



Flat Cancellation Request Form (03/23)

The Flat Cancellation Worksheet must be completed on all flat cancellation requests initiated by dealers as soon as possible. Dealer accommodations should be limited to special circumstances and only be used when an alternative solution (e.g., re-bill account with an aftermarket return premium) is not available.

Date of Request			
Dealer Information	Dealer Name:		
	Dealer PDN:		
	Dealer Fax:		
	Requestor:		
Customer Information To protect the customer, use customer last name only	Customer Last Name Only:		
Transaction Details	Application Number:		
	Application Date:		
	Account Number:		
	Contract Date:		
	Ally Plus	<input type="checkbox"/> Yes	<input type="checkbox"/> No
	Booking Date:		
	Vehicle Designation	<input type="checkbox"/> New	<input type="checkbox"/> Used
Replacement Contract	Yes <input type="checkbox"/> No <input type="checkbox"/>	If Yes, Contract Date: <input type="text"/> Date Sent: <input type="text"/>	
Flat Cancellation Reason			
Dealer Accommodation <input type="checkbox"/>	Flat cancellations related to program misunderstanding should be limited to situations that benefit the customer. Any requests that involve additional aftermarket products are subject to review with the administrator to ensure coverage will be provided.		
	<input type="checkbox"/> Program Misunderstanding	Original Program: <input type="text"/> New Program: <input type="text"/>	
	<input type="checkbox"/> Aftermarket Products	Add: <input type="text"/> Remove: <input type="text"/>	
	<input type="checkbox"/> Title Issue	Sold Vehicle: <input type="text"/> Trade Vehicle: <input type="text"/>	
	<input type="checkbox"/> Buyer Dissatisfaction		
	<input type="checkbox"/> Other/Comments: <input type="text"/>		
Technical Contract Error <input type="checkbox"/>	Flat cancellations involving a technical error may be approved by an Acquisitions Manager, regardless of the original contract date.		
	<input type="checkbox"/> VIN <input type="text"/>	New VIN: <input type="text"/> Original VIN: <input type="text"/>	
	Other / Comments: <input type="text"/>		
Booking Error (Internal) <input type="checkbox"/>	Flat cancellations related to booking errors should be limited to errors reported by dealers within 60 days of the contract date, except under extenuating circumstances. Requests over 60 days from the original contract date require Director – Consumer Credit approval.		
	<input type="checkbox"/> Program	Original: <input type="text"/> New: <input type="text"/>	
	<input type="checkbox"/> PDN	Original: <input type="text"/> New: <input type="text"/>	
	<input type="checkbox"/> Buy Rate	Original: <input type="text"/> New: <input type="text"/>	
	Comments: <input type="text"/>		
Other <input type="checkbox"/>	Other (Describe): <input type="text"/>		
Decision	Comments: <input type="text"/>		
	Approved by: <input type="text"/>	Date: <input type="text"/>	

Please return this completed form to your Ally Underwriter.