

# WHERE'S MY TITLE?

## → WHERE CAN I REQUEST MY TITLE?

The website, [getmycartitle.com/gmfinancial](https://getmycartitle.com/gmfinancial), has been created for customers to fulfill their requests, whether that be a lien satisfaction or a duplicate title.

**Lien Satisfaction:** A lien is a claim on property to ensure payment of debt, and a lien satisfaction letter, also called a release of lien, is requested by customers with retail accounts.

**Duplicate Title:** A duplicate title can be requested by lease customers who have taken the steps necessary to own their vehicle.

**If your account is active and you've moved to a different state:** You may need to update your information and register your vehicle in the new state. To learn more, check out our [Out-of-State Registration](#) form. You should also visit your state's driver licensing and vehicle registration website for additional information.

## → HOW TO SUBMIT A TITLE REQUEST

When you pay off your vehicle, we'll mail your title to you, if applicable. If for some reason you don't receive it or you need another copy, the process is simple and convenient:

1. **Go to [getmycartitle.com/gmfinancial](https://getmycartitle.com/gmfinancial)**
2. **Place a new order:** You'll choose "Create Request" on the website. From there, the entire VIN and the state in which the vehicle is titled are needed to complete the request process.
3. **Check the status of an existing order:** You'll click "Check Order" to view your order's current status. Have your order reference number and the last six characters of the VIN nearby to access this information.
4. **Contact your state's driver licensing and vehicle registration office:** Once requests are fulfilled, retail customers will need to go to their state's driver licensing and vehicle registration office to obtain a copy of their title. Lease customers will need to file with their state's driver licensing and vehicle registration office and will receive their title in the mail.

## → FEES

### Processing Fees

To submit a title request, you may be charged one (or more) of the following fees:

- » Duplicate Title
  - Cost covers the title itself plus any applicable state vehicle licensing and registration office fees.
- » Lien Satisfaction Letter
  - Cost includes the letter itself. You may be charged an additional fee to have it faxed.

### Processing Time

The Duplicate Title process can take anywhere from four to six weeks depending on the state.

After submission, there's a processing time of 24-48 hours for the Lien Satisfaction Letter to be mailed or faxed.

 **CONTACT US:**  
GM Financial  
P.O. Box 78143  
Phoenix, AZ 85062-8143

 **PHONE: 1-800-284-2271**  
Hours of Operation  
Mon-Fri, 7 a.m.-6 p.m. CT  
Sat, 9 a.m.-1 p.m. CT  
Sunday Closed