



Important Contact Information

Effective May 8, 2024

Questions and Inquiries	Business Unit	Toll-Free Number/Other	Hours of Operation
SmartCash (related to Floorplan) <ul style="list-style-type: none"> Wholesale Billing Floorplan Dealer trades Branch entered items 	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
Sales Support	Dealer Products & Services (DP&S)	877.357.8477 Option 6	Mon - Fri 8 am - 5 pm Local Time
F&I Rewards Inquiries		800.873.8528	Mon - Fri 9 am - 6 pm ET
Existing Consumer Accounts <ul style="list-style-type: none"> Payoffs Title/Lien Releases GAP Power of Attorney Ally Dealer Dash (i.e., password resets)	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
Consumer Help Line: <ul style="list-style-type: none"> Extensions Payment Arrangements Customer Payoffs 	Customer Service Center (CSC)	888.925.2559 Ally Payment Processing PO BOX 71119 Charlotte, NC 28272-1119	Mon - Fri 8 am – 11pm ET Sat 8 am – 10 pm ET
SmartAuction: <ul style="list-style-type: none"> Arbitrations Title Assistance SABB status 	SmartAuction	877.273.5572	Mon - Fri 8 am – 7 pm ET
Ally Insurance: <ul style="list-style-type: none"> Insurance Claims Coverage Questions 	Ally Insurance	800.729.4622	Mon - Fri 8 am – 5 pm ET

Thank you for your business!!

For customer interviews, questions regarding held offerings and general inquiries.

1-855-720-2559	
Option 3	Customer Interview (Monday – Friday 8 AM to 8 PM EST)
Option 4	Retail Held Offerings (Monday – Friday 8 AM to 8 PM EST)
Option 5	Lease Held Offerings (Monday – Friday 8 AM to 5 PM EST)
Option 6	Commercial Transactions (Monday – Friday 8 AM to 5 PM EST)
Option 7	Ally Plus (Monday – Friday 8 AM to 5 PM EST)

Important Fax Numbers	
Funding Ancillary Documents (DDS)	Fax: (877)709-6084
RouteOne eContract Document	Fax: (866) 509-8454
Held Documents	Email: CPCHelds@ally.com

Questions and Inquiries	Business Unit	Toll-Free Number	Hours of Operation
Contract Proceeds Statement of Dealer Transactions	SmartCash (CPC) (Contract Funding)	855.223.2559	Monday - Friday 8 am - 5 pm ET
Dealer Reserve (post booking)	Administration (CPC) (Dealer Reserve)	855.689.9434	Monday - Friday 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 Suite 2070 4054 Willow Lake Blvd Memphis, TN 38153 Only FedEx packages sent to this zip code will arrive prior to 4:30 AM CST. Zip code must be accurate for early delivery.	Ally Suite 2070 4054 Willow Lake Blvd Memphis, TN 38118