

Payment Protection Q & A

Consumer Questions

1) What is “Payment Protection?”

This program, provided at no additional cost to you, protects your paycheck by providing monthly payment protection up to \$500 for up to nine months if you lose your job after purchasing a new GM vehicle. Compared with similar programs, the biggest benefit is that you get to keep your vehicle during this period while looking for work. The protection begins 91 days after vehicle purchase and lasts for an additional 21 months and provides monthly payments up to \$500 by a check made payable to you. The program applies to new GM cars and trucks, except for Saab and medium duty, sold and delivered at retail for personal use on or after April 1, 2009. There are restrictions so you should visit www.gmconfidence.com or your local GM dealer for full program details.

2) How long am I covered?

The program will be in effect for up to 24 months after your vehicle purchase. You are actually protected for 21 months after the initial 90 day eligibility period during which you must remain employed.

3) How long must I be employed for to be eligible?

You must be gainfully employed on a regular full-time basis (at least thirty (30) hours per week) for at least twelve (12) consecutive weeks immediately prior to your unemployment date

4) If I lose my job after the first 90 days, do my payments begin immediately?

No, you must remain unemployed for thirty (30) consecutive days. If you lose your job due to economic conditions after the first 90 days and continue to be unemployed for thirty (30) consecutive days you would become eligible to start receiving monthly payments.

5) If I become unemployed in the middle of the month, does the 30 day qualifying period start on the first day of the next month?

No. The qualifying period will commence on the day you lose your job. You would be eligible to receive your first monthly payment 30 days after the date you became unemployed.

6) What are the program benefit payouts?

*Maximum monthly payout amount: up to \$500
Maximum number of payments: up to 9 months
Maximum total benefit: up to \$4,500*

7) If I lose my job, but I don't have a loan or lease payment obligation can I still collect \$500 a month?

No, to be eligible for monthly payments, you must have financed/leased the vehicle and still have outstanding payments due

8) In order to take advantage of this program, do I have to finance or lease through GMAC

No, you can finance or lease the vehicle through any financial institution

9) If I purchased a new GM vehicle prior to April 1st, 2009, am I eligible for the Payment Protection Plan?

No, only vehicles delivered on or after April 1st are eligible for the program.

10) Can I renew this coverage or purchase it on my own?

No, this coverage cannot be renewed or purchased.

11) Are vehicles purchased/leased for business or commercial use eligible?

No. Only retail purchases to individuals are eligible for the Payment Protection program.

12) Do I qualify for payment protection if I am self employed?

No.

13) Are GM Employees eligible for the program?

No, current active GM employees are not eligible for the program. However family members of GM employees are eligible

14) Who do I call if I do not receive my Payment Protection terms and conditions within 45 days?

You would call our Program Headquarters at 1-888-778-9043

15) If I have a claim, what do I do?

Within forty-five (45) days of the date you purchase/lease your new GM vehicle, you will receive Payment Protection terms and conditions in the mail. These terms and conditions will explain this program. They will also provide you with a toll-free number and instructions of what to do if you have been laid off or have lost your job because of economic conditions.

16) Who do I call to file a claim?

You would call our Program Headquarters at 1-888-778-9043

17) What are the hours of operation for the Program Headquarters?

Our hours of operation which includes claim processing are Monday – Saturday 8:00 am to 9:00 pm EST.

18) How long does it take to process a claim?

Upon receipt of all necessary documents, the claim will be processed within five business days.

19) What are the necessary documents?

- a) A completed Claim form*
- b) A signed original letter from the Purchaser/Lessee's former employer on company letterhead verifying the date of the Purchaser/Lessee's termination, the reason for termination, length of employment and any severance paid.*
- c) Documentation from the Purchaser/Lessee's verifying he/she is receiving unemployment compensation from a state agency.*
- d) A copy of the vehicle retail installment contract or lease agreement.*
- e) A copy of a loan/lease payment coupon*
- f) Proof of continuous employment for 12 consecutive weeks prior to the effective date of the coverage period, and*
- g) Any other documentation that may be requested from time to time.*

20) What is required to verify my unemployment?

Verification that you have registered with a state unemployment office or recognized private or governmental agency and that you are receiving benefits from that office or agency

21) Do I have to submit unemployment documentation every month to process a claim?

Yes. Each month you would provide documentation verifying you are receiving unemployment compensation from a state agency.

22) How long does it take to receive a check?

Checks are issued every Wednesday. When a claim is approved a check will be issued the first Wednesday after your thirty (30) consecutive day qualifying period.

23) Who will the check be issued to?

The check will be payable to you and will be sent by first class mail to your address as listed on your retail installment agreement or lease agreement.

24) What happens if my monthly vehicle payment is greater than \$500?

The maximum benefit is \$500 per month. If your monthly lease or loan payment is greater than this amount, you would be responsible for paying the difference.

25) Will I have to pay this money back?

No. However, if you receive more than \$600 in payments, in any given year, a 1099 will be issued for the calendar year you received the payments.

26) If I have additional questions on the Payment Protection, who do I contact?

For general questions, you may contact customer assistance at 1-866-465-1005

For benefit redemption questions, you may contact Program Headquarters at 1-888-778-9043.

PP Dealer Questions

1) How long is the Vehicle Purchaser/Lessee covered?

The Vehicle Purchaser/Lessee is covered for up to 21 months after an initial 90 day eligibility period that starts the day the vehicle was delivered.

2) What happens if the Vehicle Purchaser/Lessee loses his/her job 91 days after purchasing an eligible GM vehicle?

If the Vehicle Purchaser/Lessee remains unemployed for thirty (30) consecutive days after losing his/her job, he/she becomes eligible to receive payments.

3) Who is eligible?

The top line signer listed on the retail installment contract or lease agreement.

4) What if the Purchaser/Lessee loses his/her job in the 23rd month of the coverage period, is he/she still able to receive all 9 monthly payments?

If the Purchaser/Lessee loses his/her job within the 24 month program period, remains unemployed for thirty (30) consecutive days, and is eligible for payments per the terms and conditions of the program, he/she would be able to receive up to 9 payments if he/she remains unemployed for that same period.

5) Can the Purchaser/Lessee have his/her monthly payments made for any reason other than job loss due to economic conditions?

No, to be eligible for Payment Protection, the person must have lost his/her job due to economic conditions.

6) What if the Purchaser/Lessee only uses part of their 9 monthly payments and then finds a job, can he/she receive additional payments if he/she loses his/her job again?

Yes, so long as the Purchaser/Lessee is employed for at least 8 weeks before losing their job again. Subject to this requirement, the Purchaser/Lessee is entitled to receive up to 9 payments in total regardless of the number of times they lose their job within the twenty-four month program period.

7) If the Purchaser sells the vehicle, does the remaining coverage, if any, go with the vehicle?

No, Payment Protection is non-transferable.

8) Do fleet sales qualify for the program?

No. Only retail purchases by individuals are eligible for Payment Protection.

9) What are the eligible delivery types for this program?

PP Eligible Deliveries	
Delivery Type	Delivery Code
Retail Purchase	
Individual	010
GM Option 1*	019
GM Option 2*	021
Employee PEP*	022
GM Supplier	016
GM Dealer Employee	023
Promotional Vehicle	012
Retail Lease	
Individual	015
Promotional Vehicle	041
GM Option 1*	031
GM Option 2*	032
Employee PEP*	033
GM Supplier	037
GM Dealer Employee	034

* Active GM Employees are ineligible for Payment Protection

Vehicle Value Protection (VVP) - FAQs

1) What is “Vehicle Value Protection?”

This program provided at no additional cost to the customer, protects your investment in a new GM vehicle by providing either (a) up to a \$5,000 credit when a customer trades-in that GM vehicle to buy a new Chevrolet, Pontiac, Buick, GMC, Cadillac, Saturn or HUMMER vehicle, or (b) up to \$2,500 if a customer sells the vehicle in a private sale and buys a new Chevrolet, Pontiac, Buick, GMC, Cadillac, Saturn or HUMMER vehicle within a 7 day period. The credit is determined by the difference between the applicable NADA Clean Retail value and any remaining outstanding principal loan balance on the vehicle. This program is designed to provide assistance to customers who may find themselves ‘under water’ when they want to buy a new vehicle. For example, if a vehicle’s Clean Retail value is \$10,000 according to NADA guide, yet the customer still owes \$15,000 in loans, this program would provide a \$5,000 credit to cover that ‘under water’ amount if the vehicle is traded in and a new eligible vehicle is purchased. The program is available for finance contracts with a term of up to six years and applies to all eligible new GM cars and trucks, excluding Saab and medium duty trucks, sold at retail for personal use on or after April 1, 2009.

2) When does the Vehicle Value Protection begin?

The customer’s coverage begins on the date he/she takes delivery of his/her Eligible GM vehicle. The customer is not eligible for any benefit, however, until at least half of the term of the finance contract has passed, and at least half of the payments have been made.

3) What is Negative Equity?

The difference between the remaining principal balance on the loan and the NADA published “Clean Retail Value”. Since the customer owes more on the vehicle than the value of the vehicle he/she is in a “negative” position.

4) When can a customer Trade-in his/her vehicle?

To be eligible for the Vehicle Value Protection benefit, the vehicle must have reached 50% of its loan term and the customer must have made at least 50% of the regularly scheduled vehicle loan payments. For example, in a 72 month loan, the customer must have made payments for 36 months and all those payments have been made on or before their monthly scheduled vehicle loan payment due dates.

5) Is the Vehicle Value Protection transferable?

No, to be eligible for the benefit, the customer must be the original owner of the Eligible Vehicle.

6) Does the Vehicle Value Protection benefit apply to the purchaser who pays cash for the vehicle?

No, the program applies to owners who financed their vehicle at the time of purchase.

7) Do leases qualify for the program?

No

8) Does the customer have to trade-in his/her current GM vehicle to be eligible for the Vehicle Value Protection benefit?

No the customer can trade-in the vehicle or sell it to another party. The cap on the maximum benefit, however, is \$2,500 on a private sale and \$5,000 on a trade-in. For the customer to receive Vehicle Value Protection on his/her current vehicle after a private sale the customer would be required to pay off the loan on the vehicle and purchases a new Chevrolet, Pontiac, Buick, GMC, Cadillac, Saturn or HUMMER vehicle within 7 days.

9) Are GM Employees eligible for the Vehicle Value Protection?

Yes, GM Employees are eligible for the program.

10) What are the maximum redemption payments under this program?

If a Trade-In, the maximum redemption amount is \$5,000

If a non-trade in vehicle Sale, the maximum redemption amount is \$2,500

11) Show me how the calculation works?

Example A

- *The customer purchases a 2009 GMC Yukon XL today for \$46,964 at 0% a 72 month loan*
- *The customer drives the SUV for 3 ½ years and decides to Trade-in the vehicle*
- *The customer owes more than the NADA “Clean Retail Value” so the value of the customer’s vehicle is less than he/she expected.*
- *Vehicle Value Protection (VVP) pays up to \$5000 in funds towards the customer’s next new GM vehicle purchase*
 - *0% loan for 72 months*
 - *Payoff after 3.5 years - \$23,482*
 - *NADA Clean Retail Value - \$22,200*
 - *The customer owes \$1,282 more than the NADA “Clean Retail Value”*
 - *VVP would pay the customer \$1,282 towards his/her next new GM vehicle purchase.*

Example B

- *The customer purchases a 2009 Cadillac Escalade today for \$64,228 at 0% a 72 month loan*
- *The customer drives the SUV for 3 ½ years and decide to sell the vehicle to a friend and purchase a new GM vehicle*
- *The customer owes more than the NADA “Clean Retail Value” so the value of the customer’s vehicle is less than he/she expected.*
- *Vehicle Value Protection (VVP) pays up to \$2500 in funds towards the customer’s next new GM vehicle purchase*
 - *0% loan for 72 months*
 - *Payoff after 3.5 years - \$32,500*
 - *NADA Clean Retail Value - \$26,000*
 - *The customer owes \$6,500 more than the NADA “Clean Retail Value”*
 - *However, since the customer decided to sell the vehicle on their own, VVP would pay the customer \$2,500 towards his/her next new GM vehicle purchase.*

12) What items are excluded from the Vehicle Value Protection (VVP) benefit calculation?

The calculation excludes late fees, penalties, interest, amounts owed due to late payments, accessories installed on the vehicle after the vehicle was delivered and refundable portions of the GM Dealership add-on products.

13) Does the VVP protect me no matter how much I borrow when I buy the vehicle?

No, your loan is protected only up to 110% of the vehicle MSRP. If at the time the Eligible Vehicle is purchased, the Vehicle loan amount exceeds 110% of MSRP of the vehicle, then the dollar amount by which the Vehicle Loan amount exceeded 110% of the vehicle MSRP will be added back to the NADA "Clean Retail Value" of the Eligible Vehicle at time of Trade-in.

Example: Eligible Vehicle purchase date, loan value is \$22,000, MSRP is \$19,000. 110% of MSRP is \$20,900. At time of Trade-in \$1,100 (\$22,000 - \$20,900) is added to Clean Retail Value.

14) How do you determine the value of the vehicle at Trade-in?

The value of the vehicle is determined by looking at the NADA Clean Retail Value, including the applicable NADA average miles calculation.

15) What is NADA Clean Retail Value?

It is an indicator of real market value as published by the National Automobile Dealers Association.

16) Why is the NADA Clean Retail Value being used to determine my vehicle's retail value?

It is the most widely used vehicle evaluation source in the industry today.

17) Is there a website I can visit to look up the retail value of my current vehicle?

You may go to www.nadaguides.com to determine the NADA "Clean Retail Value" of your vehicle.

18) How do I file a claim?

Please have the qualifying Dealership (from whom you are purchasing your new General Motors vehicle) contact the Administrator at 1-888-778-9043, when you are purchasing your next new Chevrolet, Pontiac, Buick, GMC, Cadillac, Saturn or HUMMER motor vehicle. An estimated redemption calculation will be provided by the Administrator to you and that qualifying Dealership. At that time, the Administrator will also explain what additional documentation will be required of the qualifying Dealership and you.

19) How is Vehicle Value Protection paid and how long does it take for the payment to be processed?

The check is issued to you (or if a Trade-In where you have assigned this payment to the qualifying Dealership who has contractually committed to purchase your eligible vehicle, then to that Qualifying Dealership). Once all of the required documentation is received and verified to be correct, the check is mailed within 5 business days of the benefit calculation.

20) If I have additional questions about Vehicle Value Protection, who do I contact?

For general questions, you may contact customer assistance at 1-866-465-1005

For benefit redemption questions, you may contact Program Headquarters at 1-888-778-9043.

VVP Dealer Questions

1) Please explain how the redemption process works.

When a customer is purchasing their next Chevrolet, Pontiac, Buick, GMC, Cadillac, Saturn or HUMMER vehicle, the dealer calls the toll free number (888-778-9043) and supplies the information needed for the calculation; dealer gets a confirmation number and a dollar amount benefit for the transaction; dealer proceeds with the new vehicle sales transaction.

2) What are the hours of operation for the Program Headquarters?

Our hours of operation of the Program Headquarters which includes claim processing are Monday Saturday 8:00 am to 9:00 pm EST.

3) What information will the dealer need to provide to get the confirmation number?

The dealer will need to provide the Vehicle Identification Number (VIN) of the vehicle so that Program Headquarters can determine the NADA "Clean Retail Value" of the eligible vehicle.

4) Do fleet sales qualify for the program?

No. Only retail and small business purchases are eligible for the Vehicle Value Protection program.

5) Can we sell the Vehicle Value Protection Program to customers who purchased GM vehicles within the last 90 days?

No, the Vehicle Value Protection Program is a complementary program and cannot be sold on an optional basis.

6) What are the eligible delivery types for this program?

VVP Eligible Deliveries	
Delivery Type	Delivery Code
Retail Purchase	
Individual	010
Business/Organization	018
GM Option 1	019
GM Option 2	021
Employee PEP	022
GM Supplier	016
GM Dealer Employee	023
Promotional Vehicle	012

Media Questions

Q&A

Total Confidence from GM plan, available on the purchase of any 2008-2010 model year Chevrolet, Pontiac, Buick, GMC, Cadillac, Saturn or HUMMER vehicle (excluding medium duty trucks) has four 'Protection' elements:

1. **Protect your Investment:** 'Vehicle Value Protection' with negative equity assistance to help protect customers who are 'under water' when they want to purchase their next Chevrolet, Pontiac, Buick, GMC, Cadillac, Saturn or HUMMER vehicle - NEW
2. **Protect your Paycheck:** 'Automatic Payment Protection' provides up to nine months of payments on vehicle loans or leases (\$500 max/month) if you lose your job for economic reasons - NEW
3. **Protect your Vehicle:** GM's 100,000 mile/5 year limited powertrain warranty with roadside assistance– No change to current offer
4. **Protect your Family:** 1 Year OnStar 'Safety and Security' Package standard (except on Chevrolet Express and GMC Savanna) – No change to current offer

“Total Confidence from GM”

	Year 1	2	3	4	5	6
Vehicle Value Protection	<i>(Negative equity assistance if outstanding principal loan balance is more than NADA Clean Retail Value)</i>					
Payment Protection	<i>(up to 9 months payments up to \$500/month if you lose your job)</i>					
100K mi / 5 year Warranty	<i>(Fully-transferable limited powertrain warranty with roadside assistance and courtesy transportation*)</i>					
OnStar	<i>(Safety and Security Package)</i>					

Protect your Paycheck: “Payment Protection”

Protect your Investment: “Vehicle Value Protection”

What is “Payment Protection?”

This program, provided at no additional cost to the customer, protects his/her paycheck by providing monthly payment protection up to \$500 for up to nine months if the customer loses their job after purchasing a new GM vehicle. Compared with similar programs, the biggest benefit is that the customer gets to keep their vehicle during this period while looking for work. The protection begins 91 days after the vehicle purchase date and lasts for an additional 21 months and provides monthly payments up to \$500 by a check made payable to the customer. The program applies to new GM cars and trucks, except for Saab and medium duty, sold and delivered at retail for personal use on or after April 1, 2009. There are restrictions so customers should visit www.gmconfidence.com or their local GM dealer for full program details.

What is “Vehicle Value Protection?”

This program, provided at no additional cost to the customer, protects his/her investment in a new GM vehicle by providing either (a) up to a \$5,000 credit when a customer trades-in that GM vehicle to buy a new Chevrolet, Pontiac, Buick, GMC, Cadillac, Saturn or HUMMER vehicle, or (b) up to \$2,500 if a customer sells the vehicle in a private sale and buys a new Chevrolet, Pontiac, Buick, GMC, Cadillac, Saturn or HUMMER vehicle within a 7 day period. The credit is determined by the difference between the applicable NADA Clean Retail value and any remaining outstanding principal loan balance on the vehicle. This program is designed to provide assistance to customers who may find themselves ‘under water’ when they want to buy a new vehicle. For example, if a vehicle’s Clean Retail value is \$10,000 according to NADA guide, yet the customer still owes \$15,000 in loans, this program would provide a \$5,000 credit to cover that ‘under water’ amount if the vehicle is traded in and a new eligible vehicle is purchased. The program is available for finance contracts with a term of up to six years and applies to all eligible new GM cars and trucks, excluding Saab and medium duty trucks, sold at retail for personal use on or after April 1, 2009.

Media Questions

Who is paying for this program?

There is no additional cost to customers. The expense, borne by GM, is part of the marketing budget for each vehicle.

Is this program adding to the price of the vehicle?

No. It is part of the marketing expense associated with each vehicle.

Looks like you are using Tax Payer money to fund this program, is that true?

We are using our normally allocated marketing budget to pay for the program. The Federal loans were provided to GM for general operating expenses.

Does it cover all GM brands?

No. Saab is not included in the program.

Why is Saab not included?

Saab already provides a warranty and prepaid maintenance package for its import-minded customers that is different from the warranty package for the other GM brands and competitive in the luxury segment. As you recall, in mid-2008, Saab Automobile USA eliminated the GM 100,000 mile/5 year powertrain limited warranty for the 2009 model year, instead choosing the original 4 years/50,000 mile bumper-to-bumper limited warranty coupled with roadside assistance, courtesy transportation and no-charge scheduled maintenance for 3 years/36,000 miles. Given the differences in the warranty coverage, we decided not to include Saab in the Total Confidence program.

Are GM employee sales eligible?

Sales to active GM employees are not eligible for Payment Protection Program. GM employee sales are otherwise eligible for Vehicle Value Protection

Who else cannot take part in the Payment Protection program?

The purpose of the "Payment Protection" program is to assist retail customers who have involuntarily lost their jobs because of the economic downturn. Businesses and fleet buyers are not eligible. People who receive severance payments that assist them in making the transition to new employment are not eligible, neither are people who voluntarily quit, take voluntary leaves of absence, retire or become disabled. Seasonal or self-employed customers are also not eligible. For a complete list, visit this website www.gmconfidence.com or talk to your local GM dealer.

Are there other exclusions for these programs?

The purpose of the programs is to assist retail customers. Fleet, Commercial and daily rental customers are not eligible. Again, for more details, visit the website www.gmconfidence.com or your local GM dealer.

Why do you have all these exclusions?

It's always unfortunate when a person loses their job – regardless of the circumstance. We have designed a program that offers great protection, but certain exclusions are necessary to reduce and discourage fraudulent claims or for circumstances that are not within the scope of the program, like fleet buyers.

Why does the consumer have to own the vehicle for 90 days, and make three payments, before they are eligible?

This helps reduce the potential for program abuse while affording maximum benefit to those customers truly in need.

Why aren't Used and Pre-Owned GM vehicles eligible for coverage under this program?

We are trying to focus our available resources on new vehicle sales.

Will you cover vehicles purchased before (April 1)?

No.

What happens if the Loan or Lease payment is more than \$500 per month, who pays that difference?

The customer remains obligated to pay amounts in excess of \$500 a month.

If a customer loses their job and just wants to return their vehicle, can they under this program?

No. Unlike other manufacturers, our intent is to help customers through these tough times by making their new vehicle available to them while looking for work. Under the Payment Protection program they get to keep their vehicle while the plan covers their monthly car payment up to \$500 for up to nine months.

Can the consumer finance his/her vehicle with a lender other than GMAC?

Yes.

What happens if GM files for bankruptcy protection? Will the consumer still be covered?

Yes. These programs are offered by companies independent of GM. However, GM is not planning to file for bankruptcy and we can't comment on speculation.

What happens if GM goes out of business? Will the consumer still be covered?

Yes. These programs are offered by companies independent of GM. However, GM is not planning to go out of business and we can't comment on speculation.

Can the consumer purchase this coverage for a Used or Pre-owned vehicle?

No.

GM Employee Questions

Are GM employees and GMS-eligible family members eligible?

Active GM employees are ineligible for “Payment Protection ”. Otherwise, GMS purchasers are eligible for the program.

Who is paying for this program?

There is no additional cost to customers. The expense, borne by GM, is part of the marketing budget for each vehicle.

Is this program adding to the price of the vehicle?

No. It is part of the marketing expense associated with each vehicle. It is not ‘added’ to the MSRP.

Looks like you are using Tax Payer money to fund this program, is that true?

We are using our normally allocated marketing budget to pay for the program. The Federal loans were provided to GM for general operating expenses.

Does it cover all GM brands?

No. Saab is not included in the program.

Why are active GM employees not covered under the Payment Protection program?

Our focus is on retail customers, not those who would purchase vehicles at a significant discount. Also, GM employees receive severance payments that assist them in making the transition to new employment.

Why does the consumer have to own the vehicle for 90 days before they are covered?

This helps reduce the potential for program abuse while affording maximum benefit to those customers truly in need.

If a customer loses their job and just wants to return their vehicle, can they under this program?

No. Unlike other manufacturers, our intent is to help customers through these tough times by making their new vehicle available to them while looking for work. Under the Payment Protection they get to keep their vehicle while the plan covers their monthly car payment up to \$500 for up to nine months.

Why aren't Used and Pre-Owned GM vehicles eligible for coverage under this program?

We are trying to focus our available resources on new vehicle sales.

Will you cover vehicles purchased before April 1?

No.

Why would you exclude seasonal and self-employed people?

Because it helps reduce program abuse and because people in these situations typically plan for contingencies when they are between jobs or when business is slow.

What happens if the Loan or Lease payment is more than \$500 per month, who pays that difference?

The customer remains obligated to pay amounts in excess of \$500 a month.

Can the consumer finance his/her vehicle with a lender other than GMAC?

Yes.

What happens if GM files for bankruptcy protection? Will the consumer still be covered?

Yes. These programs are offered by companies independent of GM. However, GM is not planning to file for bankruptcy and we can't comment on speculation.

What happens if GM goes out of business? Will the consumer still be covered?

Yes. These programs are offered by companies independent of GM. However, GM is not planning to go out of business and we can't comment on speculation.

Can the consumer purchase this coverage for a Used or Pre-owned vehicle?

No.