer Transactions</li> <li>Contract Funding</li> <li>Lease agreements</li> <li>Held Offerings</li> </ul>	SmartCash (CPC) (Contract Funding)	855.223.2559	Mon-Fri 8 am - 5 pm ET
<b>Dealer Reserve</b> (post booking)	Administration (CPC) (Dealer Reserve)	855.689.9434	Mon-Fri 8 am - 8 pm ET
<b>SmartCash</b> (related to Floorplan) <ul style="list-style-type: none"> <li>Wholesale Billing</li> <li>Floorplan</li> <li>Dealer trades</li> <li>Branch entered items</li> </ul>	Regional Business Centers	Central: 800.697.3337 Northeast: 800.257.5023 Pac West: 800.675.9387 Southeast: 800.742.1722 West-Dallas: 800.343.4541	Mon-Fri 9 am - 5 pm CT Mon-Fri 9 am - 5 pm ET Mon-Fri 9 am - 5 pm CT Mon-Fri 8:30 am - 5 pm ET Mon-Fri 9 am - 5 pm CT
<b>Sales Support</b>	Dealer Products & Services (DP&S)	877.357.8477 Option 6	Mon-Fri 8 am - 5 pm Local Time
<b>F&amp;I Rewards Inquiries</b>		800.873.8528	Mon-Fri 9 am - 6 pm ET
<b>Existing Consumer Accounts</b> <ul style="list-style-type: none"> <li>Payoffs</li> <li>Title/Lien Releases</li> <li>GAP</li> <li>Power of Attorney</li> </ul>	Dealer Service Center (DSC)	888.919.2559	Mon-Fri 9:30 am-6:30 pm ET Sat 9:00 am-6:00 pm ET Sun Closed
<b>Ally Dealer Dash</b> (e.g. password resets)			
<b>Consumer Help Line:</b> <ul style="list-style-type: none"> <li>Extensions</li> <li>Payment Arrangements</li> <li>Customer Payoffs</li> </ul>	Customer Service Center (CSC)	888.925.2559 Ally Payment Processing P.O. Box 9001951 Louisville, KY 40290-1951	Mon-Fri 8 am - 11pm ET Sat 8 am - 10 pm ET
<b>SmartAuction:</b> <ul style="list-style-type: none"> <li>Arbitrations</li> <li>Title Assistance</li> <li>SABB status</li> </ul>	SmartAuction	877.273.5572	Mon-Fri 8 am - 7 pm ET
<b>Ally Insurance:</b> <ul style="list-style-type: none"> <li>Insurance Claims</li> <li>Coverage Questions</li> </ul>	Ally Insurance	800.729.4622	Mon-Fri 8 am - 5 pm ET

Contract Mailing Instructions	
Retail, Lease, ComTrac & Municipal Lease: Via FedEx Priority Overnight 2-Day, Etc.	Retail, Lease, ComTrac & Municipal Lease: US Postal Service and all other couriers
Ally Financial Suite 2070 4054 Willow Lake Blvd Memphis, TN 38153	Ally Financial Suite 2070 3268 Progress Way Wilmington, OH 45177

**Thank you for your business!!**