START HERE

Your files, in plain language — read this page first.

WHERE YOUR FILES LIVE

After purchase, your files live in your Etsy account. Sign in to Etsy, go to Purchases (your profile icon, then Purchases and reviews), open this order, and choose Download Files. Save the downloads to your phone or computer before you start filling anything in.

HOW TO OPEN THEM

1. PDF files open in any free PDF reader, browser, or phone Files app. If a file arrives as a ZIP, tap or double-click it to unzip, then open the files inside.
2. The spreadsheet (.xlsx) opens in Excel, Google Sheets (upload it, then open), or LibreOffice. Yellow cells are yours to fill in; green cells calculate for you.
3. Print the flat PDF, or skip printing and use the FILLABLE PDF on your phone — tap each field and type.

WHICH FILE IS FOR WHAT

- ☐ FLAT PDF (US Letter + A4) — print and fill in by hand, or keep as the clean master copy.
- ☐ B&W US LETTER PDF — ink-friendly grayscale version for cheap home or office printing.
- ☐ FILLABLE PDF — phone-friendly version; type into every field, including the letters.
- ☐ TRACKER (.xlsx) — payoff / deficiency estimator, surrender timeline tracker, and follow-up log.
- ☐ BONUS FILE — the A4 ink-friendly B&W version is NOT in the Etsy download. Its free download link is in your Etsy thank-you message after purchase (Message to buyers).

STUCK? MESSAGE US

- Open your Etsy order and choose Message seller (or Messages in the Etsy app) and tell us what you are stuck on. We reply through Etsy messages.

Disclaimer: This kit is a documentation and organization tool. It is not legal advice, consult an attorney about your situation. Voluntary surrender, deficiency balances, tax and credit-reporting consequences vary by loan agreement and by state — always check your loan agreement and your state rules, and get any lender promise in writing.

The Decision Checklist

Surrender vs. keep fighting — honestly, on one page.

Handing the keys back is a serious step. So is falling further behind. This page does not make the choice for you — it lays out what each path usually means, so you decide with your eyes open. Every lender and loan is different: check your loan agreement and your state rules before you act on anything here.

IF YOU KEEP TRYING TO KEEP THE VEHICLE

- ☐ You keep the vehicle and your payment history can recover if payments resume — but missed payments already reported may stay on your credit record.
- ☐ You may be able to ask the lender about deferment, a payment plan, reinstatement, or refinancing — availability is entirely up to your lender and your agreement. Ask, and get any offer in writing.
- ☐ If the shortfall is temporary and the vehicle is essential for work or family, keeping it may protect income — weigh the payment against that income honestly.

IF YOU SURRENDER VOLUNTARILY

- ☐ You choose the time and place of handover instead of an unannounced repossession — no surprise tow, and you can remove your property first (page 5).
- ☐ The lender will typically sell the vehicle and you may still owe a deficiency balance — the difference between what you owed and what the sale brought, plus permitted fees. Surrender alone does not erase the debt. Page 4 asks for a waiver in writing.
- ☐ A voluntary surrender is still a negative credit event and may be reported. It ends the monthly payment, insurance need, and tow risk on that vehicle — it does not end the paperwork. Pages 6–9 track it to closeout.

BEFORE YOU DECIDE — DO THESE FIRST

1. READ YOUR LOAN AGREEMENT: find the sections on default, repossession, sale of the vehicle, and deficiency balances. Note what it says — that document controls.
2. CHECK YOUR STATE RULES: consumer-protection and deficiency rules vary by state. Your state attorney general or a legal-aid office can point you to the current rules.
3. RUN THE NUMBERS in the spreadsheet: payoff amount vs. what the vehicle might sell for is your estimated deficiency. Decide with that number in front of you.
4. TALK TO THE LENDER ONCE, ON THE RECORD: ask what surrender involves for YOUR loan, whether a deficiency waiver is possible, and log the call (page 8).

Surrender Request Letter — To the Lender

Ask for the procedure in writing before you hand over any keys.

ADDRESSES

From — your name: _____ Date: _____

Your mailing address: _____

Lender / servicer name: _____

Lender / servicer address: _____

LETTER — copy onto your own paper or fill in here

Dear Lender / Loan Servicing Department:

Account / loan number and vehicle: see my details above and my vehicle record (year, make, model, VIN, and current odometer reading as I have noted them). I am writing to request a voluntary surrender of this vehicle.

I can no longer afford the payments on this loan. Rather than fall further behind and risk an involuntary repossession, I am asking to surrender the vehicle voluntarily, at a time and place we agree, in an orderly handover with a signed receipt.

Please send me, in writing: (1) the surrender procedure for my loan, including where and when to bring the vehicle and keys; (2) the current payoff amount; (3) how the vehicle will be sold and how I will be notified of the sale and any balance claimed afterwards; and (4) the name and direct contact for the person handling my surrender.

I am also requesting, in the enclosed separate letter (page 4), that any deficiency balance after the sale be waived. Please confirm receipt of this request in writing. Thank you for handling this with dignity — I am trying to resolve this loan responsibly.

SIGN

Signature: _____ Date: _____

Print name: _____ Phone: _____

Loan / account #: _____ VIN (last 6): _____

Send by a tracked method, keep your own complete copy, and log the send on page 6. Enclose copies only — never originals.

Deficiency Waiver Request Letter

A clear, respectful ask — waiver, or a written alternative.

ADDRESSES

From — your name: _____ Date: _____

Your mailing address: _____

Lender / servicer name: _____

Lender / servicer address: _____

LETTER — copy onto your own paper or fill in here

Dear Lender / Loan Servicing Department:

In connection with the voluntary surrender requested in my letter (page 3), I am writing to ask that you waive — forgive in full — any deficiency balance remaining after the vehicle is sold.

My hardship, in brief: my income and circumstances have changed, and I cannot pay both the loan and essential living costs. I chose voluntary surrender over continued default specifically to limit losses for both of us — the vehicle is returned promptly, complete, and in the condition documented on page 5 of my records.

If a full waiver is not possible, please tell me in writing what you can offer instead — for example a reduced settlement amount or a no-interest payment plan on a reduced balance — and the deadline to accept it. Please do not treat silence as acceptance of any balance: I am asking for the claimed amount, the sale price, and an itemized statement in writing first.

Whatever you decide, please send it in writing to the address above so I can keep it with my closeout file. I am acting in good faith to close this loan completely and cleanly. Thank you for your consideration.

SIGN

Signature: _____ Date: _____

Print name: _____ Phone: _____

Loan / account #: _____ Hardship start (month/year): _____

Send by a tracked method, keep your own complete copy, and log the send on page 6. Enclose copies only — never originals.

Condition + Property Removal Checklist

Empty it, photograph it, document it — before the handover.

VEHICLE AT SURRENDER

Year / make / model: _____ Color: _____

VIN (full): _____ License plate # / state: _____

Odometer reading: _____ Fuel level: _____

Keys / fobs handed over (count): _____ Spare key? Y/N: _____

REMOVE ALL PERSONAL PROPERTY — check each area

- ☐ Glove box and console: registration copies you need, garage remotes, chargers, sunglasses, documents with personal information.
- ☐ Trunk / cargo area: tools, emergency kit items that are yours, bags, sports and work gear.
- ☐ Seat pockets, door pockets, under seats: paperwork, cards, medicines, children's items.
- ☐ Roof, racks, and hitch accessories that belong to you (only items that are not part of the vehicle as financed).
- ☐ Digital wipe: delete paired phones, home address in navigation, garage codes, and log out of vehicle apps. Cancel toll tags / transponders on the vehicle and keep the confirmation.
- ☐ Plates: follow your lender's instruction and your state rules — note on page 7 whether plates were left on, kept, or surrendered.

CONDITION — note honestly, photograph everything

- ☐ Photograph all four sides, the odometer, the VIN plate, and every existing dent, scratch, or warning light — dated photos protect you if condition is later disputed.
- ☐ Note damage and wear honestly below / on the handover receipt (page 7). A clean, honest record ends arguments before they start.
- ☐ Leave the vehicle as clean as you reasonably can. Remove trash.

KNOWN DAMAGE / NOTES

Damage / issues to disclose: _____

Accessories left with vehicle: _____

Surrender Appointment Log

Every call and meeting, agreed in writing, in one place.

Do not hand over the vehicle on a verbal promise alone. Get the appointment — date, time, place, who accepts the vehicle, and what paperwork you will sign — confirmed, then write it here. If plans change, add a new line; do not erase the old one.

APPOINTMENT / CALL 1

Date / time: _____ Spoke with (name): _____

Location / phone #: _____ Confirmed by (letter / email / call): _____

What was agreed: _____

APPOINTMENT / CALL 2

Date / time: _____ Spoke with (name): _____

Location / phone #: _____ Confirmed by (letter / email / call): _____

What was agreed: _____

APPOINTMENT / CALL 3

Date / time: _____ Spoke with (name): _____

Location / phone #: _____ Confirmed by (letter / email / call): _____

What was agreed: _____

BEFORE YOU DRIVE THERE — check each one

- ☐ Personal property removed and condition photos taken (page 5 complete).
- ☐ Both letters sent or copies in hand (pages 3–4), plus photo ID and your loan number.
- ☐ A ride home arranged. Do not assume you can drive the vehicle back.
- ☐ Handover receipt (page 7) printed — two copies, one for each signature.

Odometer & Keys Handover Receipt

Get this signed at the handover. This page is your proof.

Complete this receipt at the moment of handover, with the person who accepts the vehicle. Both of you sign both copies. If the person accepting the vehicle will not sign, write their name, title, and the time on the line, note 'signature declined' honestly, and photograph the vehicle, odometer, and location before you leave.

HANDOVER

Date: _____ Time: _____ Location: _____

Accepted by (print name / title): _____ Employer / lot name: _____

VEHICLE HANDED OVER

Year / make / model: _____ Color: _____

VIN (full): _____ License plate # / state: _____

Odometer reading at handover: _____ Fuel level: _____

Keys handed over (count + type): _____ Fobs / remotes (count): _____

Plates: left on / kept by borrower / surrendered: _____

Condition notes (match page 5): _____

SIGNATURES

Borrower signature: _____ Date: _____

Borrower print name: _____ Phone: _____

Accepted-by signature: _____ Date: _____

Accepted-by print name: _____ Phone / stamp: _____

What happens next: the lender sells the vehicle and must account for the sale. Keep this receipt with pages 3–4 and watch for the sale / deficiency letters — log every one on page 8. Ask at handover when that accounting will arrive, and write the answer here in your follow-up log.

KEEP BOTH COPIES SAFE

- Your signed copy lives in your closeout folder (page 9) permanently. It proves when, where, and in what condition the vehicle left your hands — and the exact odometer reading.

Post-Surrender Follow-Up Tracker

Deficiency letters and credit checks — tracked to zero.

Surrender day is not the last page. Afterwards, watch for three things: the vehicle-sale accounting, any deficiency claim, and how the loan is reported on your credit reports. Log each item the day it arrives, and answer in writing.

FOLLOW-UP 1

Date received / checked: _____ From (lender / bureau / collector): _____

What it says (amount / status claimed): _____

My reply sent (date / method): _____ Status (open / replied / closed): _____

FOLLOW-UP 2

Date received / checked: _____ From (lender / bureau / collector): _____

What it says (amount / status claimed): _____

My reply sent (date / method): _____ Status (open / replied / closed): _____

FOLLOW-UP 3

Date received / checked: _____ From (lender / bureau / collector): _____

What it says (amount / status claimed): _____

My reply sent (date / method): _____ Status (open / replied / closed): _____

CREDIT-REPORT CHECKS — check each one off

- ☐ Pull your credit reports after the surrender is reported and check the loan status, balance shown, and dates. Dispute errors in writing with the bureau and keep copies.
- ☐ Check again after the vehicle sale posts — the balance should reflect the sale. If a waived deficiency still shows as owed, send the waiver letter with your dispute.
- ☐ Keep every deficiency or collection letter, even duplicates. A paid or waived balance should be answered with the closeout proof (page 9), not paid twice.

Closeout — Close the File, Keep the Proof

When every box is checked, this loan is finished business.

CLOSEOUT CHECKLIST — check when truly done

- ☐ Signed handover receipt (page 7) in the folder, with the appointment log (page 6).
- ☐ Vehicle-sale accounting received and checked: sale price, fees claimed, and remaining balance — figures match your estimator in the spreadsheet, or the difference is explained in writing.
- ☐ Deficiency resolved: waiver letter received, OR settlement paid with a written 'paid / settled in full' confirmation, OR balance accepted in a written plan you chose. No verbal-only resolutions.
- ☐ Insurance and tags closed: insurance on the surrendered vehicle ended only after handover, toll account / transponder cancelled, registration handled per your state rules.
- ☐ Credit reports checked (page 8) and any errors disputed in writing.
- ☐ Tax paperwork kept: if the lender forgives a balance, ask a tax professional whether any form you receive needs reporting — rules change, so check for your tax year.

FINAL RECORD

Vehicle sold (date, if known): _____ Sale price: $ _____

Deficiency: waived / settled / owed: $ _____ Written proof received? Y/N: _____

Borrower signature: _____ Date closed: _____

You handled a hard thing in an orderly, documented way — on your own terms, in daylight, with receipts. Keep this folder permanently. It is small, and it is the whole proof that you did.

Disclaimer: This kit is a documentation and organization tool. It is not legal advice, consult an attorney about your situation. Voluntary surrender, deficiency balances, tax and credit-reporting consequences vary by loan agreement and by state — always check your loan agreement and your state rules, and get any lender promise in writing.