



FREQUENTLY ASKED QUESTIONS

How can I make my payments?

A: Payments are made via ACH through your checking or savings account.

How will I know a payment has been completed via ACH?

A: Your bank statement will show a debit for your monthly payment amount, made to Green Truck Financial.

What do I do if my payment didn't get made?

Call or Email our Borrower Experience Team at (360) 201-3933 or customerservice@greentruck.us to make payment arrangements as soon as possible.

How do I change the bank account used for ACH payments?

A: Request an ACH Modification form from our Borrower Experience Team at (360) 201-3933 or customerservice@greentruck.us. There is also one included with your welcome letter. A copy of a voided check will be required. Please allow up to 10 business days for this request.

How do I change the payment date of my ACH payments?

A: Request an ACH Modification form from our Borrower Experience Team at (360) 201-3933 or customerservice@greentruck.us. There is also one included with your welcome letter. A copy of a voided check will be required if changing the ACH account as well. Please allow up to 10 business days for this request.

How do I obtain a payoff quote on my account?

A: Call or Email our Borrower Experience Team at (360) 201-3933 or customerservice@greentruck.us.

How long does it take to obtain my title after payoff?

A: Titles are released via FED EX within 5 business days from the payoff clearing.

What is the fastest way to pay off my account?

A: Wire Transfer.

I plan on paying off my account with a personal or business check. When can I expect my title after that?

A: Titles are released via FED EX within 5 business days from the payoff check clearing.

Another entity/individual plans to pay off my account. Will I get my title?

A: For accounts that are paid off by a third party, Green Truck Financial will release the title only to the customer. In order for the third party to receive the title, Green Truck Financial must receive proper written authorization from you. You can obtain a Title Release Authorization form by calling or emailing our Borrower Experience Team at (360) 201-3933 or customerservice@greentruck.us.

When is my Year-End Interest Statement available and how can I obtain it?

A: Year-End Interest Statements are available after January 31st of each year. We send them by mail to your address on file. If a duplicate is needed, one may be requested from our Borrower Experience Team at (360) 201-3933 or customerservice@greentruck.us.

What information do I need to provide to get my title changed?

A: Call or Email our Borrower Experience Team at (360) 201-3933 or customerservice@greentruck.us. We will overnight the original title to the local DMV branch you are working with. We will need the contact person's name, phone number and a physical address. In addition, you will need to visit the DMV branch to complete the necessary paperwork. You may be subject to additional fees.

What kind of Insurance coverage am I required to have?

Collision actual cash value and fire, theft and combined additional coverage of the vehicle
\$1,000 maximum allowed deductible

Other coverages may be required depending on equipment type, use of equipment and state of use.

Green Truck Financial LLC must be listed as additional insured and loss payee.

What do I do if I change insurance companies?

A: If you're renewing, canceling or changing carriers, have your agent send a copy of your new policy or binder to Green Truck Financial immediately to the address below. The "loss payee" and "additional insured" names should be listed as Green Truck Financial. Cancellation notices must be received by Green Truck Financial within 30 days of the effective date.

Send to:

Green Truck Financial
921 Cornwall Ave.
Bellingham, WA 98225

What should I do if my truck is stolen or involved in an accident?

A: All thefts must be reported to your insurance carrier and to our Borrower Experience Team at (360) 201-3933 or customerservice@greentruck.us.

Why did the repair check from my insurance company come payable to me and Green Truck Financial LLC?

A: Because Green Truck Financial LLC is listed as the additional insured and loss payee, insurance checks for repairs should be jointly issued to one of these parties and you. To speed up the release of your vehicle from the body shop, promptly send joint-payee checks and the final repair order to the address below. Insurance checks over certain amounts may require the physical inspection by an authorized representative before Green Truck Financial can endorse the check. Please enclose the name and telephone number of the body shop and note your contract number on the check.

Send to:

Green Truck Financial
921 Cornwall Ave
Bellingham, WA 98225

What if my truck is declared a total loss?

A: If your truck is declared a total loss, it must be reported to the Green Truck Financial Borrower Experience Team at (360) 201-3933 or customerservice@greentruck.us. If you have received the insurance check for the total loss, you must endorse the joint-payee check and promptly send it to Green Truck Financial.