

For customer interviews, questions regarding held offerings and general inquiries: Please refer to the “Prime” or “Non-Prime” designation on your Held Offering Notice for the correct Toll-Free option.

1-855-720-2559	
Option 3	Customer Interview
Option 4	Non-Prime Held Offerings
Option 5	Prime Held Offerings
Option 6	Commercial Transactions

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

Prime Resolution Associate Analysts			
Kelvin Torres-Aponte	904.288.3072	April Osborne (CSG)	469.763.7092
Michelle Moore	904-288-3071	Khoa Tran	469.763.7050

Prime Resolution Team Supervisors			
Jason Mixon	904-288-2280	Celeste Matthews (CSG)	972.537.2759
Juan Britt	904.486.1100	Jazmin Leggett	657.247.3539

Non-Prime Resolution Team Supervisors			
Seanelle Fanus	Shattal Antoine	Luvina Clement	904.288.2149
Natishka Gerald	Roland St. Omer	Bradley Robinson	

Thank you for your business!!

Questions and Inquiries	Business Unit	Toll-Free Number/Other	Hours of Operation
Contract Proceeds - Statement of Dealer Transactions - Contract Funding - Lease agreements - Held Offerings	SmartCash (CPC) (Contract Funding)	855.223.2559	Mon-Fri 8 am - 5 pm ET
Dealer Reserve (post booking)	Administration (CPC) (Dealer Reserve)	855.689.9434	Mon-Fri 8 am - 8 pm ET
SmartCash (related to Floorplan) - 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 - Payoffs - Title/Lien Releases - GAP - Power of Attorney	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
Ally Dealer Dash (e.g. password resets)			
Consumer Help Line: - Extensions - Payment Arrangements - Customer Payoffs	Customer Service Center (CSC)	888.925.2559 Ally Payment Processing P.O. Box 9001951 Louisville, KY 40290-1951	Mon-Fri 8 am - 11pm ET Sat 8 am - 10 pm ET
SmartAuction: - Arbitrations - Title Assistance - SABB status	SmartAuction	877.273.5572	Mon-Fri 8 am - 7 pm ET
Ally Insurance: - Insurance Claims - Coverage Questions	Ally Insurance	800.729.4622	Mon-Fri 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 Financial Suite 2070 4054 Willow Lake Blvd Memphis, TN 38153	Ally Financial Suite 2070 3268 Progress Way Wilmington, OH 45177

Thank you for your business!!