

Pamela Saunders (C)

From: Stephanie Cruz (C)
Sent: Friday, March 11, 2022 2:03 PM
To: Pamela Saunders (C)
Subject: RE: [REDACTED] - SPL GW Approval Request
Attachments: [REDACTED].docx

Importance: High

Here is the offer letter on this case for the vehicle payment 😊

Please know moving forward the adviser creates the offer letter and send to TL for review per DOC [REDACTED]

Stephanie Cruz
BRC California Customer Engagement Team
Team Lead for Case Leaders (FOH)



"Simpler. Faster. Safer."



From: Stephanie Cruz (C)
Sent: Friday, March 4, 2022 7:27 PM
To: Pamela Saunders (C) <pamela.1.saunders@gm.com>
Subject: FW: [REDACTED] - [REDACTED] Approval Request

Here is update on case, please confirm yellow to confirm amounts

From Michelle

Let's do the vehicle payment in lieu of repurchase, but let's handle the reim. separately since it's something we would reim. for someone anyway. Please follow new doc for the custom offer letter.

PP5127

Review the RO with the Rental receipt to confirm the amount for rental is in time frame of repair at the moment.

Check with the GW HD-you may be able to process together, but we won't include the rental as in the in lieu of letter.

Stephanie Cruz
BRC California Customer Engagement Team
Team Lead for Case Leaders (FOH)



"Simpler. Faster. Safer."



From: Michelle Mock
Sent: Tuesday, March 1, 2022 12:18 PM
To: Stephanie Cruz (C) <stephanie.cruz@gm.com>
Cc: Chloe Ramzel (C) <chloe.ramzel@gm.com>
Subject: RE: [REDACTED] - SPL GW Approval Request

Check with the GW HD-you may be able to process together, but we won't include the rental as in the in lieu of letter.

From: Stephanie Cruz (C) <stephanie.cruz@gm.com>
Sent: Tuesday, March 1, 2022 1:15 PM
To: Michelle Mock <michelle.mock@gm.com>
Cc: Chloe Ramzel (C) <chloe.ramzel@gm.com>
Subject: RE: [REDACTED] - SPL GW Approval Request

Will we need to make another SR for the other reimbursement? Its nothing something we will include in total correct?

Stephanie Cruz
BRC California Customer Engagement Team
Team Lead for Case Leaders (FOH)



"Simpler. Faster. Safer."



From: Michelle Mock
Sent: Tuesday, March 1, 2022 12:07 PM
To: Stephanie Cruz (C) <stephanie.cruz@gm.com>; Repurchase Reviewer <repurchasereviewer@gm.com>
Cc: Chloe Ramzel (C) <chloe.ramzel@gm.com>
Subject: RE: [REDACTED] - SPL GW Approval Request

Let's do the vehicle payment in lieu of repurchase, but let's handle the reim. separately since it's something we would reim. for someone anyway. Please follow new doc for the custom offer letter.

PP5127

From: Stephanie Cruz (C) <stephanie.cruz@gm.com>
Sent: Tuesday, March 1, 2022 1:05 PM
To: Michelle Mock <michelle.mock@gm.com>; Repurchase Reviewer <repurchasereviewer@gm.com>
Cc: Chloe Ramzel (C) <chloe.ramzel@gm.com>
Subject: RE: [REDACTED] - SPL GW Approval Request

The vehicle payment is in lieu of repurchase as they want to keep their vehicle. But he rental was from the dealer not having a loaner at time of repair.

The vehicle was down from 10.15.21 - completed 11.09.21. I have requested documents to view to confirm the amount for rental is in time frame of repair at the moment.

Stephanie Cruz
BRC California Customer Engagement Team
Team Lead for Case Leaders (FOH)



"Simpler. Faster. Safer."



From: Michelle Mock
Sent: Tuesday, March 1, 2022 11:48 AM
To: Stephanie Cruz (C) <stephanie.cruz@gm.com>; Repurchase Reviewer <repurchasereviewer@gm.com>
Cc: Chloe Ramzel (C) <chloe.ramzel@gm.com>
Subject: RE: [REDACTED] - SPL GW Approval Request

Hi Stephanie, can you tell me a little more about this? Is the vehicle payment due to 20+ days down? For the rental, should that be processed as a vehicle reunite or trip interruption instead?

From: Stephanie Cruz (C) <stephanie.cruz@gm.com>
Sent: Tuesday, March 1, 2022 12:38 PM
To: Michelle Mock <michelle.mock@gm.com>; Repurchase Reviewer <repurchasereviewer@gm.com>
Cc: Chloe Ramzel (C) <chloe.ramzel@gm.com>
Subject: [REDACTED] - SPL GW Approval Request

Good morning Michelle can we review for this reimbursement offer and rental reimbursement in lieu of repurchase for this case?

Monthly payment for October: \$1,138.40
Rental Total Out of pocket: \$568.34

Total Reimbursement: \$1,706.74

Total Request:

Rental used this to get me back to California and back to Vegas to pick up vehicle after repaired.

Stephanie Cruz

BRC California Customer Engagement Team

Team Lead for Case Leaders (FOH)



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