



# Important Contact Information

Effective May 1, 2025

Questions and Inquiries	Business Unit	Toll-Free Number/Other	Hours of Operation
<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> <b>Ally Dealer Dash</b> (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
<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 PO BOX 71119 Charlotte, NC 28272-1119	Mon - Fri 8 am – 11pm ET Sat 8 am – 10 pm ET
<b>Dealer Payoffs</b>	Payment Processing Center	<b>Ally Payment Processing</b> PO BOX 71119 Charlotte, NC 28272-1119	<b>Overnight Address            (Fed Ex, UPS, USPS Priority            Express Services):</b> Ally Payment Processing Center 6125 Lakeview Rd Suite 800 Charlotte, NC 28269
<p><b>NOTE:</b> Beginning <b>4/30/2025</b>, checks received at the former payment processing centers (Louisville, KY and/or Phoenix, AZ) will be returned to remitter. Dealers must use the address noted above to avoid processing delays.</p>			
<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

**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 6 PM EST)
Option 6	Commercial Transactions (Monday – Friday 8 AM to 6 PM EST)
Option 7	Ally Plus (Monday – Friday 8 AM to 6 PM EST)

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>

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 <b>4054 Willow Lake Blvd</b> <b>Memphis, TN 38118</b>