

# Information hygiene is dealership's top weapon against data theft

What are a dealership's most effective weapons against identity theft crimes?

Terry Dortch, CEO of Automotive Risk Management Partners and a longtime expert in dealership compliance, says it's human eyes, hands and experience.

"No dealership can be 100% secured from compliance lapses and data breaches, even when computer systems oversee digital networks," he said. "But in my 25 years protecting dealerships from compliance and security lapses, lax information hygiene remains a dealer's greatest risk to information theft.

"I have been advocating for a decade or more that lax auditing and document handling practices expose dealers to unnecessary risks and reputation damages."

Dortch said dealers need to review their compliance and security program and implement best practices, including:

- Conduct automated breach penetration tests.
- Expose systems and processes to monthly vulnerability scans and audits.
- Take corrective action immediately



on issues related to electronic information handling.

- Plan for remediation actions where necessary.
- Expose systems to dark web scanning and attack surface platform analysis.
- Protect passwords, re-issue logins

occasionally and use caution when plugging USBs, disks, backup drives and other devices into your PCs and network.

- Treat smartphones, laptops and tablets as attractive assets for data thieves.
- Establish strict rules for how those

devices will leave the dealership's premises and how they will be protected when taken offsite. Have written data protection and compliance policies that spell out how those basics will be used.

- Conduct ongoing physical and digital deal jacket audits

"It amazes me how many dealers remain lax about managing deal jackets," he said, "leaving them exposed in the F&I office or, for lack of proper storage, stacking them in the customer lounge.

"Paper documents, from completed deal jackets to service records and deal worksheets, are rich with personal and financial data. Anyone with a malicious spirit and camera phone wandering the store can quickly capture that information – and will rarely be observed doing so."

Software-managed compliance is essential, Dortch said, but its hands-off confidence is illusory. Physical audits of dealerships' compliance practices, including those using software to manage and protect their data, provide a much-needed and necessary extra layer of protection and confidence.

## Empowering the future of auto repair.

Repair OnDemand leads the way with our proven technology and growing network, ensuring seamless experiences and delivering innovative solutions for your repair or reconditioning business.

BlueDriver. RepairExchange ReconPro™

mobiletechRX REPAIR 360™ One Guard INSPECTIONS





# CONSIGNOR CONVERSATIONS:

## How skills learned early in career continue to pay off for Hyundai's George Koditek

By Joe Overby, Senior Editor

CARY, N.C. — A little inside baseball here (or football, rather): One of the best training grounds for journalism, and not just sports reporters, is to cover high school football for a newspaper — or at least the version of the latter that existed through the 2000s.

It requires precise and constant notetaking, especially if you are recording your own statistics, which demands play-by-play accounting.

Your turnaround time also must be quick: a 7 p.m. game might not end until after 10, giving the reporter less than an hour to conduct interviews, write the story and in the days before widespread Wi-Fi, find somewhere to access internet to file it by deadline.

Completing these basic but sometimes arduous tasks early in one's profession helps hone skills that are used for decades to come.

For George Koditek — who is now the manager of fleet remarketing at Hyundai/Genesis Motor North America — that came in the form of working for vehicle wholesaler Joe Rooney Used Cars at age 16.

“(Rooney) was based out of Pennsylvania, but he lived in the D.C. area, and I just helped him move cars and buff cars and buying cars and selling cars,” Koditek said during an interview at the Auto Intel Summit + National Remarketing Conference in Cary, N.C. this spring. “I did my stint (studying) at Virginia Tech and worked for him during the summers and Christmas and Easter, and then when I graduated, I had a better career at Joe Rooney Used Cars.”

Koditek would eventually work in various roles at Hertz and Toyota, before landing at Hyundai, where he has worked for the last 25 years.

But some of the skills he developed while completing odd jobs working for a wholesaler as a teen are still key to his role today.

“I'm working for this guy, and at 3 a.m. on a Friday morning, because the sale starts at 9 o'clock at Manheim Auto Auction, I'm buffing cars,” Koditek said. “I think that's one of the things that really helped me in this career, especially what I'm doing now with Hyundai, is knowing how to fix a car, what it entails to do brake jobs, (fixing) transmission issues.”



George Koditek of Hyundai Motor America (center, with mic) during a Consignor Conversations panel discussion at the Auto Intel Summit + National Remarketing Conference in April. Photo by Annie Kimura.

He also earned an auto appraiser's license and went to the Worldwide College of Auctioneering.

“All those things came together, and throughout my career with a wholesaler and Hertz, it was the Wild West, and the stuff you could do and come up with and thinking outside the box, that's really helped me ... and I have had some mentors that said, ‘Just go figure it out,’ and OK, here we go.”

These days, Koditek continues to not only figure out but manage a variety of tasks in his role as a remarketing leader.

His day-to-day roles can be divided into three buckets.

First, he said, “I'm getting company cars ready for the auctions, getting the auctions lined up, making sure the regions are getting us the titles and the invoices.

“We're also working with Lemon Law buybacks, making sure they're all fixed correctly so we can get those ready for sales,” Koditek said.

“And then the third leg of this is where I'm helping logistics out. Logistics is dealing with our ports and our ramps,” he said. “So, if a car is delayed — needing parts, or it won't start, or the car is wrecked, that's when I get involved and try to expedite getting the parts in or getting them to a dealership to get them fixed, or getting the cars to the auctions where we can put them back together.”

Fixing cars becomes even more challenging with the influx of electric vehicles, which can be complicated and expensive, Koditek said.

“It's a different world out there,” he said.

In terms of what's on his radar in that brave new world, Koditek says he sees the market going back to pre-COVID days — at least in some respects.

“I would recommend to my counterparts in the industry is study how the market was pre COVID, because we are back in those days,” he said. “We're going to have a lot of volume out there.

“There's going to be an awful lot of off-leases coming out in three years. There's a lot of rental cars now coming out there,” he said. “So, it's what we enjoyed these past two, three years with the values, they're done.”

What is likely not going back to the pre-COVID days, at least for Hyundai, is the impact from the influx of digital buying.

Koditek said he still goes to the physical auction if, for example, it's a 100-car sale at a large auction.

But with closed sales, he estimates that 95% of Hyundai's buyers are purchasing cars via simulcast.

“The good news is right before COVID, they were pretty much all buying on simulcast anyway,” Koditek said. “So, when we had to make the switch to all simulcast sales, we didn't miss a beat.”



Listen to the full conversation with Koditek in this episode of the Auto Remarketing Podcast.

# The cybersecurity reality check: Your dealership isn't as prepared as you think



**RICHARD HUDSON**  
*Ignite Consulting Partners*



One click put 15,000 dealers down. It was a staggering display of vulnerability.

A single action by one individual, likely an unwitting click on a malicious link or attachment, crippled a system that 15,000 car dealerships across the United States rely on for their daily operations. This isn't a hypothetical anymore; it's a real-world example of how robust security measures can be circumvented at the weakest link, the human.

All the penetration testing, firewalls, and security protocols in the world won't protect you if a single employee unknowingly opens the door to hackers.

## **CDK: A warning for all dealerships**

In our time collaborating with independent dealers, we've observed that the automotive industry is not unique. Like all other industries, the types of software (DMS, CRM etc.) and systems used to run the businesses are vulnerable to the same problems that all computer systems have.

Ransomware like we saw in June is not as common, but outages are. Even a minor system outage can inflict chaos on a dealership. A server hiccup, a software bug, a power outage — these can all bring operations to a halt, leading to lost sales, frustrated customers, and a scramble to get back online.

But the June ransomware attack on CDK Global, a large participant in the dealership management system (DMS) industry, has unleashed a level of disruption and concern that we've never encountered before. This wasn't just a glitch in the system; it was a full-blown, weeks-long catastrophe that appears to have cost the company at least a \$25 million ransom.

It should serve as a warning for every dealer, finance company, and vendor in the industry.

## **Ripple effects: Beyond lost sales and profits**

The consequences of the ransomware attack extend far beyond the immediate loss of sales and profits. While some early data showed a 5-7% drop in June car sales nationally, translating to 100,000 fewer vehicles sold, the true cost of this incident is far

more complex and far-reaching.

—Legal risk: CDK is currently facing a barrage of class-action lawsuits from dealerships, employees, and customers who have suffered financial losses, data exposure, and disruptions to their business operations. These legal battles are expected to be lengthy and expensive, potentially costing CDK millions in legal fees and settlements.

—Reputational hit: CDK's once-sterling reputation as a dependable and secure DMS provider has been tarnished. Dealerships associated with CDK are also experiencing a loss of trust from their customers, who are understandably frustrated by delays, errors, and the inability to complete transactions. Rebuilding this trust will be a long and arduous process, requiring significant investment in communication, transparency, and improved security measures.

—Operational chaos: Even weeks after the initial attack, a significant number of dealerships were still struggling to regain full functionality. The decryption of their data was a painstakingly slow and resource-intensive process, forcing many to resort to manual processes. This led to inefficiencies, errors, and lost revenue but also exposed these dealerships to further security risks as they rely on outdated and less secure methods.

—Financial fallout: The financial impact of this ransomware attack is immense and multifaceted. Dealerships lost sales due to the inability to process transactions, incurring additional expenses for manual workarounds and potential legal fees, and facing the possibility of lost future business due to reputational damage. In an already sensitive and uncertain economy, we expect the ripple effects of this event to bring additional financial strain to employees, suppliers, and the broader automotive industry.

—Employee morale: The stress and uncertainty caused by the outage have taken a toll on dealership employees, who are working tirelessly to maintain operations under difficult circumstances. This can lead to burnout, decreased productivity, and increased turnover, further exacerbating the challenges dealerships face in recovering from the attack and hiring in general.

## **The (not so) silent threat: Vendor risk and the FTC Safeguards Rule**

The most alarming aspect of this incident is the fact that dealerships not directly targeted by the attack are still at risk.

The Federal Trade Commission's Safeguards Rule explicitly states that dealerships are responsible for ensuring the security practices of their vendors. If a vendor like CDK suffers a data breach, dealers can be held liable for any resulting harm to their customers, regardless of their own security investments.

This means that even if your dealership has invested heavily in cybersecurity measures, the possibility exists that you could face regulatory scrutiny, fines, and legal action if a vendor's security lapses compromise your customers' data. This is a sobering reality that many dealerships may not be fully aware of, and it highlights the importance of thoroughly vetting vendors, conducting regular risk assessments, and having a robust incident response plan in place.

## **You need a real plan, not a dusty binder**

Remember that time you bought a fire extinguisher at a garage sale for \$5? It's been sitting in your closet ever since, collecting dust. You think it works, but you've never actually tested it. And honestly, you have no idea how to use it in a real emergency.

Your dealership's incident response plan is probably a lot like that fire extinguisher.

Sure, you might have one. You might have even paid someone to write it. But does anyone on your team really know what's in it? Have you ever actually practiced using it? If a ransomware attack like the recent one or even just a day-to-day outage hit your dealership, would you be able to execute your plan and keep your business running?

If the answer is "No" or "I don't know," you're not alone. In our decades of experience in automotive compliance, we've seen countless dealerships with "check the box" compliance solutions — they look good on paper but are useless in a crisis.

The key to surviving a cyberattack, whether it originates internally or from a vendor, is a well-crafted and regularly practiced incident response plan. This is not a document to be drafted and put on a dusty shelf; it needs to be a living, breathing part of your dealership's culture, integrated into your daily operations, and regularly reviewed and updated.

## **The 'check the box' mentality: A recipe for disaster**

Let's be honest. When was the last time you really reviewed

your incident response plan? Is it a dusty binder on a shelf, filled with generic jargon and vague procedures? Have your employees ever actually practiced it?

If you're like many dealerships, your incident response plan is little more than a "check the box" exercise to satisfy regulators. It's an academic exercise, not a battle plan for surviving a real-world crisis. It's easy to fall into the trap of thinking that simply having a plan is enough. But the truth is, a plan that hasn't been tested and refined is like a car without an engine – it looks nice, but it won't get you anywhere. A ransomware attack like this exposes the harsh reality of inadequate incident response plans. Dealerships were left scrambling, unable to process payments, finalize deals, or even access customer information. The financial and reputational damage was immense.

Most incident response plans focus on the technical aspects of a cyberattack how to isolate systems, restore data, and patch vulnerabilities. But that's only part of the battle. A real risk analysis and incident plan addresses the operational, financial, and reputational impacts as well:

—How will you continue to sell cars if your DMS is down? Do you have blank contracts and deal jackets on hand? Do your employees know how to calculate payments and finance charges manually?

—How will you collect payments and manage your cash flow? Do you have a backup process or system for processing payments? Do you have a plan for communicating with customers about payment options during an outage?

—How will you communicate with employees, customers, and vendors during a crisis? Do you have pre-drafted templates for emails and social media posts? Have you established a communication hierarchy?

### Beyond the technical: The nitty-gritty of operational survival

While IT experts scramble to fix the technical issues, your dealership still needs to function. That means having a plan for:

—Immediate actions: A clear, step-by-step guide on what to do in the first hours and days of an attack, including isolating affected systems, notifying relevant parties, and preserving evidence. This should be a detailed checklist that can be easily followed even under the stress of a crisis.

—Communication protocols: Detailed instructions on how to communicate with employees, customers, vendors, law enforcement, and regulatory agencies. Transparency and timely communication are crucial during a cyberattack to maintain trust and mitigate potential damage.

—Data recovery: A well-defined process for restoring data from backups and ensuring business continuity. This should include regular testing of backups to ensure their integrity and accessibility, and procedures for identifying and addressing any data loss or corruption.

—Legal and regulatory compliance: A thorough understanding of your obligations under the FTC Safeguards Rule and other applicable laws, and procedures for reporting incidents, cooperating with investigations, and notifying affected individuals.

—Manual workarounds and alternate processes: This is one of the most overlooked and important sections of the incident response plan and can't be replaced by technology. Detailed instructions for manual workarounds and alternative processes should be documented in a manner that is simple to execute that can be implemented in the event of a system outage. This might include paper-based record-keeping, offline payment processing, and communication plans for keeping customers informed.

### Real-world disasters demand real-world solutions

The recent CDK ransomware attack exposed a critical vulnerability within the automotive industry: the often sole reliance on digital systems and the lack of operational preparedness in the face of disruption. While dealerships scrambled to adapt, the incident highlighted the importance of having a robust, actionable incident response plan that goes beyond technical recovery and addresses the details of keeping a business running during a crisis.

*Richard Hudson is the head of professional services at Ignite Consulting Partners, overseeing digital technology solutions for compliance and special projects. With 15 years of experience at automotive DMS and CRM software companies, he has extensive experience in troubleshooting and resolving technical issues, including server outages and cyberattacks. He is also an industry leading expert in furnisher requirements for credit reporting. You can reach him at [info@ignitecp.com](mailto:info@ignitecp.com).*



**SPECTRUM**  
AUTOMOTIVE HOLDINGS

**SCAN CODE FOR  
LIMITED TIME  
OPPORTUNITY!**



# BUILDING GREAT AUTOMOTIVE COMPANIES

**Join us in our mission to build the largest Agency Group  
in the Nation and take your agency to new heights!**

**Our companies are dedicated to excellence in service and products.  
Find out what your agency or automotive business is worth with a confidential assessment today.**

**LEARN MORE AT: [WWW.SPECTRUMAUTOHOLDINGS.COM](http://WWW.SPECTRUMAUTOHOLDINGS.COM) OR CALL 1-877-470-6171**

All discussions will be held confidentially. We look forward to hearing from you.



# CANADA'S USED CAR WEEK

PRESENTED BY



SmartAuction  
Canada

Photo spread from  
Canada's Used Car Week in June.  
Photos by Jonathan Fredin.



**BIG VALLEY AUTO AUCTION INVITES YOU TO**

**BVAA**

**16th Anniversary**

**SEPTEMBER 19TH, 2024 - 9:30AM**

**🎵 700+ UNITS 🎵 MONEY GIVEAWAY 🎵 GIFTS 🎵 FOOD**

**WE'RE GIVING  
AWAY OVER  
\$38,000!**



**• 1 X \$16,000**

**• 16 X \$1,000**

**• \$1,600 EARLY BIRD  
GIVEAWAY**

**• \$5,000 ONLINE  
GIVEAWAY**

**EVERY VEHICLE PURCHASE FROM AUG 1ST TO SEPT 19TH IS AN ENTRY**

**\*IN-LANE BUYERS MUST BE PRESENT TO WIN AND ONLINE BUYERS WILL BE NOTIFIED\***

**GET READY TO GROOVE AND BOOGIE AT OUR  
ANNIVERSARY CELEBRATION!**

**4315 N. HUTTO RD. DONNA TX. 78537 - (956)461-9000 - WWW.BIGVALLEYAA.COM**



CANADA'S  
USED CAR WEEK

PRESENTED BY



SmartAuction  
Canada



If you can dream it,  
Deal Pack DMS can do it.

 **abcOa™**  
**Deal Pack**

DMS software built for you  
[www.dealpack.com](http://www.dealpack.com)

The Independent Floorplan  
Company for Independent Dealers




**APPLY TODAY**  
kineticadvantage.com  
833-310-1610

★★★★★ "Love Kinetic! Simple and no hassle."



**KINETIC**  
ADVANTAGE®




**EMPIRE**  
Indemnity Insurance Company  
Risk Retention Group, Inc.

Purpose-built. Purpose-driven.

# Force-Placed Insurance

We sell direct to BHPH dealers and lenders.



AM BEST: 021023  
DEMOTECH: A EXCEPTIONAL  
NAIC CODE: 16894  
STATE OF DOMICILE: HAWAII

REGISTERED IN: AL, AR,  
AZ, CO, FL, GA, IA, IL, IN,  
KY, LA, MI, MO, NC, NM,  
NV, OH, OK, OR, PA, SC,  
TN, TX, UT, WA, WY

**empirerrg.com**  
**808-727-1015**



# AUTO AUCTION DIRECTORY

## List Your Auction For Only

**\$125 MONTH\***

### You Receive:

- A monthly print ad in *Auto Remarketing Magazine* reaching over 40,000+ subscribers
- A nationwide audience of dealers & consignors gaining access to your auction
- Call 800-608-7500 for more information or to subscribe

\*\$1500 annual fee is due in advance

### ALABAMA

#### America's Auto Auction Birmingham

1046 AE Moore Drive  
Moody, AL 35004  
Phone: 205-640-4040  
aaabirmingham.com  
General Manager: Russ Sapp  
Assistant General Manager: Roy Caldwell

**SALE DAY:**  
**Every Wednesday - 10:00 AM**  
Featuring: Ally, Caprock Auto Remarketing, Consumer Portfolio Services, Exeter Finance, GM Financial, Holman, Nicholas Financial, Primeritus Remarketing, Stream Remarketing Solutions, U-Haul Fleet Sales, United Auto Credit Corp, Vehicle Remarketing Services, Westlake Financial Services, and more.

Digital listing capabilities with Edge Pipeline, SmartAuction, and OVE.



### ALASKA

#### MAG Alaska

6500 Old Seward Hwy.  
Anchorage, AK 99518  
Phone: 907-931-0000  
magauctions.com  
President: Bob McConkey  
General Manager: Kurt Behymer

**SALE DAY:**  
**Dealer-only auctions on MAG Now, powered by EBlock Wednesdays - 12:00 PM (Alaska Time)**  
MAG Alaska meets dealers where they are with a hybrid auction solution. Vehicles are offered digitally on EBlock and are purchased in person at the auction (online) or remotely. MAG Alaska features consignment from the region's finest dealers, Honda and Acura Remarketing, Arivo, defi SOLUTIONS, Element, Exeter, GM Financial, Holman, PAR North America, U-Haul, Wheels, and more.

MAG Alaska



### ARIZONA

#### Dealers Auto Auction of the Southwest

1433 S 19th Ave  
Phoenix, AZ 85009  
Phone: 602-253-7766  
daasw.com  
GM: Jim Mumford  
GSM: Jeremy Urrutia  
Dir National Sales: Shelly Frank  
Dustin Hinkle: Fleet Lease Manager

**SALE DAYS:**  
**Every Wednesday - 11:00 AM - Tow & Damage Consignment & Rep - 12:00 PM (AZ Time) Dealer Only Auction**  
Featuring: Westlake Remarketing, United Auto Credit, Consumer Portfolio Services (CPS); Automotive Credit Corporation (ACC); CIG Financial; Lobel Financial; Location Services; Navy Federal Credit Union; Cash Time Title Loans/Presto Title Loans; BHF Financial and many other fleet accounts along with 700+ Dealer Consignment every Wednesday, 700 dealers in attendance weekly. DealShield Return Facility. Online Platforms include Edge Pipeline, CR Simplified, Auction Commerce and OVE. Conveniently located between I-10 & I-17 in Downtown Phoenix just 12 minutes from Sky Harbor Airport. In-Lane and Online



### CALIFORNIA

#### All Valley Dealer Auto Auction

7331 Laurel Canyon Blvd.  
North Hollywood, CA 91605  
Phone: 818-381-8333  
Email: info@avdaa.com  
avdaa.com  
President: Victor Soghomonian  
Vice President: Justin Soghomonian  
Online Director: Brandon Soghomonian  
Fleet Lease Manager: Joe Sarkissian

**SALE DAYS:**  
**#1 Independent Auto Auction in S. California**  
**Types of Sales:**  
**Dealer Consignment, Finance and Fleet**  
**Tuesday - 1:30 PM weekly**  
**Friday - 9:30 AM weekly**  
AVDAA specializes in liquidation of vehicles from major credit unions, commercial banks, finance companies, new car franchise dealerships by means of a "Live Bid Auction". We are just five minutes west of Burbank Airport servicing California, Nevada, and Arizona with 24/7 Security and drop off on a 15 acre 4 lane facility. Services include transportation, detail, recondition, inspections & many othes. Flooring Available: Nextgear, Kinetic, NMAC, AVDAA Flooring, XL Funding and Westlake Finance Services as well as Auction Access Services.

Featuring: CPS, Mechanics Bank, UACC, ACC, Freeway Funding, STREAM, Onemain Financial, Merchants Fleet, CAPROCK, UHAUL, Challenge Financial, Lentegrity, and many more!



#### America's Auctions in Motion Santa Ana

1901 E Edinger Street  
Santa Ana, CA 92705  
Phone: 866-924-1117  
aaaimsa.com  
General Manager: Steve Rice  
Senior Operations Manager: Vanessa Perez  
**SALE DAY:**  
**Every Wednesday - 2:00 PM**  
Featuring: MAS Financial, Tidewater Financial, U-Haul Fleet Sales, and the area's best dealerships!

Digital listing capabilities with Edge Pipeline, SmartAuction, and OVE.



#### America's Auctions in Motion Thousand Oaks

889 Mitchell Rd  
Thousand Oaks, CA 91320  
Phone: 866-924-1117  
aaaimto.com  
General Manager: Steve Rice  
Senior Operations Manager: Vanessa Perez  
**SALE DAY:**  
**Every Thursday - 3:00 PM**  
Featuring: MAS Financial, Tidewater Financial, U-Haul Fleet Sales, and the area's best dealerships!

Digital listing capabilities with Edge Pipeline, SmartAuction, and OVE.



#### AutoNation Auto Auction

**Los Angeles**  
777 W. 190th Street  
Gardena, CA 90248  
Phone: (855) 904-ANAA (2622)  
General Manager: Raul Diaz

**SALE DAY:**  
**Every Friday - 9:30 AM PST**  
· Full-Service Auto Auctions  
· Full System Integration with Auction Access, Auto IMS and all Edge Products  
· OVE/Smart Auction Integration for In/Out of Gate Business

Visit us online at AutoNationAutoAuction.com.

## AutoNation AUTO AUCTION



#### North Bay Auto Auction

250 Dittmer Road  
Fairfield, CA 94534  
Phone: 800-845-3771  
Fax: 707-864-1050  
nbauto.com

**SALE DAY:**  
**Every Thursday - 9:00 AM weekly**  
North Bay Auto Auction is an independently owned and operated auto auction that has been offering top quality services customized to your needs since 1994! Selling bank repossessions, credit union repossessions, off-lease vehicles, and franchised dealer trade-ins. Call today to be part of the auction! Contact David at 510-760-1262 for further details.

**Featuring:** Exeter, GSA, Merchants Fleet, Mechanics Bank, ACC, ADR, Barco, CAC/VRS, CPS, Location Services, Navy Federal Credit Union, One Main Financial, Profound, RepoRemarketing, Stream, Travis, UACC, U-Haul, and many more.



#### Norwalk Auto Auction

12405 E. Rosecrans Ave.  
Norwalk, CA 90650  
Phone: 562-864-7464  
Fax: 562-863-2776  
norwalkautoauction.com  
E-mail: lou@thinkoutsidethechains.com  
General Manager: Lou Rudich  
Gen. Sales Manager: Brandon Bailey  
Fleet Manager: Bill Corbett  
Recovery Management: Kelly Gugliuzza  
Arbitration: Charlie Gonzales  
Controller: David Aker

**SALE DAYS:**  
**Tuesday - 9:30 AM with Toyota/Lexus Financial -10:30 AM**  
**Thursday - 9:30 AM**  
Featuring: Toyota and Lexus Financial Services, Westlake Financial, Foreman Financial, Automotive Remarketing, 800 Loanmart, Cig Financial, Mas Financial, Credit Lending, Automotive Credit Corp., and some of the best dealer groups in the country including Wilson Auto Group, Piercy Auto Group, Elway, Riverside Metro and, Oremor. Online bidding via AWG, OVE, and SmartAuction, gsaauctions.gov. Nation's largest volume GSA auction facility. Independently owned and operated since 1979.



### COLORADO

#### Dealers Auto Auction

**of the Rockies**  
**'Moving You Forward'**  
7175 York Street  
Denver, CO 80229  
Phone: 303-289-7716  
Fax: 303-218-7598  
daarockies.com  
General Manager: Chris Richards  
Director of National Accounts: Shelly Frank  
Director of Fleet Lease: Jon Freehill

**SALE DAY:**  
**Every Thursday - 9:00 AM MST (Dealers Only)**  
Featuring: Enterprise Rent-A-Car, Automotive Credit Corporation (ACC); Exeter; Car Donation Foundation; Flexco Credit Acceptance/VRS, CPS, United Auto Credit, Emkay, Lobel, U-Haul International, Westlake Remarketing, Vehicles for Charity and 1000+ Dealer Consignment each week.  
Online Platforms include Edge Pipeline & OVE.



### CONNECTICUT

#### Southern Auto Auction

161 South Main Street (PO Box 388)  
East Windsor, CT 06088  
Phone: 860-292-7500  
Fax: 860-292-7598  
Email: salescontacts@saa.com  
saa.com  
President: Garrison Hudkins  
Chairman: Larry Tribble  
Vice President: Angela Catanzarite  
Nat'l Sales Manager: Scott Rodgers  
Dealer Sales Manager: Joe Deroonian

**SALE DAY:**  
**Every Wednesday - 9:00 AM - EST 1947**  
**Featuring:** Honda Remarketing/Acura Remarketing, Hyundai Capital, Hyundai Motors, GM Financial, GM Financial (Closed Factory Auction), Ally, CULA Remarketing, Westlake Remarketing, Subaru of America, Chase Off-Lease Subaru, US Bank, U-Haul, MotorLease, Harley-Davidson Financial



### FLORIDA

#### America's Auto Auction

**Jacksonville**  
11982 New Kings Road  
Jacksonville, FL 32219  
Phone: 904-764-7653  
aaajax.com  
General Manager: Katlin Bosley  
**SALE DAY:**  
**Tuesday - 5:00 PM**  
Featuring: Avis Budget Group, CAC, New Horizons, Auto Credit, C&F Finance, Navy Federal, Flexco, Third Coast Sales and Leasing, Alley's Auto Wholesale, Fields Cadillac, Duval Group, Honda of the Avenues, Butler Toyota, Bentley Jacksonville, Nimnicht Chevrolet, Nimnicht Buick, George Moore Chevrolet, Bozard Ford, Beaver Toyota, Beaver Chevrolet, Paul Clark Ford, Ron Anderson Chevrolet, Bennett Chevrolet, Bennett Chrysler, and Walker Jones Chevrolet.

Digital listing capabilities with Edge Pipeline, SmartAuction, and OVE.



#### America's Auto Auction Pensacola

6615 Mobile Hwy  
Pensacola, FL 32526  
Phone: 850-944-1945  
aaapensacola.com  
General Manager: Nate Simonson  
Dealer Manager: Stan Harris  
**SALE DAY:**  
**Every Tuesday - 12:00 PM**  
Niche auction for the commercial consignor specializing in the remarketing of Lease and Repossessed vehicles. Providing the highest levels of service to clients in Florida, Alabama, and Mississippi. Offering consignment from Auto Trakk, Credit Acceptance by VRS, Caprock Auto Remarketing, CNAC, Consumer Portfolio Services, Flexco, SRG, and US Auto Credit.

Digital listing capabilities with Edge Pipeline, SmartAuction, and OVE.



#### AutoNation Auto Auction Orlando

650 N. US Highway 17-92  
Longwood, FL 32750  
Phone: (855) 906-ANAA (2622)  
General Manager: Tim DeBerry

**SALE DAY:**  
**Every Thursday - 11:30 AM EST**  
· Full-Service Auto Auctions  
· Full System Integration with Auction Access, Auto IMS and all Edge Products  
· OVE/Smart Auction Integration for In/Out of Gate Business

Visit us online at AutoNationAutoAuction.com.

## AutoNation AUTO AUCTION



## BSC America

### Tallahassee Auto Auction

5249 Capital Circle, SW  
Tallahassee, FL 32305  
Phone: 850-878-6200  
Fax: 850-942-9830  
bscamerica.com  
General Manager: Jeremy Cunningham  
Cell: 850-228-7929  
Email: jeremy.cunningham@bscamerica.com  
Fleet Manager: Dustin Houston  
Fleet Lease Coordinator: Angela Bielamowicz  
Operations Manager: James Parrish  
Sales Manager: Brandon Howard  
Sales Rep: Alan Dismuke  
Sales Rep: Eddie Horne  
Office Supervisor: Shakia Sawyer  
Sales: Harold Williams  
**SALE DAY:**  
**Friday - 10:00 AM (Regular Sale)**  
Approximately 450+ Vehicles Weekly  
Featuring 3 Auction Lanes.  
All Lanes broadcast live via Manheim Simulcast  
Fleet Accts include = Santander Consumer USA,  
Chrysler Capital, EXETER, HOLMAN, Avis Budget  
Group,U-HAUL Fleet Sales, Local Credit Unions  
& More.  
Our Facility Includes: 3 Mechanic Bays  
w/ ASE Certified Techs & we also provide Full  
Reconditioning Svcs.  
PSI & AutoCheck History available upon Request.  
We accept MOST Major Floor Planning companies.  
24/7 Online Sales Via OVE & SmartAuction.



## America's Your Auction

### Tampa Bay

3010 Scherer Drive  
St. Petersburg, FL 33716  
Phone: 727-572-8800  
aayab.com  
VP/General Manager: Ryan Rickey  
General Sales Manager: Donny Cohen  
**SALE DAYS:**  
**Every Tuesday - 4:00 PM (Franchise Dealers Only)**  
**Every Wednesday - 3:00 PM**  
**Dealer Consignments**  
700-800 Units offered weekly  
500 Dealer attendance average  
60% Average Sold  
**Multi-Platform (OVE, OpenLane, Smart Auction)**  
1500+ Units offered daily  
225+ units sold monthly  
Top 5 National Sales OVE & Smart Auction  
**MOBILE AUCTION SALE DAYS SCHEDULED**  
**WEEKLY BY SALE LOCATION:**  
**Sunset Automotive Group**  
Bi-weekly Private Label Sale in Sarasota, FL  
**Ft. Myers Private Sale at Volvo Cars of Ft. Myers**  
Bi-weekly Private Label Sale in Fort Myers, FL  
**Headquarter Toyota**  
Monthly Private Label Sale in Miami, FL  
200-350 Units offered weekly  
200 Dealer attendance averages  
95% Average percentage sold  
Livecast and Online Bid Platform



## GEORGIA

### America's Auto Auction Atlanta

444 Joe Frank Harris Parkway  
Cartersville, GA 30120  
Phone: 770-382-1010  
aaaatlanta.com  
General Manager: Corey Sanford  
**SALE DAY:**  
**Every Friday - 9:00 AM**  
Featuring: Hennessy Buick GMC, Hennessy Ford  
of Atlanta, Hennessy Jaguar Landrover, Hennessy  
Lexus of Atlanta, Hennessy Honda of Woodstock,  
Hennessy Mazda, Hennessy Cadillac, Hennessy  
Lexus of Gwinnett, Hennessy Porsche, Hardy  
Chevrolet GMC, Shottenkirk Hyundai, Shottenkirk  
Chrysler Jeep, Shottenkirk Ford, Shottenkirk Honda  
of Cartersville, Nissan of St. Augustine, Carriage  
Nissan, Carriage Kia of Woodstock, Carriage  
Mitsubishi, Carey Paul Honda, Mercedes Benz of  
South Atlanta, Palmer Dodge, Butler Lexus, First  
Investors, Car-Mart Group, Atlanta Classic Cars,  
Ally, Caprock Auto Remarketing, United BMW  
of Roswell, Auto Credit USA, Hardy Family Ford,  
Ed Voyles Honda, Atlanta West Chrysler Dodge,  
Riverside Toyota Scion, Riverside Chevrolet Inc,  
Atlanta West Kia, Cherokee Ford Inc, Hyundai of  
Kennesaw, Marietta Toyota and Stone Mountain  
Nissan.

Digital listing capabilities with Edge Pipeline,  
SmartAuction, and OVE.



### AutoNation Auto Auction Atlanta

2491 Old Anvil Block Road  
Ellenwood, GA 30294  
Phone: (855) 907-ANAA (2622)  
General Manager: Theo Jelks  
**SALE DAY:**  
**Every Thursday - 2:00 PM EST**  
· Full-Service Auto Auctions  
· Full System Integration with Auction Access,  
Auto IMS and all Edge Products  
· OVE/Smart Auction Integration for  
In/Out of Gate Business

Visit us online at AutoNationAutoAuction.com.

**AutoNation**  
**AUTO AUCTION**



## America's Auto Auction

### Savannah

1712 Dean Forest Road  
Savannah, GA 31408  
Phone: 912-965-9901  
aasavannah.com  
General Manager: Laura Taylor  
National Remarketing Manager: Katie Rushing Polk  
Sales Manager: Terry Page  
E-commerce Manager: Andrew Gascoyne  
**SALE DAYS:**  
**Every Wednesday - 10:00 AM Dealer Only (700+)**  
**Every Wednesday - 9:00 AM Inop Sale (50+)**  
**Every Wednesday - 9:30 AM Repo/Fleet/Lease**  
**Every Thursday - 7:00 PM Public Sale (300+)**  
Most Major Floor Plans Accepted  
Featuring Vehicles From: Most Franchise Dealers  
Within A 150 Mile Radius, Automotive Remarketing  
Inc, ARI, CNAC, Consolidated Asset Recovery,  
United Auto Credit, First Investors, Stream, Select  
Remarketing Group, C&F Finance, OneMain  
Financial, Primeritus Remarketing, Professional  
Finance, Repo Remarketing, Uhaul, Tidewater  
Finance, Gateway One Finance, Navy Federal  
Credit Union, Road Auto Finance, United Leasing  
and many more.

Digital listing capabilities with Edge Pipeline,  
SmartAuction, and OVE.



## ILLINOIS

### America's Auto Auction St. Louis

721 S 45th St.  
Centreville, IL 6227  
Phone: 618-332-1227 or 877-785-1227  
aaastlouis.com  
General Manager: Todd Ritter  
AGM: Brenda Gauch  
GM / Fleet Manager: Beth Lewis  
**SALE DAY:**  
**Every Thursday - 9:30 AM CST**  
Offering 1500+ quality vehicles weekly  
from reputable sellers: Factory, Fleet Lease,  
Repos, Insurance Recoveries, New Car Trades,  
Consignment, Specialty and In-operable units.  
70,000 sq.  
ft. facility centered on 100 acres. Travel Assistance  
Available contact Kristina Wright, Marketing  
Manager at 314-327-3962 or kristina.wright@  
americasautoauction.com

Digital listing capabilities with Edge Pipeline,  
SmartAuction, and OVE.



### America's Auto Auction Chicago

14001 Karlov Avenue  
Crestwood, IL 60418  
Phone: 708-389-4488  
aaachi.com  
General Manager: Larry Hero  
Asst. General Manager: Maria Perez  
General Sales Manager: Theresa Dalton  
Internet Sales: Carla Churilla  
**SALE DAYS:**  
**Every Tuesday - 1:00 PM**  
**Every Wednesday - 9:00 AM**  
**M-S Online Sales**  
**3rd Wednesday of every month -**  
**Boat/RV/Motorcycle Sale**  
Featuring: 1200 vehicles per week including: Avis  
Budget Group, BB&T Bank, Caprock, Chrysler  
Capital, Enterprise Holdings, JD Byrider Group,  
Santander Financial, Regional Acceptance,  
Westlake Financial, Westlake Element, ARI, FLD,  
SRG, Automotive Solutions, Enterprise Rental  
Car, Springleaf, and Donation vehicles. 57 credit  
units, Selling vehicles 7 days a week, 6 Lane  
Sale, Full Recon Center, Full Service Mechanical  
Shop, and Body Shop

Digital listing capabilities with Edge Pipeline,  
SmartAuction, and OVE



### Greater Quad City Auto Auction

4015-78th Avenue  
PO Box 409  
Milan, IL 61264  
Phone: 309-787-6300  
Fax: 309-787-4541  
qcaa.com  
Owner/Gen. Manager: Larry Anderson  
GSA/Fleet Manager: Brad Anderson  
Transportation: Steve Anders  
Dir Rep: Darwyn Buechler, Tim Garrity  
Dir. Registration: Jessica Draper  
**SALE DAY:**  
**Thursday - 10:00 AM**  
Featuring: GSA Auctions Thursdays as announced,  
Ascentra Credit Union, Auto Now Financial, Auto-  
motive Remarketing, Collateral Solutions, Dutrac  
Credit Union, Empeople Credit Union, Enterprise,  
Great Lakes Financial, Kars Leasing, Kars R Us,  
Kinetic Financial, Location Services, Nextgear Cap-  
ital, Prestige Financial, RIA Federal Credit Union,  
The Salvation Army and U-Haul International



## Greater Rockford Auto Auction

5937 Sandy Hollow Road  
Rockford, IL 61109  
Phone: 815-874-7800 or 800-830-4722  
Fax: 815-874-1325 or 815-874-7009  
graa.net  
President: Ryan Clark  
General Manager: Chad Anderson  
Fleet/Lease Manager: Brenda Schneider  
**SALE DAY:**  
**Wednesday - 9:30 AM (Fleet/Lease)**  
**Wednesday - 10:00 AM (Consign.)**  
**Wednesday - 8:45 AM (AS IS video sale)**  
**2nd Wednesday - 8:00 AM (Non-Running Vehicle)**  
Automotive Remarketing Inc., Avis Budget Group,  
Credit Acceptance/ VRS, Enterprise, Fleet Street  
Remarketing, FLEXCO, Gateway Financial, Holman,  
Merchants Automotive Group, First Investors,  
Location Services, One Main Financial, Tidewater  
Finance, U-HAUL, and United Auto Credit.



## America's Auto Auction

### Greater Peoria

410 Erie Ave · Morton, IL 61550-0442  
Phone: 309-263-7467  
aaapeoria.com  
General Manager: Shawn Glatz  
Dealer Manager: Stan Harris  
**SALE DAY:**  
**Every Wednesday - 9:30 AM**  
**Every Wednesday - 9:45 AM (Inop Sale)**  
Hundreds of fleet, lease, rental, repo, and new  
car trades every week. Centrally located in Illinois,  
America's AA Greater Peoria routinely covers  
Chicago, St. Louis, Indianapolis, and every city in  
between. Our dealer base hails from a 10-state  
area and America's AA Greater Peoria provides  
unmated reconditioning services. Whether you  
sell or buy quality vehicles, America's AA Greater  
Peoria will exceed your expectations.



## INDIANA

## America's Auto Auction

### Clark County

1000 Auction Lane  
Jeffersonville, IN 47130  
Phone: 812-283-5555  
aaaclarkcounty.com  
General Manager: Paul Fetter  
**SALE DAY:**  
**Every Wednesday - 2:30 PM**  
Featuring: Avis Budget Group, Central Credit Union,  
Credit Acceptance by VRS, Enterprise Holdings  
Group, Flexco, Holman, Park Community Credit  
Union, Regional/BB&T now Truist, UAC, U-Haul  
Fleet Sales, and more.

Digital listing capabilities with Edge Pipeline,  
SmartAuction, OVE, Digital Sales Network TO, and  
CCAA Buy Now



## Indiana Auto Auction

4425 W. Washington Center Road  
Fort Wayne, Indiana  
Call: 260-489-2776  
IndianaAutoAuction.net  
General Manager: Andrew Schaefer  
National Accts Manager: Mike Ray  
Heavy Duty Truck Manager: John Weisemann  
**Sale Day and Times: THURSDAY Weekly**  
**9:00am Happy Hour**  
**10:00am Fleet, Repos and**  
**Dealer Consignment.**  
**Sale Day and Times: WEDNESDAY Bi-Weekly:**  
**10:00am HD Truck Sales**  
Including: American Credit Acceptance, AVIS,  
Communitywide FCU, Consumer Portfolio Services,  
Credit Acceptance/VRS, Defi Solutions, Emkay,  
Exeter, First Investors, Fleet Lease Disposal, Flexco,  
Gateway, GSA General Services Administration,  
Holman, Location Services, OneMain Remarketing,  
SAC Finance, SCS Credit: Corp., Tidewater, UHAUL  
Fleet Remarketing, United Auto Credit Corp, United  
Federal, Westlake Financial, Wheels

Live Simulcast and Online Bid Platforms  
EDGE Pipeline · SmartAuction · OVE



## KANSAS

### Mid Kansas Auto Auction

"Old School Values-Service and Respect"  
4716 S. Santa Fe  
Wichita, KS 67216  
316-500-7700  
mksaa.com  
Trevor Otle, General Manager/Owner  
Chris Barile, Sales Manager

**SALE DAY:**  
**Wednesday - 9:00 AM CST (Dealer Only)**  
Featuring: Community Choice Financial, Navy  
Federal Credit Union, Meridian, South Bay  
Remarketing, Speedy Cash, Holman Remarketing,  
Tidewater Finance Company, Short Term Solutions  
Express Car & Truck Rental, Flexco, Kars-R-Us,  
U Haul and Local Franchise Dealerships.



## KENTUCKY

## America's Auto Auction

### Bowling Green

555 Bluegrass Farms Blvd  
Bowling Green, KY 42104  
Phone: 270-781-2422  
aaabowlinggreen.com  
General Manager: Karol Kirby  
**SALE DAY:**  
**Every Wednesday - 4:00 PM**  
Featuring: Donlen, Flexco, Holman,  
Nicholas Financial, and more.

Digital listing capabilities with Edge Pipeline,  
SmartAuction, and OVE.



## LOUISIANA

## America's Auto Auction

### Baton Rouge

3960 Blount Road  
Baton Rouge, LA 70807  
Phone: 225-778-3737  
aaabatonrouge.com  
General Manager: Christina Potts  
AGM: Mike Brown  
**SALE DAY:**  
**Every Thursday - 10:00 AM**  
**Every Thursday - 9:00 AM (Inop Sale)**  
Featuring: Ally, Automotive Remarketing, Caprock  
Auto Remarketing, Credit Acceptance by VRS,  
Consolidated Asset Recovery, Express Car & Truck  
Rental, Fleet Street, Holman, Navy Federal Credit  
Union, Primeritus, Repo Remarketing, Short Term  
Solutions, Stream Remarketing, and more.

Digital listing capabilities with Edge Pipeline,  
SmartAuction, and OVE.



# AUTO AUCTION DIRECTORY

## America's Auto Auction Shreveport

8000 Greenwood Road  
Shreveport, LA 71119  
Phone: 318-221-3362  
aaashreveport.com  
General Manager: Matt Chiasson  
**SALE DAY:**  
Every Wednesday - 12:00 PM  
Every Wednesday - 11:30 AM (Inop Sale)  
Digital listing capabilities with Edge Pipeline, SmartAuction, and OVE.



## Louisiana's 1st Choice Auto Auction

18310 Woodscale Road Hammond, LA 70401  
P:985-345-3302 F:985-345-5735  
Info@lafcaa.com Lafcaa.com  
Managing Partner: John Poteet  
Auction Manager: Matt Alombro  
Fleet Lease Manager: Michael McCollum  
E-Commerce Manager: Andy Poteet  
**SALE DAY:**  
Tuesday - 8:45 AM (Consignment)  
Established in 2002, we are an innovative, six-lane auto auction running 600 units weekly. We offer 100% simulcast, 33 acres, 24-hour secure site, LAFCAA Floorplan, a massive list of floor planning options, post-sale inspections available, recon shop, including a state of the art carwash, transportation, travel assistance, Auction Access, Edge Pipeline, Dealshield. Located conveniently between Baton Rouge & New Orleans, where 1-12 & 1-55 intersect. 2016 & 2019 NAAA Southern Chapter Auto Auction of the year and 2011, 2014, 2018, 2019 ARI Auction of the year. Consignors: 1st Investors, FLEXCO, EXETER, U-Haul, Hancock Bank, Location Services, Mike Albert Leasing, Investar Bank, OneMain, Par North America, United Auto Credit (UAC), ARI, Avis/Budget, Meridian, immerse selection of new car trades. Featuring five selling platforms EDGE Pipeline, OVE, EBlock, Smart Auction & DealerBlock Selling. We sell 365/24/7!



## MARYLAND

### Bel Air Auto Auction

4805 Philadelphia Road  
PO Box 200  
Belcamp, MD 21017  
Phone: 410-879-7950  
Fax: 410-272-2361  
bscamerica.com  
Owners: The Nichols Family  
Pres/Gen. Manager: R. Charles Nichols  
Vice Pres: Michelle Nichols-Neff  
Cust. Experience Mgr: Jimmy Rufenacht  
Dealer Sales & Marketing Mgr: Christina Shepard  
Floorplan Manager: Shannon Webb  
VP of Banking Services Corp: Nick Calvaresi  
Dealer Consignment: Joe Gollhardt  
Transportation Manager: Chase Tribull  
Auction Sales Manager: Scott Shinnick  
VP of Fleet Operations: Cindy Mitchell  
VP of Lot Operations: John Capecci  
Salvage Manager: Tommy Rogers  
Online Manager: Jennifer Friedel

**SALE DAYS:**  
Belcamp Location:  
Thursday (Weekly) - 8:00 AM  
Car & Truck Auction of Maryland Repo Sale (open to the public)  
Thursday (Weekly) - 9:00 AM

Featuring: 2,000 units weekly from ACA, Ally, Avis, CAC, Chrysler Capital, Element, Enterprise, Exeter, GM Financial, Holman, M&T Bank, MileOne Automotive Group, Regional Acceptance Corp., Santander, Truist, U-haul, and many more.  
Transportation, Recon & Mechanic Shop on site.  
Post sale inspections available. Signature Provider for OVE.com and Smart Auction. Discounted hotel rates & airport pickup available.

Tuesday (Monthly) - 10:00 AM (GSA sale)

Clayton Station:  
Thursday (Weekly) - 8:30 AM Rental Wrecks, Donations, F/L & Dealer Consignment  
2nd Tuesday (Monthly) - 9:00 AM Truck & Equipment Sales followed by Power Sports



## MASSACHUSETTS

### Central Mass Auto Auction

12 Industrial Park Road East  
Oxford, MA 01540  
Phone: 508-987-8396  
Fax: 508-987-6430  
cmaainc.com  
email: info@cmaainc.com  
General Manager - Chris Monfreda  
Vice President of Operations - Matt Saad  
Fleet Lease Director - Crystal Dauphinais  
Office Manager - Lisa Parella  
Post Sale/Arbitration - Leah Insiengmay  
Titles - Sandy Hanks  
Financial Director - Brenda Morin  
Controller - Karen Fontaine  
**SALE DAY:**  
Thursday - 9:30 AM  
Featuring front line Dealer Consignment, Fleet Lease, Utility Vehicles, Bank Repos and Donation Vehicles, Reconditioning, Transportation, High-Quality Condition Reports. Every Thursday with Simulcast Lanes and an Exceptional Online Digital Buying Experience. Come experience the CMAA difference.



## America's Auto Auction Boston

400 Charter Way  
North Billerica, MA 01862  
Phone: 781-596-8500  
aaabostonma.com  
General Manager: Richie Delfino  
**SALE DAY:**  
Every Wednesday - 9:00 AM In-Lane/Online  
Thursday - 2:30 PM Online  
Consignment: New Car Fresh Trades & Fleet Lease  
Online Simulcast at edgepipeline.com  
1200+ Units Weekly  
1000+ Buyers Weekly  
Sell in New England, East Coast, Nationally and Internationally  
35 min from Logan Airport Boston  
25 min from Manchester NH Airport  
Hotel reservations upon request



## MICHIGAN

### America's Auto Auction Greater Kalamazoo

900 North US 131  
Schoolcraft, MI 49087  
Phone: 269-679-5021  
aaakalamazoo.com  
General Manager: Eric Wagner  
Fleet Lease Manager: Scott Paliga  
**SALE DAY:**  
Thursday - 9:00 AM (Repo Sale)  
Thursday - 9:30 AM (Dealer Sale)  
Thursday - 11:00 AM (Fleet/Lease Sale)  
Featuring: Avis Budget Group, Credit Acceptance by VRS, Emkay Leasing, Holman, MotorLease, Wheels and more.

Digital listing capabilities with Edge Pipeline, SmartAuction, and OVE.



## America's Auto Auction West Michigan

4758 Division Street  
Wayland, MI 49348  
Phone: 800-577-2886  
aaawmi.com  
General Manager: Sarah Miller  
**SALE DAY:**  
Every Friday - 8:30 AM  
Featuring: Apex Auto, Chrysler Capital, Deals on Wheelz, GM Financial, Huntington National Bank, Al Serra, Fox Automotive Group, Great Lakes, Moline Motors, Moline Canadian, North America, Auto Motion, Santander, Berger Chevrolet, and J Brinks Motor Sale.

Digital listing capabilities with Edge Pipeline, SmartAuction, and OVE.



## MINNESOTA

### Mid-State Auto Auction

310 Bach Avenue  
New York Mills, MN 56567  
Phone: 218-385-3777 or 800-458-5506  
Fax: 218-385-3232  
msaanym.com  
Email: dee@msaanym.com  
Fleet/Lease Contact: Dee Sullivan  
Owner/Pres: Rob Thompson  
Transport. Manager: Wendy Windels  
Office Manager: Brandon Thompson  
**SALE DAY:**  
Friday - 10:00 AM  
Featuring: GSA, UHAUL, United Auto Credit Corp, United Leasing, Fleet Street, Nelson Fleet, Meridian, Caprock, Wat Leasing, Banks/Credit Unions, MN Service Coops, Police/Sheriff Depts, Car Donation Cos, Business Fleet Vehicles, & dealer consignment.



## MISSISSIPPI

### Dealers Auto Auction - Jackson

dealersauto.com  
1657 Old Whitfield Road  
Pearl, MS 39208  
Phone: 601-956-2700  
Email: jtidmore@dealersauto.com  
General Manager: John Tidmore  
Fleet/Lease Manager: Spence Couch  
**SALE DATE:**  
Every Tuesday - 9:30 AM  
Featuring: AvisBudget Group, Emkay, Enterprise, Automotive Remarketing, CAC/VRS, OneMain, Leaseplan, CarNow Acceptance, Merchants Fleet, Trustmark Bank, State of MS and FBI.



## MISSOURI

### America's Auto Auction Kansas City

11101 N. Congress Ave  
Kansas City, MO 64153  
Phone: 816.502-3318  
aaakc.com  
General Manager: Doug Doll  
AGM: Steve Goettling  
General Sales Manager: Carrie Johnson  
**SALE DAYS:**  
Every Thursday - 9:00 AM  
Equipment Auctions as scheduled /  
Thursdays - 12:00 PM  
Monthly Promo Event Sales as scheduled /  
Wednesdays & Thursdays  
Serving the Midwest, America's Auto Auction Kansas City offers a premiere dealer and national account lineup including Automotive Remarketing Inc., Bank of America, Consumer Portfolio Services, Credit Acceptance by VRS, defiSOLUTIONS, Exeter Finance, Genesis Finance, GTB Remarketing, Holman, Honda Remarketing & Acura Remarketing, Hyundai Finance, Kia America, Kia Finance, Location Services, Mechanics Bank, Westlake Financial Services, and more. In addition, AAA Kansas City offers a range of remarketing services including reconditioning, inspections, vehicle photography, transportation, and equipment auctions.

Digital listing capabilities with Edge Pipeline, SmartAuction, and OVE.



## NEW HAMPSHIRE

### Auto Auction of New England

Exit 4 off Interstate 93  
8 Action Boulevard  
Londonderry, NH 03053  
Phone: 603-437-5700  
Fax: 603-437-5800  
aane.com  
President: William P. DeLuca III  
Gen. Manager: Steven DeLuca  
**SALE DAY:**  
Every Thursday - 9:00 AM  
Featuring: 7 Auction Lanes, 2 Fleet/Lease Lanes. 1200 Plus Units Including Large Dealer Consignment. Floor Plan financing through Auto-Use, AFC, Citizens Bank, Bank of America, NextGear, Sovereign Bank and more. A large number of Fleet/Lease accounts (call for details). Mechanical Repair, Reconditioning & Transportation Facilities. 10 minutes south of Manchester Airport, 40 minutes north of Boston. Member NAAA, AIA, IAG, NHADA, IARA, Auction Pipeline, and Auction Access.



## NEVADA

### America's Auto Auction Las Vegas

3038 Losee Road  
North Las Vegas, NV 89030  
Phone: 702-255-0990  
americasvegas.com  
General Manager: Jay Hinchman  
AGM: Heath Berger  
**SALE DAY:**  
Every Wednesday - 9:30 AM  
Featuring: Honda & Acura Remarketing, American Credit Acceptance, Exeter Finance, LeasePlan, Lobel Financial, Mid Atlantic Finance, United Auto Credit, Westlake Remarketing, and more. The auction provides reconditioning, inspections, internet sales, and transportation services.



## NEW YORK

### Rochester-Syracuse Auto Auction, L.P.

1826 Route 414  
Waterloo, NY 14815  
Phone: 315-539-5006  
Fax: 315-539-9508  
rsautoauction.com  
E-mail: sprankie@rsautoauction.com  
Gen Manager: Scott Prankie  
Asst. Gen. Manager: Marc Keear  
Fleet/Lease Manager: Scott Prankie  
Fleet/Lease Manager: Marci Keear  
**SALE DAYS:**  
Thursday - 11:00am  
Monthly - 9:00am (GSA Sale)  
Featuring: Wheels Inc, Credit Acceptance Corp, Emkay, GSA Contract Holder, United Auto Credit, Fleet Street Remarketing, Consumer Portfolio, Fleet Depot, Mike Albert Leasing, Auto Financial Group, Donations, Union Leasing, New City Funding, Plus Many Other Fleet -Lease and Local Bank Repo's



## State Line Auto Auction

830 Talmadge Hill Road S.  
Waverly, NY 14892  
Located on the NY/PA Border.  
Phone: 607-565-8151  
Fax: 607-565-8659  
statelineauto.com  
President: Jeff Barber  
Commercial Accounts Manager: Neal McEwen  
Sales Manager: Jim Terwilliger  
Online Sales Manager: Gregg Henderson  
**SALE DAYS:**  
Friday - 9:20 AM (Consignment Sale)  
EVERY FRIDAY - GM Financial Open Bi-Weekly & Ally Financial! Simulcast in all lanes!  
Featuring: 8-Lane Dealer Consignment Sale, plus Ally, American Credit Acceptance, Automotive Credit Corporation, Avis Budget Group, Chemung Canal, Consumer Portfolio Services (CPS), Community Bank, Credit Acceptance/VRS, defi Solutions, Emkay, Enterprise, ESL Federal Credit Union, GHS FCU, KeyBank, Location Services, Five Star Bank, GM Financial, Merchants Automotive Group Inc., National Bank & Trust, OneMain Remarketing, PAR North America, Sidney FCU, Stellantis Financial Services, Summit FCU, U-Haul, United Auto Credit Corp. (UAAC), and many more.





# AUTO AUCTION DIRECTORY

## SOUTH CAROLINA

### America's Auto Auction

#### Greenville

2415 Hwy 101 South  
Greer, SC 29651  
Phone: 864-801-1199  
aaagreenville.com  
General Manager: Jeff Easterday

#### SALE DAYS:

**Every Friday - 10:00 AM**  
**Every Friday - 9:30 AM (Inops)**  
**3rd Wednesday of Month - Specialty Sale**  
**3rd Wednesday of Month - 9:00 AM (RVs)**  
**3rd Wednesday of Month - 12:00 PM (Marine)**  
Featuring: RSA, Commerce Bank, BB&T, Bank of America, Santander, Bank of The West, M&T, Remarketing by Element, Auto Credit, South State Bank, Wells Fargo Dealer Services, Professional Finance, Metrolina Credit, All South, SC Telco, Hunter Automotive, Spartanburg Dodge, Dave Edwards Toyota, Benson Nissan, Anderson Ford, Kia of Greer, Smith Chevy, Bradshaw Automotive Group, Big O Dodge, Breakaway Honda & Woodruff Chevy.

Digital listing capabilities with Edge Pipeline, SmartAuction, and OVE.



### Carolina Auto Auction

140 Webb Road  
Williamston, South Carolina  
Phone: 864-231-7000  
CarolinaAutoAuction.com  
General Manager: Eric Autenrieth  
AGM: Vann Humphrey  
National Accts Manager: Zach Evans  
**Sale Day and Times: WEDNESDAYS**  
**9:00 AM HAPPY HOUR**  
**10:00 AM Fleet, Repos & Dealer Consignment**  
Ally, American Credit Acceptance, AvisBudget-Group, CapRock, CIG Financial, Credit Acceptance/VRS, DeFi Solutions, Donlen, Enterprise, Exeter, First Investors, Flexco, Gateway Financial, Holman, Location Services, Merchants, PAR, Tidewater, Truist/Regional, United Auto Credit Corp., and USBank

Live Simulcast and Online Bid Platforms  
EDGE Pipeline · SmartAuction · OVE



### America's Auto Auction

#### Charleston

651 Precast Lane  
Moncks Corner, SC 29461  
Phone: 843-719-1900  
aaacharleston.com  
General Manager: Laura Taylor  
Auction Manager: Nichole Brannon  
National Remarketing Manager: Chris Wise, CAR  
**SALE DAY:**  
**Every Friday - 10:00 AM**  
400 Fleet/Lease units offered weekly  
1,000+ total offering  
550 Dealer attendance averages  
60% Average percentage sold  
\$12,000 average print point of Fleet/Lease units

Sale features:  
- New Dealer Trades  
- Fleet/Lease, Bank, Repo  
- Marine, RV consignments  
- Damaged and Disabled vehicles

Digital listing capabilities with Edge Pipeline, SmartAuction, and OVE.



### Rawls Auto Auction

2818 Pond Branch Road, I-20, Exit 44  
Mail To: P.O. Box 3069  
Leesville, SC 29070  
Phone: 803-657-5111  
Fax: 803-657-7992  
rawlsautoauction.com  
Gen. Manager: Julianne Rawls  
Business Development: Erin McCormick  
Executive Sales Manager: Angela Yarborough  
Office Manager: Wendy Connolly  
GSA Contact - Kadee McGill  
F/L Contacts: Kelly Dodd and Jessica Gooding  
**SALE DAY:**  
**Tuesday - 8:30 AM (Salvage)**  
**Tuesday - 9:00 AM (Early Bird Sale)**  
**Tuesday - 10:00 AM (Lease)**  
**GSA - Call for Scheduled Dates**  
Featuring: Defi Solutions, Founders Federal, Exeter, Auto Trakk, AllSouth Federal, GM Financial, Westlake Financial, GSA, CPS. We service all major Commercial Accounts. Full Service Auction Facility. On-Site Transport Company.



## TENNESSEE

### United Auto Exchange Memphis

3710 Prescott Rd.  
Memphis, TN 38118  
Phone: 901-795-7634  
uaxmemphis.com  
General Manager: Brandon Derrick  
Director of Business Development: Paul Rettenmaier  
Sales Manager: Jeremy Langston  
COO: Kevin Wilson  
**SALE DAY:**  
**Spinning Weekly on Wednesday - 8:00 AM**  
**Inops - 8:00 AM**  
**Early Bird - 8:35 AM**  
**Drive-Thru - 9:15 AM**  
Don't miss our featured sellers including Exeter Financial, Westlake, UACC, CAC, Bridgecrest, Stream, One Main Remarketing, Nextgear, AVIS, C & F Remarketing, Automotive Remarketing, Meridian Remarketing, South Bay Remarketing, Capital Credit, and all of the region's top New and Used Car Stores.  
All vehicles are online weekly at edgepipeline.com.  
**We are the most unique auction in the industry. Come take us for a spin!**



## TEXAS

### America's Auto Auction

#### Austin

16611 S Interstate Highway 35  
Buda, TX 78610  
Phone: 512-268-6600  
aaaustin.com  
General Manager: Jamie McCollum  
**SALE DAY:**  
**Every Tuesday - 1:00 PM**  
**Every Thursday - 1:00 PM**  
**Every Tuesday - 12:45 PM (Inop Sale)**  
Featuring: A+ Federal Credit Union, Automotive Credit Corporation, Caprock Auto Remarketing, Exeter Finance, Flexco, Holman, Regional Acceptance Corp/BB&T now Truist, Santander/Chrysler Capital, U-Haul, and more.

Digital listing capabilities with Edge Pipeline, SmartAuction, and OVE.



### America's Auto Auction Dallas

219 N Loop 12  
Irving, TX 75061  
Phone: 972-445-1044  
aadallas.com  
General Manager: Ruben Figueroa  
**SALE DAYS:**  
**Every Tuesday - 12:00 PM**  
**Every Thursday - 12:30 PM**  
Featuring: BMW of San Antonio, Classic Chevrolet, Freeman Auto Group, Friendly Chevrolet, Honda of Burleson, Gateway Buick GMC, US Auto Credit, Huffines Auto Group, Moritz Auto Group, Hiley Auto Group, RML Automotive, Ed Morse Auto Group, Classic Auto Group, Amarillo National Bank, Meador Dodge, Waxahachie Ford, Auto Liquidators, Chacon Autos, Exeter Finance, Uhaul, Mariner Finance, Gary Bryan Financial, Select Remarketing Group, MEI Auto Finance, Sam Pack's Auto Group, Diamond Cars, MCMC, Hooks Lincoln, Mike Carlson Motor Co. & Lonestar Toyota and more.

Digital listing capabilities with The Auction Platform, SmartAuction, and OVE.



### America's Auto Auction

#### El Paso

7930 Artcraft Road  
El Paso, TX 79932  
Phone: 915-587-6700  
aaelpaso.com  
General Manager: Judith Ayub  
**SALE DAY:**  
**Every Wednesday - 9:00 AM**  
**Monthly GSA Sale as scheduled - 1:00 PM**  
Featuring: Ally, Caprock Remarketing, Consumer Portfolio Services, GM Financial, Holman, Lease Plan, Location Services, PAR, Stream Remarketing, Westlake Financial Services, and more.

Digital listing capabilities with EDGE Pipeline, SmartAuction, and OVE.



### America's Auto Auction Houston

1826 Almeda-Genoa Road  
Houston, TX 77047  
Phone: 281-819-3600  
aaahoustontexas.com  
General Manager: Kyle Drake  
**SALE DAY:**  
**Thursday - 2:00 PM**  
Featuring: Santander, Chrysler Capital, CPS, 1st Service Credit Union, CyFair FCU, SRG, SDS, Parkway Chevrolet, Fred Haas Nissan, Tom, Peacock Nissan, Cowboy Kia of Conroe, Mac Haik Toyota, Gillman Group, Classic Chevrolet, Mossy Nissan, Westside Chevrolet & Central Nissan.

Digital listing capabilities with Edge Pipeline, SmartAuction, and OVE.



### America's Auto Auction

#### Lone Star Austin

8408 Shoal Creek Blvd  
Austin, TX 78757  
Phone: 214-483-3597  
aaalonestarautin.com  
General Manager: Sara Edgington  
**SALE DAY:**  
**Every Thursday (Mobile Sale)**  
**Every Friday (Mobile Sale)**  
Featuring: Austin Infiniti, Austin Subaru, Charles Maund Imports, Forest Lane CDJR, Lexus of Austin, Landrover of Austin, Lexus of Lakeway, Mac Haik Ford, Maxwell Dodge, Mercedes Benz of Austin, Mercedes Benz of San Juan, Rush Chevrolet, Volvo Cars of Austin, and more.



### America's Auto Auction

#### Lone Star Lubbock

2706 Slaton Highway  
Lubbock, TX 79404  
Phone: 806-745-6606  
aaalonestarlubbock.com  
General Manager: Dale Martin  
Fleet Lease Manager: Cory Wisdom  
**SALE DAY:**  
**Every Wednesday - 9:30 AM**  
**Every Wednesday - 9:00 AM (Inop Sale)**  
Featuring: Credit Acceptance by VRS, Donlen, Emkay Leasing, Exeter Finance, Fleet Lease Disposal, GM Financial, Holman, Mike Albert Leasing, Primeritus Remarketing, Santander/Chrysler Capital, UACC, U-Haul Fleet Sales, Westlake Financial Services, and more.

Digital listing capabilities with Edge Pipeline, XLOnline, SmartAuction, and OVE.



### America's Auto Auction

#### North Houston

1440 FM 3083  
Conroe, TX 77301  
Phone: 936-441-2882  
aaanhouston.com  
General Manager: Buddy Cheney  
**SALE DAY:**  
**Every Tuesday - 1:00 PM**  
Featuring: CNAC, Sterling McCall Nissan, Fred Haas Toyota, Buckalew Chevy, Tomball Dodge, Wiesner Group, Keating Nissan, Gullo Ford, Mac Haik Chevy & Toyota & Dodge.

Digital listing capabilities with Edge Pipeline, SmartAuction, and OVE.



### AutoNation Auto Auction Houston

608 W. Mitchell Road  
Houston, TX 77037  
Phone: (855) 905-ANAA (2622)  
General Manager: Juan Gallo  
Assistant General Manager: Davis Cosmi  
**SALE DAY:**  
**Every Friday - 9:15 AM CST**  
· Full-Service Auto Auctions  
· Full System Integration with Auction Access, Auto IMS and all Edge Products  
· OVE/Smart Auction Integration for In/Out of Gate Business

Visit us online at AutoNationAutoAuction.com.

## AutoNation AUTO AUCTION



### Metro Auto Auction Dallas

1836 Midway Road  
Lewisville, TX 75056  
Phone: 972-492-0900  
F: 972-492-0944  
metroaa.com  
General Manager: Scott Stalder  
Sales Manager: Jason Lucas  
Fleet Lease Manager: Mike White  
**SALE DAYS:**  
**Every Tuesday - 9:30 AM (Dealer Frontline)**  
**Every Friday - 10:00 AM (Dealer Trade Sale)**  
**Every 2nd and last Friday of the month - 9:15 AM (InOpsSale)**

Metro Auto Auction is a premier auction group which is home to the Berkshire Hathaway Automotive Group servicing auto dealers in the greater Phoenix and Dallas areas. It is our pleasure to provide you with the kind of quality and service you can only find at Metro! Serving all major markets in the West and Southern Regions, Metro Auto Auction offers a complete range of services to our Dealer Fleet/Lease customers including: transportation, reconditioning, pre-sale and post-sale inspections, financing, salvage, and specialty sales. We remarket dealer cars, financial institutions, credit unions, rental car companies and leasing firms including Westlake Financial, CIG, Strategic Asset Liquidation, Berkshire Automotive, Texas Financial, LLC. and more. You are invited to visit and discovery why our dealers say we are "Simply Better."

## METRO AUTO AUCTION Dallas



## VIRGINIA

### America's Auto Auction

#### Virginia Beach

656 South Military Highway  
Virginia Beach, VA 23464  
Phone: 757-487-3464  
aaavabeach.com  
General Manager: Derek Simmerman  
AGM: Janice Hicks  
**SALE DAY:**  
**Every Wednesday - 9:30 AM**  
**Monthly GSA Sales Wednesdays - 9:30 AM**  
Featuring: C&F Finance, Holman, Langley FCU, Navy Federal, U-Haul Fleet Sales, Allied Solutions, Banister Automotive, Checkered Flag, Duman Auto, Little Joes Mitsubishi, Nissan of Elizabeth City, Priority Automotive, RK Chevrolet, Southern Auto Group, Summs Skip Collateral Solutions, Tysinger Motor Company, and more.

Digital listing capabilities with Edge Pipeline, SmartAuction, and OVE.



## WASHINGTON

### DAA Northwest

2215 South Hayford Road (PO Box 19190)  
Spokane, WA 99224 (99219)  
Phone: 509-244-4500  
Fax: 509-244-8244  
Web: MAGauctions.com  
President: Bob McConkey  
General Manager: Collin McConkey

**SALE DAYS:**  
**Every Thursday - 9:00 AM (GSA Sales)**  
**Bi-monthly on Thursdays - 11:00 AM (MAG Specialty Sale)**

DAA Northwest offers a full range of remarketing services including reconditioning, inspections, Internet sales, inventory financing, wholesale automotive and RV auctions, and transportation. DAA remarkets vehicles for wholesale consignors including dealers, manufacturers, rental car companies, banks, finance and leasing institutions. Its primary customer base draws from Washington, Oregon, Montana, Idaho, Utah, Wyoming, Colorado, Alaska, northern California and western Canada.



## DAA Seattle

3130 D Street Southeast (PO Box 1757)  
Auburn, WA 98002 (98071)  
Phone: 253-737-2200  
Fax: 253-737-2201  
Web: MAGauctions.com  
President/CEO: Bob McConkey  
General Manager: : Joe LeMonds

**SALE DAYS:**  
**Every Friday at 9:00 AM (Dealer-only auctions)**  
**Monthly on Fridays (Ford Closed Factory Sales)**  
**Third Friday of each month - 11:00 AM (MAG Specialty Sale)**

Serving the Pacific Northwest, DAA Seattle features the region's best dealer trade lanes and national accounts including Ally Auto Remarketing, ARI, Honda Remarketing, Acura Remarketing, Ford Motor Company, Ford Credit, Exeter Finance, Westlake Financial, and Wheels. The auction provides reconditioning, inspections, internet sales, inventory financing and transportation services. All consigned units are featured on EDGE Pipeline.



## WEST VIRGINIA

### Mountain State Auto Auction

5546 Benedum Drive  
Shinnston, WV 26431  
Phone: (304)592-5300 or (800)732-0683  
Fax: (304) 592-5453  
mtstateaa.com  
Owners: Joe and Charlotte Pyle  
Controller: Margie Wills  
Gen. Manager: Chad Garrison  
Assistant Gen. Manager: Brad Hollar

**SALE DAY:**  
**Monday - 10:00 AM; all lanes online**  
Featuring: 48 acres & 7 action-packed lanes; 1000+ units weekly. Dealer consignment; 300+ fleet/lease; Repos; Onsite restaurant & snack bar; State of the art on-premise reconditioning facilities; Pickup & delivery services; Title services; 24/7 security; Floorplans available; Utility Sales every 4th Thursday; Toys for Big Boys sales every 4th Monday; INOP wreck & damage sale 2nd & 4th Mondays of every month; Exciting promotions & giveaways. Conveniently located 5 minutes from local regional airport & 1 mile off I-79.



## WISCONSIN

### America's Auto Auction

215 N Pioneer Rd  
North Fond Du Lac, WI 54937  
Phone: 902-922-6221  
badgerstateautoauction.com  
General Manager: Tom Francois  
Fleet Lease Manager: Lola Voskuil

**SALE DAY:**  
**Every Thursday - 3:00 PM**  
**Every Thursday - 2:00 PM (Repairable Sale)**

Featuring: Consumer Portfolio Services, Fleet Street Remarketing, Holman, LeasePlan, Location Services, PAR North America, Union Leasing, Velcor Leasing, World Omni/Southeast Toyota, UWCU and more.

Digital listing capabilities with Edge Pipeline, SmartAuction, and OVE.



Get more than just news, receive

# PREMIUM INSIGHTS.

## Auto Remarketing Today

The News Media of the Pre-Owned Industry

**Carvana slashes expenses and expects difficult year ahead**  
Carvana's CEO says the company is cutting costs and expects a difficult year ahead. The company is also looking for ways to improve its credit portfolio.

**What to Watch in the New Year**  
The data and insights provided in this report will serve as a guide to the industry's trends in 2021 and will help you understand how the resilient used-vehicle market reacts.

## AFJ Auto Fin Journal

**Swaplease looks to collaborate with dealers, OEMs & contract holders through new program**  
CINCINNATI — If 2020 has proven anything, it's that drastic changes can arrive that no one anticipated.

With that thought in mind, Swaplease.com wants to bring auto makers and dealerships together with vehicle lease holders who want out of their contract or to switch vehicles before the term has fully expired.

On Wednesday, the site launched new program called Mobility Leasing.

## SubPrime Auto Finance News

**Why Investments, M&A have surged in automotive**  
We believe there are significant reasons to believe that if you're reading the Auto Deal Summit and IFC Survey Summit April 10-11 in Tampa, you want to leave North Carolina until the winter concludes.

On the final day of the event, a panel of experts will explore the reasons for the growth in both automotive M&A and interest from the investor community.

Moderated by Chesapeake Media Group's Joe Ubrady, the panel will include Celia Collier of Colorado Advisors, Steve Gornick of Automotive Services, Daniel Moore of Stephens and Joe Pugh of American Group.

To see the full agenda... [Read more](#)

## BHPH NEWS

**Byrider honors 15 operators during virtual annual convention**  
INDIANAPOLIS — The company's annual convention had to be virtual this year to accommodate safety precautions amid the COVID-19 pandemic, but Byrider still honored 15 different franchise store operators.

The chain of buy-here, pay-here stores handed out Franchises of the Year Awards in three separate categories and also gave the Founders Award for operators celebrating a 10- or 20-year anniversary.

The honorees included... [Read more](#)

**MORE HEADLINES**  
Fitch cuts 2020 ratings on its Friday discussing FICO's & more

**Trioblar adds 3 to executive management team**

**Hank Hovak a November Indy reading shows continued COVID-19 adjustments**

**AMT unveils reconditioning management system**

defi SOLUTIONS

# POWERED BY YOUR AMBITION



## SOLUTIONS REdefiNED

How high are your ambitions and who can you trust to guide you there? At defi, we've been teaming up with the most accomplished lenders in North America for decades, solving real-world problems and forging new paths for their success.



# SubPrime Auto Finance News

Vol. 19 No. 1 **Auto Remarketing**

subprimenews.com

## TOP 40

**LEADING  
LENDERS**

SPONSORED BY:

defi SOLUTIONS



# Experian Automotive on market share, other auto finance trends so far this year

After compiling the lists included in this issue highlighting the top 40 finance companies based on their market share, Experian Automotive's Melinda Zabritski offered additional insight about the data and other trends in auto finance she's noticed thus far in 2024.

Here's a recap of that conversation with Cherokee Media Group.

## What has caught your attention about what's happened so far this year within auto financing and why?

So as far as the things that caught my attention, I would say certainly the continued higher rates of cash for both new and used vehicles. We're still seeing 20% cash for new and around 63% for used. We were able to add some more historic data into our databases. So I went back and looked at 10 years ago, and back 10 years ago, you'd only see cash on around 12% or 13% for new, so that's a pretty big difference. And even for used, it would be around 58%, maybe 59%, so going from 58% cash to, again, now 63% for used. So I think that increased level of cash is certainly one of the things that has been interesting, because it results in quite a fewer loans and leases being booked, and it takes money out of total balances and such.

I think the other thing is, and this has been something that is not just related to Q1, but we're seeing for the last couple quarters, and that's been a bit more stability around the loan amounts as well as monthly payments. We're elevated, but we're not, we're no longer seeing those really big year-over-year increases. The increase has been pretty modest.

The new loan amounts have been hovering around \$41,000. The used came down as vehicle values came down. So even though on the payment side, we're seeing a little bit of growth. It's just a few dollars here and there year-over-year now, so there's been more stability in that.

## When you look at these top 40 lists, what's to be expected about the composition of them?

Keep in mind, the list is national. If it's regional, the lists would change a little bit if we focus on certain regions. But the top lenders, especially like the top 10, the top 10 lenders have such a huge portion of share. They're about 40%.

But when you look at the composition, it's kind of who you expect. It's dominated by the captives,

the large national banks, and the large finance companies. On the new side with captives, 60% of the market of new financing is very heavy dominated by captives and the very prime national banks.

With used, you get a little bit broader mix. You start seeing more large finance companies. You get some of the big independent dealer groups, and also, you do get some credit unions in those top lists, but they do tend to be some of the larger, national-type credit unions.

## If an institution was near the bottom of a list and wanted to climb into the top 10, speaking numerically how much volume would it take to generate that kind of market gain?

You know, it's going to take a lot.

Again, the top 10, as you know, the top 10 is captive, big national banks. They're 40% of financing. If you look at the volume in the top of the top tier, taking Toyota out because obviously with the relationship doing Mazda, their volume is considerably higher because of the additional alliances.

But, you know, those top lenders, we're talking 200,000 to 300,000 units quarterly. If you're at the bottom of the list, you're looking at 15,000 to 20,000 units quarterly. So the smaller lenders towards the bottom of the list are only doing about 10% of the volume of the top handful.

So, it would be some pretty big volume. But when you do look at some of those lenders towards the bottom of the list, you do start looking at, you know, some subprime lenders. So they're not full spectrum. They're focused on a specific risk tier. And then you're also looking at some lenders that are not national. You know, some of the lenders towards the bottom, maybe only operate in a handful of states.

Even having 10% of the volume and only originating in a couple of states, it's still impressive for some of these lenders to even hit that list.

## What's on your radar to watch for the rest of the year?

Definitely keeping an eye on the cash element and especially delinquency.

With delinquency rising and still experiencing those elevated loan amounts and elevated payments, delinquency will definitely be something that we'll continue to keep an eye on.

LENDER NAME	SHARE OF TOTAL FINANCING	RANK
Toyota Financial Services	6.27%	1
American Honda Finance	4.60%	2
Ally	4.07%	3
Chase Auto Finance	3.73%	4
Capital One Auto Finance	3.73%	5
GM Financial	3.69%	6
Ford Motor Credit	3.41%	7
Hyundai Capital America	2.82%	8
Santander Consumer Finance	2.55%	9
Wells Fargo Auto	2.15%	10
Nissan Infiniti Financial Services	2.12%	11
Bank of America	1.89%	12
Westlake Financial Services	1.77%	13
VW Credit Inc	1.69%	14
Navy FCU	1.67%	15
BMW Bank of North America	1.61%	16
Credit Acceptance	1.48%	17
TD Auto Finance	1.41%	18
Carmax Auto Finance	1.31%	19
Carvana	1.23%	20
Kia Motor Finance Co	1.21%	21
World Omni Financial Corp	1.02%	22
Chrysler Capital	0.99%	23
Mercedes Benz Financial	0.88%	24
Exeter Finance Corp	0.87%	25
5th 3rd Bank	0.83%	26
USAA Federal Savings Bank	0.80%	27
PNC Bank	0.73%	28
Huntington Bank	0.71%	29
Stellantis Financial Services	0.63%	30
Global Lending Services	0.61%	31
Truist Bank	0.56%	32
Bridgecrest	0.48%	33
Volvo Car Financial Services	0.48%	34
American Credit Acceptance	0.46%	35
America First CU	0.38%	36
Lexus Financial Services	0.38%	37
M&T Bank	0.36%	38
Americredit Financial Services	0.33%	39
US Bank	0.31%	40

LENDER NAME	SHARE OF NEW FINANCING	RANK
Toyota Financial Services	11.99%	1
American Honda Finance	9.54%	2
Ford Motor Credit	7.45%	3
GM Financial	7.38%	4
Hyundai Capital America	6.36%	5
Chase Auto Finance	6.21%	6
Nissan Infiniti Financial Services	4.30%	7
VW Credit Inc	3.38%	8
Bmw Bank of North America	2.91%	9
Kia Motor Finance Co	2.63%	10
Santander Consumer Finance	2.47%	11
Ally	2.40%	12
World Omni Financial Corp	2.31%	13
Capital One Auto Finance	2.06%	14
Wells Fargo Auto	1.92%	15
Bank of America	1.72%	16
TD Auto Finance	1.45%	17
Mercedes Benz Financial	1.36%	18
Chrysler Capital	1.34%	19
Navy FCU	1.20%	20
Stellantis Financial Services	1.19%	21
Volvo Car Financial Services	0.81%	22
Lexus Financial Services	0.56%	23
PNC Bank	0.56%	24
Huntington Bank	0.55%	25
US Bank	0.54%	26
5th 3rd Bank	0.54%	27
USAA Federal Savings Bank	0.44%	28
Truist Bank	0.35%	29
Lincoln Automotive Financial Services	0.33%	30
M&T Bank	0.31%	31
Enterprise Fleet Management	0.30%	32
Tesla Finance LLC	0.27%	33
Porsche Credit Corp	0.21%	34
Genesis Finance	0.19%	35
Schoolsfirst FCU	0.18%	36
Space Coast CU	0.14%	37
Americredit Financial Services	0.14%	38
Global Lending Services	0.14%	39
Associated Bank	0.12%	40

LENDER NAME	SHARE OF USED FINANCING	RANK
Ally	5.29%	1
Capital One Auto Finance	4.94%	2
Westlake Financial Services	3.01%	3
Santander Consumer Finance	2.61%	4
Credit Acceptance	2.56%	5
Wells Fargo Auto	2.32%	6
Carmax Auto Finance	2.27%	7
Carvana	2.13%	8
Toyota Financial Services	2.09%	9
Bank of America	2.01%	10
Navy FCU	2.01%	11
Chase Auto Finance	1.92%	12
Exeter Finance Corp	1.47%	13
ACAR Leasing Ltd, GM Financial, GM Financial (CTCNA)	1.45%	14
TD Auto Finance	1.39%	15
USAA Federal Savings Bank	1.07%	16
5th 3rd Bank	1.05%	17
American Honda Finance	0.99%	18
Global Lending Services	0.96%	19
PNC Bank	0.85%	20
Bridgecrest	0.83%	21
Huntington Bank	0.83%	22
American Credit Acceptance	0.79%	23
Chrysler Capital	0.73%	24
Truist Bank	0.71%	25
Bmw Bank of North America	0.66%	26
America First CU	0.58%	27
Nissan Infiniti Financial Services	0.53%	28
Mercedes Benz Financial	0.52%	29
Americredit Financial Services	0.46%	30
Ford Motor Credit	0.46%	31
VW Credit Inc	0.46%	32
CPS Consumer Portfolio Serv. Inc	0.42%	33
Mountain America CU	0.42%	34
Titlemax	0.40%	35
M&T Bank	0.39%	36
Onemain Financial	0.35%	37
Driveway Finance Corp	0.35%	38
Americas Car Mart	0.31%	39
Lendbuzz Funding	0.30%	40

**COMMENTARY**

# The best place to start for subprime lenders moving from paper-based document processes to digital



**TIM  
YALICH**  
*Wolters Kluwer*



**JESSICA  
GONZALEZ**  
*Informed.IQ*

The subprime auto lending industry is undergoing a noticeable digitization evolution, driven by advancements in technology and the increasing demand for efficiency and accuracy. Digitizing back-end document workflows, particularly through the integration of AI and automation, are dramatically enhancing operational efficiency, cost reduction, and improvements in customer satisfaction.

With interest in digital adoption at all-time highs, it is important to explain how subprime auto lenders can embark on this digitization journey, detailing the critical areas necessary to integrate AI and automation into their back-end document workflows.

## MANAGING VAST AMOUNTS OF DOCUMENTS WITH A PLAN

Subprime auto lenders manage a vast array of documents, from loan applications and credit reports to vehicle titles and compliance documents. Traditionally, these processes have been manual, labor-intensive, and prone to errors, leading to delays and inefficiencies. Digitization addresses these issues by converting physical documents into digital formats, streamlining the workflow, and enabling easier access and management of data.

The majority of today's mainstream auto lending for new and used vehicles is all digital and originating through some sort of eContracting workflow or tool. Most of today's captive lenders are taking advantage of this technology as well as prime lending institutions. However, we still see a fair amount of subprime auto lending transactions on paper, mostly in the independent

retailer and the regional bank and credit union space. Even these organizations recognize the need for digital adoption, especially since adoption is moving from a suggested or preferred model to a forced and mandated model by way of compliance requirements in the subprime space.

## UNDERSTANDING HOW AND WHERE TO GET STARTED

Subprime lenders must first identify a problem they're trying to solve, not just adopt the latest shiny, new toy. They also need to make sure they've identified specific use cases that are tailored to the initiatives that line up with their stakeholders and executive board. This ensures they set early, reachable goals to reinforce their return on investments up front in the process.

Even with a plan, many companies still must overcome their own barriers to entry. Lack of resources, both financial and human capital, are the top reasons or problems businesses struggle with when getting started. In fact, 35% of subprime lender executives have said they are concerned about the lack of knowledge or expertise in making automation implementations to digitize their organizations, according to an Informed.IQ industry survey.

## IDENTIFYING DIGITAL PARTNERS TO MAKE THE RIGHT TRANSITION

Today's leading organizations recognize that identifying the right strategic partner is key, and this can help ease management concerns and business challenges. Approximately 21% of subprime lenders have said they haven't yet found the right digital solution for their lending needs, and another 19% said they haven't found the right qualified provider to implement these solutions, according to a Wolters Kluwer industry survey.

The change from paper process to digital often seems like too much change and risky to adhere to compliant policies and practices. However, many lender executives believe that they must start at the beginning of the loan origination process, since this is where most of the regulatory scrutiny is today. Data collection, electronic document creation, and digital signatures must be done right and in full alignment with regulatory requirements.

Once subprime lenders create their strategic implementation plan, they must work with partners to ensure data integrity by implementing measures to ensure the accuracy and integrity of digitized documents. This might include quality checks and validation processes. They can then set up role-based access controls to ensure that only authorized personnel can access sensitive documents. This maintains confidentiality and compliance. It is also

important to provide training on how to use digital document technologies effectively. Regular audits and updates must be made to ensure compliance with regulatory requirements.

## THE RIGHT WAY TO INTEGRATE AI AND AUTOMATION

The integration of AI can also be daunting, especially when integrating with legacy systems. This includes dealer management systems or loan origination systems. This is also where it's important to ensure you're leveraging current systems and not just creating another process.

To start, a lot of subprime lenders look to integrate AI and automation in credit so they can leverage income verifications, fraud detection and decision science for credit risk models. However, similar to the evolution of paper to digital, a lot of regulatory mandates are dictating this first step. There are many auditors, so we're also finding a mix of implementations where lenders implement these data technologies for funding as well as credit, along with document verification.

Furthermore, AI algorithms can automatically extract relevant data from documents, such as borrower information, loan terms, and vehicle details. Natural Language Processing (NLP) is particularly useful for understanding and categorizing unstructured data. Also, automated workflow management can assist in deploying automation tools that manage the flow of documents through various stages of the loan process, from application to approval to disbursement. Automation ensures that documents are routed to the right people at the right time, with minimal human intervention.

Traditional lending processes, often laden with manual tasks, are susceptible to human errors, which can lead to costly mistakes, inefficiencies, and customer dissatisfaction. This is a primary reason why lenders are embracing digital solutions integrated with AI, automation and machine learning, technologies that have been proven to modernize auto lending by significantly enhancing accuracy and reliability by reducing errors.

Digitizing the back-end document workflow process is a crucial step for subprime auto lenders looking to improve efficiency, reduce costs, and enhance customer satisfaction. By carefully planning and implementing AI and automation technologies, auto lenders transform their operations, ensuring they remain competitive in an increasingly digital world.

*Tim Yalich is head of motor vehicle strategy for Wolters Kluwer, and Jessica Gonzalez is vice president of customer success for lending at Informed.IQ.*

## COMMENTARY

# Analytic platform approach to data driven decision making in auto finance



**ANDREW CHOW**  
FICO

With the explosion of data, rise of artificial intelligence, heightened customer expectations for digital interactions, and shifting economic and market conditions, many auto lenders are increasingly using technology — analytics, AI, and optimization — to:

- **Turn data into insights** that can be leveraged into more profitable actions at every touchpoint across the customer lifecycle.
- **Enhance customer interactions**, providing seamless, personalized, and engaging experiences at every touchpoint.

Some lenders have invested in enterprise data lakes, machine learning (ML) modeling tools, and point solutions built with proprietary AI. Unfortunately, this piecemeal method does not address the fundamental shifts that have taken place in the market and in customer expectations. What auto lenders need today is an analytic software platform that links together all your auto finance data and applications and can easily add new capabilities or functionality as needed.

The benefits of using an analytic software platform are many. Let's start with the ability to gain competitive insights, and quickly put these insights into action that deliver tangible business results. An analytic software platform can transform your data, analytics, ML, and human expertise into real-time

decisions at scale. It can help you build a rich, contextualized view of the customer with all the right data and then apply the latest AI and advanced analytics to make the very best decision. And an analytic software platform should be able to trigger action with a combination of decision rules, automation, optimization, simulation, performance monitoring and a feedback loop.

An analytic software platform can also help enhance, and even hyper-personalize, customer interactions. Hyper-personalization involves using data and analytics to better understand the wants, needs and preferences of individual customers, and then using those insights to deliver unique experiences and moments throughout their journey. It's light years ahead of standard segmentation, or even micro-targeting. And it is exactly what auto lenders should be striving to achieve.

Using an analytic software platform would ensure that your customers receive perfectly timed, personalized experiences tailored to their exact needs at each moment, such as applying for a new loan, updating contact information, making a payment, or returning a leased vehicle. These digital interactions help auto lenders build deeper, more meaningful relationships with each customer at every stage of the customer lifecycle.

An analytic software platform also needs to complement your existing technology investments and improve the orchestration of how older, disconnected systems and processes work together. It should serve as the collaborative fabric that brings your employees together and gives them access to the tools they need to create better, data-driven customer experiences.

The essential element of taking a platform approach is that it is designed with the business user, not data scientists in mind. Business users need to be directly empowered to design and deploy decision rules and strategies that strike the exact right balance of speed, risk management, compliance, and cost for the organization. These rules and strategies can be continually refined and adjusted, without requiring any IT assistance or vendor intervention, to adapt to market changes and stay ahead of traditional and emerging competitors.

An open and extensible platform makes it easier to add new functionality.

With a platform approach in place, there are many expanded capabilities that can be quickly deployed to better engage with customers:

- **Prequalification-of-one:** Full spectrum auto lenders can allow subprime consumers to better understand what they qualify for without impacting their credit score.
- **Price optimization:** Balance risk with opportunity so you can improve take-rates and portfolio profitability.
- **Alternative deal structure:** Offer multiple finance options or deal structures to give the customer and the dealer flexibility to negotiate and adjust the terms of the deal — including down payment and monthly payment amounts — within certain preapproved parameters and without requiring any rehashing. These alternate deal structures help decrease or eliminate negotiation turnaround times, enabling dealers and lenders to close more business.
- **Loyalty and event-driven engagement:** Identify end-of-term buying signals that result in more personalized offers to improve sales, servicing, and customer retention.
- **Omni-channel communications:** Engage with customers across the entire lifecycle and move customers to different channels (e.g., phone to text or email) at their request. This drives more self-service and gives customers the power to decide what kind of digital experience they want.
- **Loss management:** Identify struggling customers with a clear understanding of at-risk consumers so you can measure and control your degree of exposure.
- **Fraud management:** Identify new fraud trends beyond what the dealers are catching.

*Andrew Chow is the head of insurance and automotive practices for FICO in North America as well as manages part of Canada's business. He has an exemplary 20-year record of building successful businesses across North America for FICO and IBM in various business sectors. Throughout his career, Andrew has been recognized for his ability to conceive and implement unique solutions strategies that delight customers, while optimizing financial performance and exceeding growth targets.*



# LegalShield spots consumer stress intensifying, especially in battleground states

As President Joe Biden and Donald Trump had their first debate in June, LegalShield used its Consumer Stress Legal Index (CSLI) to take a closer look at what's happening with consumers in battleground states as well as providing an analysis of overall consumer financial status.

Nationally, LegalShield's benchmark CSLI remained almost flat in May at 62.8, just 0.1 points below April.

According to a report that accompanied the overall index reading, LegalShield indicated the consumer finance subindex moved up 2.0 points in May to 102.1. The subindex is down 2.9% year-over-year.

Analysts explained the consumer finance subindex reflects the number of intakes related to consumer finance issues such as billing disputes, vehicle repossessions and payday loans, as a share of total intakes across all areas of law.

"The consumer finance subindex moved

up for a second straight month in May, consistent with a Q2 increase each of the last 10 years," LegalShield said in the report. "Continued elevated interest rates could contribute to the rise as household debt mounts and restructured payment plans on debt contribute to additional challenges for consumers down the road."

Analysts reiterated the bankruptcy subindex reflects the number of intakes related to bankruptcy as a share of total intakes across all areas of law.

"The bankruptcy subindex historically leads the total number of bankruptcy filings as reported by the U.S. court system by two quarters, with a 0.98 correlation," LegalShield said in its report. While relatively flat month-over-month, the bankruptcy subindex is on a steady rise since Q4 of 2021 after a sharp drop-off as pandemic relief funds hit in 2020. The bank-

**WHO'S BEHIND YOUR COMPLIANCE?**

**we are.**

**CARLAW**<sup>®</sup>

POWERED BY:  
**HUDSON COOK**

**CounselorLibrary**<sup>®</sup>

counselorlibrary.com  
877-464-8326

CELEBRATING **30** YEARS

**ARS**

AMERICAN RECOVERY SERVICE™  
A Patrick K. Willis Company

**THE ORIGINAL AND MOST EFFECTIVE STAGING SOLUTION**

**THE HIGHEST NUMBER OF LPR REPOSSESSIONS IN THE INDUSTRY**

★ ★ ★ ★ ★

**The ARS LPR Solution**

Benefit From:

- Increased Recovery Rates
- Immediate & Systemic Status Updates
- Workflow Efficiencies
- Reduced Risk

**THE ORIGINAL NATIONWIDE REPOSSESSION SERVICE™**

[www.AmericanRecoveryService.com](http://www.AmericanRecoveryService.com)

ruptcy subindex continues its steady climb, potentially back to pre-pandemic levels.”

With those overall readings in mind, LegalShield turned to a political prism to view its latest index.

Released monthly, the LegalShield Consumer Stress Legal Index is comprised of three subindices that reflect the demand for various legal services. LegalShield’s dataset includes more than 35 million consumer requests for legal assistance since 2002, averaging approximately 150,000 calls received monthly.

“The CSLI uncovers the daily challenges people are facing and provides actionable intelligence to help policymakers and industry leaders bridge those gaps,” analysts said.

For the third month running, LegalShield said its index indicated that consumer stress levels in battleground states are favoring a re-election for Biden. However, significant shifts in LegalShield’s bankruptcy and consumer finance indices hint at a possible reversal of that trend.

In the last five presidential election years, analysts explained a Democrat secured or maintained the White House when consumer stress in battleground states remained lower than the national average in October and November. In May, consumer stress in battleground states was

lower than the national CSLI average which currently indicates a Democrat win in November.

“The three-month trend is pointing to victory for Democrats,” LegalShield senior vice president of consumer analytics Matt Layton said in a news release. “But, in 2016, battleground stress told a similar story until the trend reversed in late summer signaling a Republican win.”

For this election cycle, LegalShield said it is reviewing consumer stress levels on a politically geographic basis, separating red, blue, and purple battleground states. LegalShield classified states based on the outcome of the 2020 election.

Battleground states for 2024 including Arizona, Georgia, Michigan, Nevada, North Carolina, Pennsylvania and Wisconsin, according to LegalShield.

In May, analysts determined battleground state consumer stress ticked up by 0.4 points to 61.1, still 1.7 points below the national consumer stress level. Blue state stress increased by 1.2 points, maintaining a consistently higher level than the national index, while red state stress remained relatively flat with a 0.1-point increase, staying well below the national average.

Furthermore, LegalShield found that a closer examination of the subindices feeding the benchmark CSLI reveals an uptick in bank-

ruptcy inquiries in battleground states, diverging from the national average.

Additionally, LegalShield noticed consumers in these states are experiencing significantly more stress related to consumer finance issues than those in red and blue states, with stress levels more than 12 points higher than in blue states and about 16 points higher than in red states.

In May, the consumer finance subindex in battleground states was more than 10 points higher than the national average, according to LegalShield tracking.

“If the bankruptcy or consumer finance subindex accelerates specifically in battleground states, as they did in 2016, the CSLI in battleground states is likely to rise above the national average,” Layton said. “The mixed results of the subindices are a sign that we might see a shift in the presidential frontrunner.”

Layton added one more observation about the overall trends LegalShield reported.

“We expect consumers to face continued stress with interest rates staying put,” Layton said. “With mounting debt, I expect our network of attorneys will be spending a lot of time on these household issues if we don’t see a change in the interest rate environment.”

“We expect consumers to face continued stress with interest rates staying put. With mounting debt, I expect our network of attorneys will be spending a lot of time on these household issues if we don’t see a change in the interest rate environment.”

– Matt Layton, LegalShield

# Future-Proof Your Auto Finance Business

## Unleash *Innovation* as Your Secret Weapon

Reducing risk and increasing recoveries in a dynamic automotive landscape doesn’t come easy. To grow your business, you need an experienced partner to help keep you compliant and secure. Accelerate your success with technology-driven solutions for product refunds, repo claims processing, insurance monitoring and more – **all from a single-source provider that can move you forward.**



Get solutions that drive results.  
**AlliedSolutions.net/innovation**



**Allied Solutions**<sup>®</sup>

# How can subprime auto lenders address merchant processor outages?



**STEVE KRAMER**  
PayNearMe

The trend in how car buyers pay their loan is leaning heavily toward self-pay. Today, nearly three-quarters (74%) of recurring auto loan payments are made online using a biller or bank website, and a quarter of those (24%) are made using a card, according to a recent report by Datos Insights.

That's great news for subprime auto lenders who no longer have to process masses of checks or field phone payment-related customer service calls.

But what happens when a large-scale outage occurs with the merchant processor due to a technical malfunction, weather-related power outage or ill-timed update? Any auto lender connected to only that processor will be left unable to process card payments during the outage — even if your payments platform is fully operational.

Fortunately, subprime auto lenders can work with their payments platform provider to put some preemptive, protective measures in place. Let's look at why that's a necessary move today and what steps will deliver the most stability and security to your card transactions.

## HIGH STAKES FOR SUBPRIME CUSTOMERS AND LENDERS

Card processing outages are a pain for everyone, but maybe especially so for subprime lenders and their customers.

First, subprime borrowers are more financially vulnerable and may not have other avenues for payment commonly accepted by lenders. If the outage prevents them from paying on that day, they may end up paying late and incurring late fees and additional interest that put them farther behind in repaying the loan.

Outages also hit lenders hard. You miss out on the revenue stream card payments would have provided for that day. You may also see a drop in customer satisfaction — after all, the average consumer doesn't understand the ins and outs of payment systems and will blame the lender for the outage, not the merchant processor.

Lastly, subprime auto lenders may end up with additional call center costs and burdensome wait times due to a sudden,

overwhelming influx in phone calls from irate payers. And remember, your customer service staff will have to ask those callers to come up with a non-card payment method, which brings your customers back to where they started, unable to pay. And this comes at a cost to your bottom line, considering that on average, it costs \$0.95 per minute to handle a customer service call.

If all of this sounds unacceptable for your organization and your customers, it's time to take some steps to fortify your systems. Here's how to do it.

## HOW PAYMENTS PLATFORMS CAN INTRODUCE CARD PROCESSING REDUNDANCY

Though merchant processors can take steps to fortify and update their systems, they cannot guarantee 100% uptime. Circumstances like extreme weather events, power outages or even cybercrime can lead to a break in connectivity, even for the most fortified network.

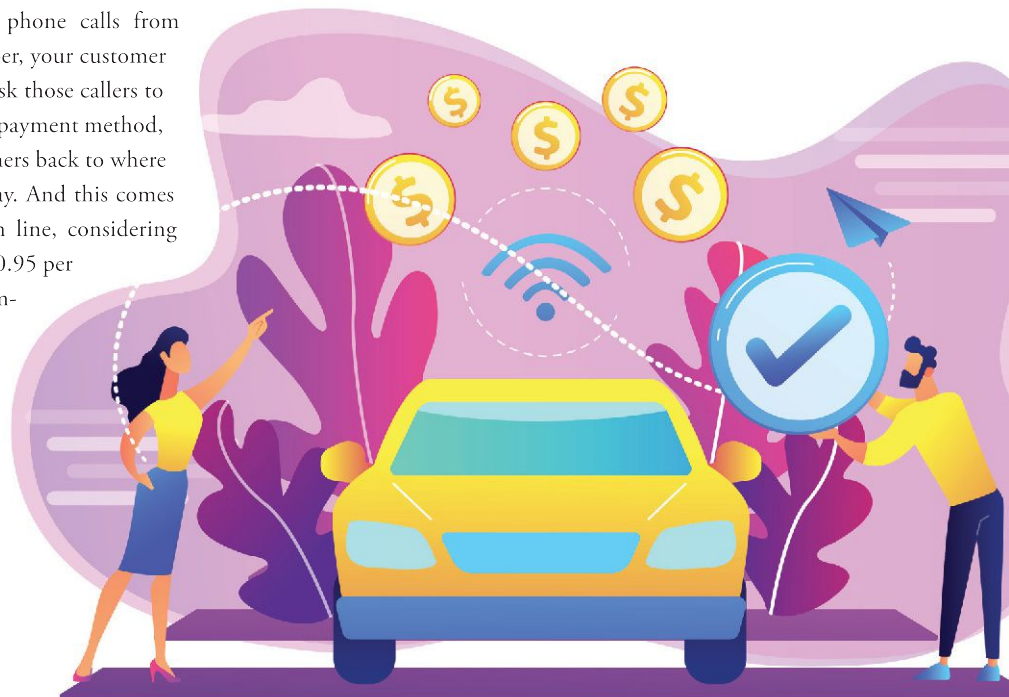
That's why your payments platform provider needs to institute solutions for when — not if — these interruptions occur.

The most failsafe solution is building redundancy into the card processing system. That means your payments platform has more than one merchant processor to provide a backup in case one goes down. Here's how it works with a well-fortified payments provider:

- The payments platform provider connects your financial organization to multiple merchant processors. It also builds the necessary technology infrastructure and maintenance workflows to support multiple card processors.**
- The payments provider creates a monitoring system to rapidly detect an outage. For instance, an alert might be triggered by a sudden drop in successful transactions or noticeably longer processing times.**
- In the event of an outage, the payments provider quickly reroutes card payments traffic to a backup processor, within minutes and with no effort on your part.**

With these steps in place, subprime auto lenders can dramatically reduce losses when merchant processor downtime occurs. And borrowers will continue to have the seamless payment experience they have come to expect.

A recent loan payment survey by PayNearMe found that



79% of survey respondents agree or strongly agree an exceptional bill payment experience would sway them toward working with the same lender in the future. That's a strong incentive to make sure subprime auto borrowers can repay their loans successfully, even when outages occur.

## IMPORTANT QUESTIONS TO ASK YOUR PAYMENTS PROVIDER

Does your payments platform offer solutions to circumvent merchant processor outages? If not, that's a red flag. Providing you with exceptional uptime and reliability should be a primary focus of your payments partner, even when service interruptions are not in their control.

You should also make sure your payments platform provider isn't contributing to the problem with its own downtime issues. Ask the company whether they offer zero downtime releases, meaning they conduct internal maintenance and updates without disruptions to customer transactions.

Two important questions: Does the payments platform provider have failover protection through multiple card processors? And do they have the technology in place to quickly reroute card payments to another processor when outages inevitably occur?

When you have a payments platform provider dedicated to helping you collect every loan payment, every time, you know you are in good hands. And so are your customers, who can continue to make their car payments, independently and on time, no matter what curveballs a major outage might throw.

*Steve Kramer is the vice president of product at PayNearMe, where he leads the product development team. With more than 25 years of payments and product experience, Steve ensures PayNearMe's solutions lead the market by reducing consumer friction and offering the widest range of payment options and channels, all while staying focused on security and reliability, to ensure clients collect every payment, every time.*

# Driven by a consumer affordability crisis, leasing is gaining in popularity



**BECCA VILLEGAS**

*Mach 10 Automotive*

The U.S. car market is poised for a transformative year for the balance of 2024. With used-car prices falling and new-vehicle production nearing pre-pandemic levels, dealerships face unique challenges and opportunities.

As inventories normalize, OEMs are increasingly using incentives to influence consumer behavior, particularly in the leasing sector.

## THE SHIFTING LANDSCAPE OF CAR LEASING

Vehicle leasing, once a popular option for nearly one-third of American buyers, saw a decline during the pandemic. Scarcity of inventory resulting from parts and chip shortages drove up transactional prices as dealers controlled prices and selling conditions. With affordability being top of mind, longer finance terms gained popularity as consumers made their decisions driven by affordable monthly payments. With inventory scarcity, OEMs shut off the use of incentives which brought leasing nearly to a halt.

However, the landscape is changing. Market intelligence from Expert Market Research indicates that the leasing market is projected to witness substantial growth from 2024 to 2032. Affordable monthly consumer payments will primarily fuel that growth, but several other factors will also contribute to the resurgence:

- **Increase in subscription-based models:** Subscription-based car leasing models are gaining traction, offering consumers the flexibility of car use without long-term commitments.
- **Affordability of EVs and hybrid vehicles:** Leasing companies are expanding their offerings to include a variety of electric and hybrid models, appealing to eco-conscious consumers.
- **Technological advancements:** Consumer demand for leasing is fueled by the desire for access to the latest technology. Features like connected car services and advanced mobile applications significantly enhance the leasing experience by offering real-time performance monitoring, maintenance alerts, and other value-added services.
- **Addressing negative equity:** Leasing helps consumers avoid the issue of negative equity, which has become more common due to the rising cost of new vehicles. By choosing to lease, consumers can benefit from lower monthly payments and avoid long-term financial commitments, thus minimizing the risk of owing more than the car's value at the end of the term. This approach not only provides financial flexibility but also enhances customer satisfaction and loyalty.
- **Brand loyalty:** Leasing has the potential to influence brand loyalty significantly. Customers who lease vehicles are more likely to remain brand loyal, especially when they have a positive experience with their dealership. By providing attractive lease deals and superior service, dealerships can strengthen their relationship with customers, encouraging them to stay with the brand for future vehicle purchases.

## WHY LEASING MAKES SENSE FOR DEALERS

For dealerships, embracing a strong leasing portfolio is not just beneficial; it's essential. Here's why:

- **Revenue and profitability:** Leasing can significantly impact dealership profitability. With inventories normalizing, OEMs are increasingly offering support, and incentives on leases. These incentives can make leasing more attractive than traditional financing by offering lower monthly payments, lower upfront costs and shorter trade cycles. Lease customers tend to be more loyal, returning to the same dealership for service and subsequent purchases, thereby boosting long-term revenue.
- **Customer retention:** Leasing offers a shorter customer lifecycle compared to long-term financing. During the pandemic, many consumers opted for 72-84 months' finance terms due to limited inventory and high prices. This extended finance period means fewer opportunities for dealerships to sell new vehicles to existing customers. In contrast, leasing typically involves a three-year cycle, providing dealers with more frequent opportunities to engage with customers and secure repeat business.

- **Adapting to market trends:** Recent trends, such as Tesla's price reductions on models Y and 3, highlight the competitive nature of the current market. Traditional OEMs and franchised dealers must adapt by offering compelling leasing options to attract consumers. By staying competitive in the leasing market, dealerships can maintain a strong market presence and meet the evolving needs of their customers.

In 2024, the leasing market presents a unique opportunity for dealerships to enhance their revenue streams, improve customer retention, and adapt to stay relevant given the shifting market trends. As OEMs increase incentives and inventories return to normal levels, now is an opportune time for dealerships to prioritize leasing as a key element of their customer portfolio. Embracing leasing can lead to increased customer satisfaction, loyalty, and profitability, making it a strategic move for any dealership.

*Becca Villegas is chief operating officer at Mach10 Automotive. Prior to joining Mach10, Becca held key roles in inventory management, sales operations, and dealer relations management for Mercedes-Benz USA and Mercedes-Benz Financial Services (MBFS). Most recently, Becca served as the operations director for a dealership group encompassing 14 franchises.*



# Why so few dealerships are maximizing fraud protection processes with customers



**KEN HILL**  
700Credit

Auto dealerships are increasingly grappling with the critical challenge of customer identity verification in an era marked by rapid digitalization and rising fraudulent activities. The industry, traditionally reliant on face-to-face interactions, is now navigating the complexities of verifying identities in omnichannel settings for both physical and digital shopping, also known as “phygital.”

This shift has introduced several challenges, compelling dealerships to adopt innovative methods while contending with the persistent threat of fraud due to inaccurate identity verifications.

## THE IDENTITY VERIFICATION CHALLENGE

Unlike other retail sectors, purchasing a vehicle involves significant financial transactions and long-term commitments, necessitating robust identity checks. The traditional approach of manually verifying driver’s licenses and other identification documents in person is no longer sufficient, especially as digital shopping expands. With more customers opting for online research, price negotiations, and even vehicle purchases, dealerships must ensure they accurately verify identities in an omnichannel environment without compromising on customer experience or security.

Interestingly enough, this problem starts early on, simply at the point of collecting, processing and validating a car shopper’s driver’s license. Recently, dealers can now utilize new technology to validate both the driver’s license and the person’s identity. This additional step helps to confirm the individual via address verification, red flag, OFAC, synthetic fraud checks and even compare against the state’s DMV database to verify active status.

However, a recent survey illustrates there are still significant gaps that remain for many auto dealers. In fact, approximately 20% of dealership respondents admitted they don’t know what process they have in place for verification and that drivers’ licenses are usually processed in the finance office, or that they do not know of a process in place at the dealership. Another 14% of dealer respondents said they do not have a process in place for drivers’ licenses because they have always used the same format but couldn’t cite any specifics of the process, according to an industry survey by 700Credit.



## MODERN VERIFICATION METHODS

Today’s leading dealerships are leveraging sophisticated technologies to enhance their identity verification processes, including digital ID verification solutions. These systems use machine learning and artificial intelligence to authenticate identification documents. Customers can upload photos of their IDs, which are then analyzed for authenticity by comparing them against various databases and using algorithms to detect forgeries.

Two-Factor Authentication (2FA) is growing in popularity. By requiring a secondary verification step, such as a code sent to the customer’s mobile device, dealerships can add an extra barrier against fraudulent attempts. This method is particularly useful in online transactions, where physical presence is not possible.

Credit and background checks remain a mainstay for many dealerships. Integrating comprehensive credit checks and background verification services helps dealerships identify potential red flags early in the process, reducing the likelihood of fraud.

The methods of what happens after a driver’s license is collected is a primary issue with today’s process. The survey showed that 19% of dealers are collecting a digital copy of the license, but only 8.6% collect a digital copy and also validate the license.

While these numbers seem low, it’s not the most alarming part because technology exists today to help dealers go so much farther in the identification area. A staggeringly low 0.6% said they collect a digital copy, validate the license, and then compare it against DMV records to truly verify the license belongs to an individual. This final step is available to all dealers today, yet less than 1% have built this into their process, according to that survey.

The survey also revealed that a third of respondents say they

believe their dealership sees between five and 15 or more fraudulent attempts made on vehicles every month.

There are steps dealers can take to protect themselves. Currently, most dealers utilize scanning technology to scan a person’s driver’s license for verification to satisfy compliance, procedural checklists and to OCR the data to populate the CRM at the time of loan application or even during a test drive. While this process is important, it lacks a significantly critical element that can potentially prevent or even thwart the vast amount of synthetic fraud attempts.

Scanning of the driver’s license is important, but dealers must also utilize verification technology to validate the driver’s license and the person’s true identity. This additional step helps to validate and verify the individual via address verification, red flag, OFAC, DMV lists, and synthetic fraud checks. A simple photocopy is muscle memory for dealers, but it is a false sense of security.

The landscape of customer identity verification in auto dealerships is rapidly evolving, driven by technological advancements and the pressing need to combat fraud. While modern methods such as digital ID verification and comparison against DMV records now exist, challenges persist in ensuring proper workflows for each customer. Dealerships must continually adapt and refine their verification processes to mitigate fraud risks, protect their reputation, and maintain compliance with regulatory standards, all while delivering a seamless customer experience.

*Ken Hill is managing director for 700Credit, a provider of credit reports, compliance and soft pull products. For more information, visit [www.700credit.com](http://www.700credit.com).*

# How do I increase my PVR? Use these 4 pillars



## CORY COLLINS

### *Automotive Reinsurance Concepts*

I know this might sound silly to you, but the headline of this article is the No. 1 question I get asked by dealer principals, not by finance managers.

Do you know why that is? I have put a tremendous amount of thought into this, and I want to share with you the real-life results behind why.

Dealers and general managers are looking for ways to increase profitability, which is a great thing. Don't get me wrong, but finance managers that get a chance to spend time with me always ask the same thing but just in a different way.

The No. 1 question from finance managers is: "How do I get better?" I want to share with you in this month's article what I share with them when I get asked that question so you can take advantage of the same value that I provide for them.

There are four things that I think can make you better or elevate your performance as a finance manager and the order and what they are might surprise you. But if you follow my advice and make these four things the pillars you stand on, you can thank me next time you see me for the difference it made in your performance in both customer satisfaction and gross profit.

#### FIRST PILLAR

The first of what I call the four pillars of F&I success is understanding the impact you personally have on the entire store and what that means.

This means that you have the ability to raise the flag every day when you walk into the building by hoisting the team up and setting the expectations for the day. Most people look at me when I tell them this and tell me that's what the general manager does. You're right they do support it, but they don't set it. The finance department does. The reason I believe that is because the finance department touches every department in the store. Most often that can happen within the first hour of the day.

And trust me, if the finance manager is in a mood, the entire store will know it within that hour. It does nothing more than cost the dealership money.

When salespeople and managers inside the building don't

want to deal with the finance department, customers are going to pick up on that, and they don't want to do it, either.

Remind yourself every day when you walk in the building you have the direction of the store in your hand, and it's up to you to set the course and have the first foundation underneath you.

#### SECOND PILLAR

The second pillar of F&I success is to remember the way you do anything is the way you do everything.

Please for the love of God take this to heart if you ever listen to anything that I write and it's this.

If your office is a mess, people see you that way. You might not think it, but they do.

If your contracts in transit list is out of whack, I would almost bet your office is talking about how everything you touch is a train wreck. I know that doesn't necessarily mean it's the case.

But what it does mean that is you aren't handling your responsibilities and your work space, then people around you are picking up on it. You're gaining a reputation that is going to bleed over into anything you touch.

If you don't want that to be a negative thing, then you have to start doing your best in all aspects of the job, not just producing big numbers.

People can get distracted when they feel like the job is only about production. It isn't. I have seen a lot of great producers lose their job because they couldn't figure that out.

Organize your day and your office by doing your best. Watch how people start to notice that your dialed in and your focused and they want to be a part of it.

When people around you see you getting better and taking things seriously, they want on that train, and they want to do better. They want to follow your example.

Remember the strongest closer in the building lives in the finance department and there's a reason for that. We are the leaders, and we are who others strive to be like.

If you're not taking advantage of your opportunity to be that example for others, let this be your wakeup call. It's time to dial in and make it happen.

#### THIRD PILLAR

The third pillar of F&I success is communication, and you can't imagine how much of an impact this is going to have on your success. The ability to communicate with your customers is important, but even more important is your ability to communicate with your team and your lenders.

The team has to know what you're saying and how they need to convey it to their customers, so the message gets laid out correctly and people aren't left scratching their heads and trying to figure it out.

Trust me, this happens, and it cost you unhappy customers and lost gross profit.

The best example of this I can give you is if you don't know your bank programs. How you could possibly be able to answer a

rate or term question from your customer and show that you are the professional in the room if every question leads you to go find out or call the bank?

The ability to answer these types of questions on the spot and provide information that supports it helps to display why you are in your role and what separates you from the sales consultant and confirm that you are the professional in the room.

People need to see and understand that you are a skilled professional and following your advice leads them to making the best decision and if you can't communicate effectively then you are going to struggle to demonstrate this pillar correctly.

#### FOURTH PILLAR

Finally, the fourth pillar of F&I success is understanding we work with the customer to help make the best decisions in the business office. Let me explain what I am saying.

If you bring every customer into your office and offer the same term and miles on the same service contract and never ask any questions or try to learn anything to help the customer review options that make sense to them specifically, then how can you ever expect a customer to see you as working with them instead of just trying to sell them something?

People don't pay attention to another sales pitch. They are over that by the time they get to you. What they will pay attention to, though, is someone who is legitimately looking out for them and wanting to make sure they leave in a way that if problems occur, then they will be protected and in the best shape possible to protect not only their budget but their credit score.

When customers feel the F&I manager actually cares about them and their specific situation. They can feel the difference and they appreciate it.

Taking time to illustrate that you want them to come back, and you want them to have the best experience possible when they purchase a car from your dealership, this is what separates the I just work here from the I care about what I do mindsets that I see as I travel across the country.

#### FINAL THOUGHTS

Grabbing those four pillars and putting them underneath you to prop yourself up for success will make a difference. But it's on you to put them under you and put them to work.

Don't be surprised when you chose to do it and people start to ask what's got into you. They will. As I said earlier, when people see you shining, they want in on it, too.

When that happens, take advantage of the opportunity to impact the lives of others, and you will be glad you did. That outweighs any commission check on the planet.

Money is great don't get me wrong, but knowing what you did for someone else and how they will thrive from it is the greatest most rewarding feeling on the planet.

*Cory Collins is the national F&I trainer for Automotive Reinsurance Concepts and can be reached at [cory@arcdealers.com](mailto:cory@arcdealers.com).*

# Over 11,000 synthetic fraudsters have hit auto lenders repeatedly



**FRANK MCKENNA**  
Point Predictive

Synthetic identity is often called the “victimless crime.” But it is anything but that, causing billions in losses to car dealers and auto lenders yearly.

Last year, as an example, Point Predictive’s estimates show that over \$1.8 billion was lost due to synthetic identities in 2023, and the problem only appears to be getting worse over time.

To understand what is driving this fraud, which the FBI calls ‘the fastest growing financial crime in America,’ we had our team of highly skilled data scientists and fraud analysts dig deep into the data, leveraging their expertise and experience in the field.

What they found might surprise you.

## SYNTHETIC IDENTITY HAS GROWN 500% SINCE 2017

Point Predictive has received and scored over 220 million applications for auto lenders using sophisticated Artificial Intelligence, which can spot signals of a synthetic identity.

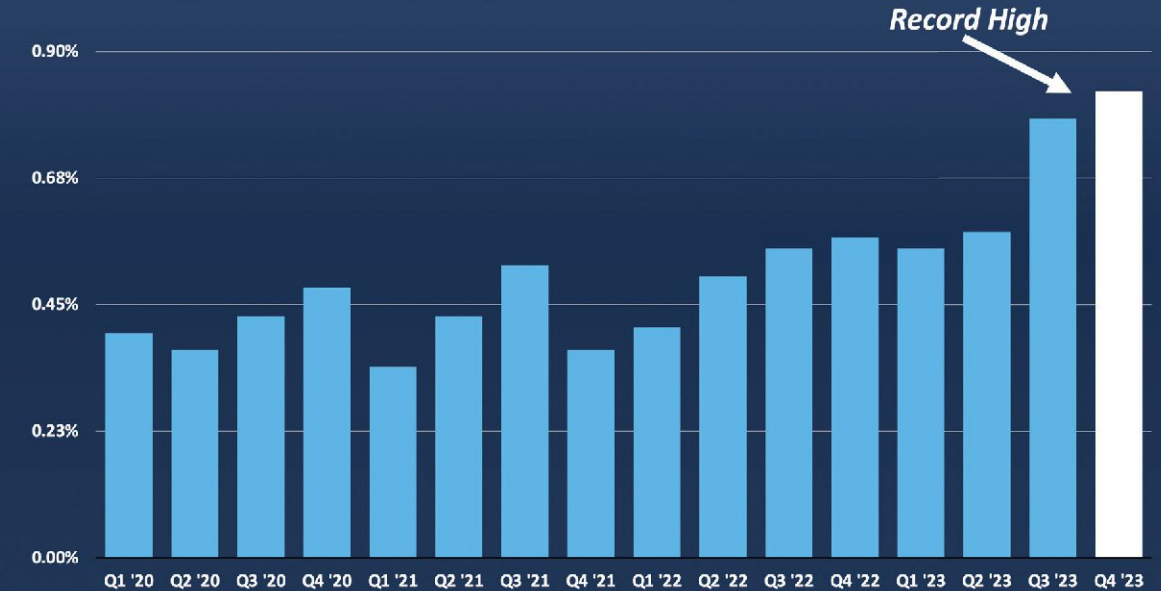
The AI analyzes over 37 signals to assess the likelihood of synthetic identity fraud based on risk alerts at the time of application. The signals include factors related to SSN misuse, patterns indicative of potential synthetic identity, piggybacking, and many other factors to arrive at an overall level of synthetic identity risk. That index helps us track the level of synthetic identity risk over time and the index shows just how bad the synthetic identity problem has gotten.

Since 2017, the rate of synthetic identities perpetrated against auto lenders has shockingly increased by 500%, underscoring the urgent need for action.

## LENDERS DO AN ADMIRABLE JOB, BUT IT’S NOT ENOUGH

For those of you who might be questioning how auto lenders are letting this happen, the fact is, they are not; in fact, they are preventing a vast majority of it. Using consortium solutions,

## The Attack Rate Is Climbing – Over 85 BPS



Source: Point Predictive

internally developed rules, and fraud experts, lenders are declining a mountain of synthetic identity attempts each day.

Based on Point Predictive’s analysis, lenders swatted away over 86% of close to \$14 billion in attempted synthetic identity theft that occurred last year.

The issue is not that lenders are not doing a good job. The problem is that fraudsters are increasing their attack rates, causing losses to increase over time.

## THOUSANDS OF REPEAT SYNTHETIC FRAUDSTERS ARE ACTIVELY ATTACKING THE AUTO INDUSTRY

The number of borrowers committing synthetic identity fraud against auto lenders is astounding. But what is even more incredible is the number of repeat offenders using an array of social security numbers and fake identities to fraudulently finance cars.

Point Predictive refers to these repeat offenders as “frequent fraudsters,” and over 11,000 fraudsters are actively targeting auto lenders and dealers nationwide. These frequent fraudsters are chronic perpetrators that have used a minimum of five different social security numbers on applications. By comparison there are over 36,000 perpetrators that have used at least three different social security numbers.

The top offenders are attacking lenders at a very high rate. One frequent fraudster submitted over 240 applications with 54 different social security numbers for \$8.1 million in auto loans in 2023 alone.

## THE ATTACK RATE IS OVERWHELMING

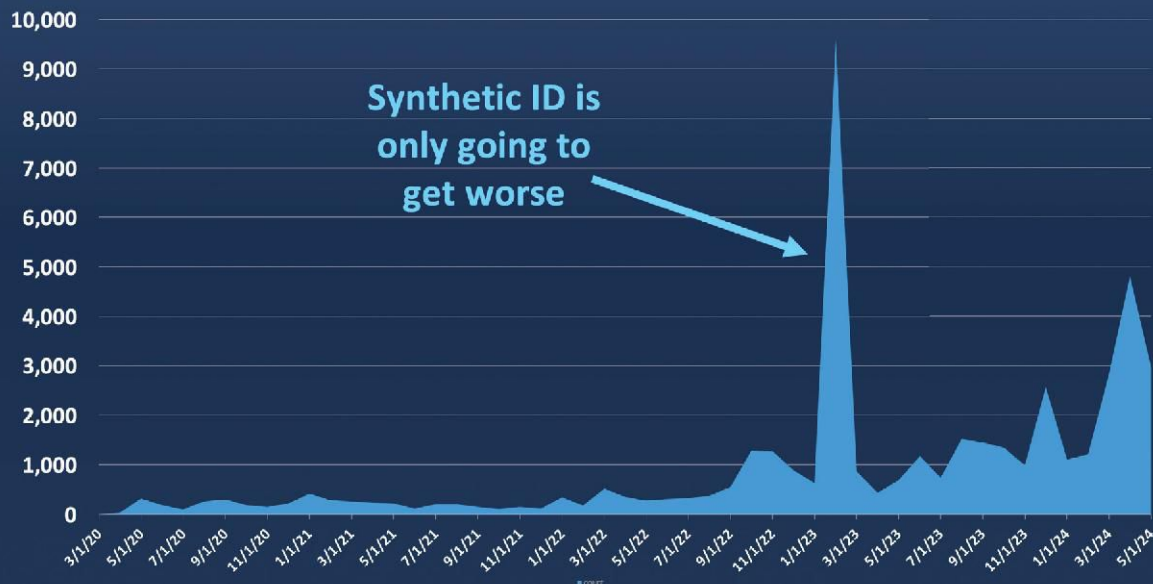
In 2017, about 45 basis points of application volume (one out of every 222 applications) appeared to be at high risk of synthetic identity. By 2023, however, that number jumped to over 85 basis points, which means that one out of every 117 applications is currently at high risk.

Since 2017, the rate of synthetic identities perpetrated against auto lenders has shockingly

**INCREASED BY 500%,**

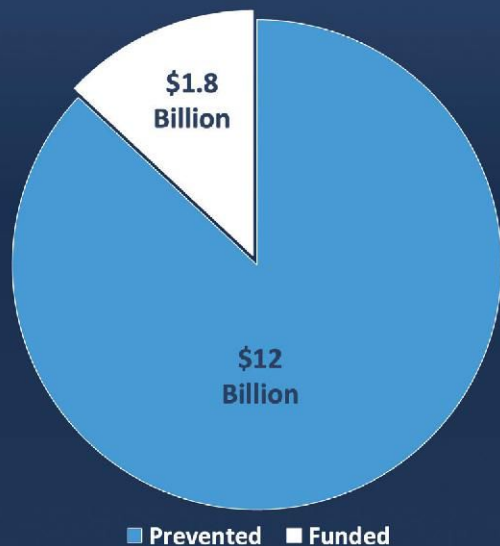
underscoring the urgent need for action.

## Mentions of CPN on Fraud Criminal Have Increased 20X



Source: Point Predictive

## Lenders Swat Away Most – But Not Enough



**Auto lenders declined \$12 billion in synthetics from funding**

Source: Point Predictive

## Synthetic Identity Risk – 500% Increase Since 2017



Source: Point Predictive

Even though lenders are declining most synthetic identity attempts, the increasing attack rate means that losses will continue to rise for years.

### CPNS ARE OFTEN BEHIND THE SYNTHETIC IDENTITIES

If you are wondering what is driving the rise in synthetic identities, it comes down to just one thing — CPNs. CPN stands for credit privacy number; it is just fancy packaging wrapped around stolen Social Security Numbers.

Shady credit repair companies and credit gurus are peddling the sale of these stolen Social Security Numbers as a quick fix for bad credit and charging unwitting buyers up to \$1,000 for it. People who purchase the CPN numbers don't realize they are committing synthetic identity fraud and that using it could land them in prison.

CPN use is soaring, with millions of consumers having purchased one in the last decade. Point Predictive analyzed the mentions of CPNs on Dark Web Channels and noticed a significant increase in the volume of people discussing purchasing CPNs in the previous year.

The rate of CPN mentions on Telegram fraud channels, as an example, increased 20 fold in 2023. This is an early indication that CPN use and synthetic identity are likely to keep increasing for the foreseeable future.

### A NEW GENERATION OF AI-BASED TOOLS

A new generation of sinister tools is emerging on social media, and dark web channels will only exacerbate the problem supercharging synthetic identity even further.

In 2024, websites like OnlyFake.org emerged online, claiming to be able to create counterfeit and forged documentation for up to 20,000 unique identities each day. The secret to their superhuman ability? Artificial Intelligence, specifically neural networks, could scale the creation of forged documentation beyond anything ever seen before.

### KEEPING SYNTHETICS AT BAY

While lenders are making commendable efforts to combat the issue, of synthetic identities the increasing sophistication and scale of attacks demand a more robust approach. It's not enough to do the same thing and expect a better response next year.

Lenders should consider implementing advanced AI-powered fraud detection systems, collaborating more closely with industry partners to share data on known fraudsters, and invest in consumer education about the dangers of CPN schemes that could land them in jail. Consumers that understand it is a crime are much less likely to purchase a CPN and use it to purchase a car.

And it's important not to forget about law enforcement. Regulators and law enforcement agencies must step up efforts to crack down on CPN sellers and dark web marketplaces facilitating synthetic identity creation. Some of these criminals operate openly on platforms like Facebook and Instagram. That should not be the case.

I believe that it is only through a coordinated, multi-faceted approach that the industry will stay ahead of the rapidly evolving threat of synthetic identity.

Happy fraud hunting!

*Frank McKenna is chief fraud strategist at Point Predictive.*

# 25 YEARS USED CAR WEEK 2024

NOVEMBER 18-21 · SCOTTSDALE, AZ

## Experience the Evolution of Used Car Week!



Celebrate our 25th anniversary with a new, unified schedule. No more split blocks, giving you more time than ever to build your network and your business. Join us for the conference made for connecting!



**REGISTER!**

## NIADA CONVENTION RECAP

Donald Sullivan Jr. Named  
Quality Dealer of the Year



# People, process & technology propel Sullivan to top dealer honor

By Nick Zulovich, Senior Editor

A day before he was selected as the 2024 National Quality Dealer of the Year, Donald Sullivan Jr. of Fredericksburg, Va., gave several heartfelt anecdotes about himself and his business during a panel discussion at this year's annual convention orchestrated by National Independent Automobile Dealers Association.

Sitting on a barstool in front of his older and younger dealer contemporaries and representatives from service providers of all kinds in Las Vegas, Sullivan took conference attendees back to when he got into the family's automotive business. He just graduated from James Madison University. It was 2008, and the U.S. economy was in as bad of shape as a late model Toyota Camry that hadn't had an oil change in more than 40,000 miles.

"When I got out of college, things were very difficult. That was back in 2008, when the stock market crashed and the housing market crisis. And I felt a huge burden to step up and help my family," Sullivan recollected.

"Especially early on, when I first came into business, all my employees were older than me. That was a challenge," he continued. "I learned that respect was only earned. It was never given. So I was crippled a lot with the fear of failure."

Then Sullivan said some professional enrichment he read gave him significant help.

"What I learned is successful people, they feel like they're failing 90% of the time. That made me normal when I heard that," Sullivan said. "They feel like they're OK another 5%. They only feel like they're winning 5% of the time. Once I was able to embrace failure, I realized that was the only time an actual learning event took place."

"I started to really appreciate the failures that I've had in my life relative to business and the decisions I've made," he continued. "But specifically, people, process, and technology are something that I've embraced. I've been a proponent of implementing all throughout my story."

Now more than 15 years later, having those people, processes and technology firmly in place propelled Sullivan to tremendous success — a pair of flourishing dealerships and a sister company in transportation and logistics. Sullivan then was on stage when NIADA wrapped



Donald Sullivan Jr. of Fredericksburg, Va., was selected as the 2024 National Quality Dealer of the Year during this year's NIADA Convention in Las Vegas. Photo courtesy of NIADA.

up this year's convention holding the National Quality Dealer of the Year award.

"A lot of companies say they're family-owned and operated. We really are family-owned and operated," Sullivan said.

During the dealer panel, Sullivan elaborated about the processes his operation has in place, giving multiple examples.

"Every aspect of your company needs to be laced operationally together. Whether it's the people, whether it's your processes, whether it's your technology. I don't want anything organically happening," Sullivan said.

"I'll give you an example. Somebody drops keys off for cars that just got unloaded. I don't need three different people touching those keys and us making a decision about what to do with them every time they arrive. We've got to have a process in which we receive vehicles. That's a simple one," he continued.

"A more complex one is I have multiple companies that are laced within my general ledger. I have built an intercompany accounting system to where when they do transactions together, things happen in the background without actual invoices or cash being exchanged," Sullivan went on to say about that complex

process stemming from his formal education obtained at James Madison and the University of Mary Washington.

Then Sullivan touched on the subject that might have caught the attention of conference attendees most — cost of capital.

"I break it down into three things — dealer agreements, real estate and floor planning. These are the three banking relationships I believe are the most important to our dealership. I'm always, always, always squeezing on those three every day," Sullivan said. "It's not an annual thing where we relook at it. It's not something that we have an epiphany about saying 'We need to go get a new dealer agreement this year.'"

"We are pressing and pushing our floor plan, our real estate agreements, and our dealer agreements all the time. We're picking up new banks all the time because we realize that banks change their minds about how they feel about you," he continued.

Sullivan then recollected someone he recently saw wearing a T-shirt that had, "Banks don't like you" printed on it. Sullivan asked the stranger if he could buy that shirt on the spot.

"What we realize is that the squeaky wheel gets the oil, so we're always pushing and pressing.

Because of that, I tell people my floorplan deal, and they don't believe me. I tell people what interest rates I have on real estate, and they're like, 'OK.' I learn not to say anything anymore because they're very, very good. It's not because we're better than others. It's just because we've been diligent and been persistent in pursuing those things."

Beyond bank relationships and keeping the company's financial house in order, Sullivan touched on one other point during the dealer panel.

"You cannot improve what you don't measure. Start measuring everything. Everything. Everything," Sullivan said. "You know, does anybody know what their average RO is here in the service department? Do you know? Do you know what your conversions are, your lead to appointment set conversion is, your appointment set to appointment show conversion is, your appointment show to sold conversion is? Does anybody know those numbers? Do you know what they should be? Do you know how to improve them?"

"We have to measure everything. Everything," he reiterated. "And we refer to these as KPIs or key performance indicators, and this is really what we hone in on how to get better. We can't organically go in there and give a pep talk every day and pretend that's enough to train people."

It's those processes that helped to separate Sullivan from the other 10 finalists for this year's Quality Dealer of the Year Award. The other finalists included:

- **Randy Little**, Little's Auto Sales, Satsuma, Ala.
- **Michael Threadgill**, Triple T Motors, Florence, S.C.
- **Dave Guttenberg**, Automotive Imports, Denver, Colo.
- **Jason March**, March Motors, Jacksonville, Fla.
- **Jeffrey West**, Jeff's Car Corner, Davenport, Iowa
- **Melanie Goldman**, GMG Motors, Morgantown, Ind.
- **Kelly Herb**, Tom Stehouwer Auto Sales, Grand Rapids, Mich.
- **Lisa Marshall**, North Main Motors, Marysville, Ohio
- **Danielle Royer**, Royer's 322 Motors, DuBois, Pa.
- **Armando Villarreal**, McAllen Auto Sales, McAllen, Texas



Tracy Myers, owner of Frank Myers Auto Maxx in Winston-Salem, N.C., and Eric Wanek, director of compliance for CarHop Auto Sales and Finance in Denver, hosted a discussion about handling customer complaints during this year's NIADA Convention in Las Vegas. Photo by Andrew Friedlander.

## Handling complaints: The customer isn't always right, but they're always your customer

By Andrew Friedlander, Associate Editor

One of the oldest — if not the oldest — maxims of the sales business is just not true.

The customer is not always right.

That said, what do you do when they're wrong?

An angry customer calls the dealership with a complaint. Whether that complaint is valid matters far less than the customer's anger.

"As a dealer — and I know this because this is all I've ever done is paid all my bills from this business — I know passionately that they come in and you're the target. But that doesn't mean it's your fault," longtime independent dealer Tracy Myers said. "It's nobody's fault. It just is. So we just need to listen.

"It's like a country song — the dog died, the wife left, the house burned down, etc., etc., etc. Then they bought a car. Three days later they realize they can't afford the car they purchased from you. You were just the last thing that happened in their life. That doesn't mean

it's a bad thing. It's just a thing. So don't take it personally."

Not that that's always easy to do.

Myers, owner of Frank Myers Auto Maxx in Winston-Salem, N.C., said it's a learned trait, something dealers need to work on.

All too often, Myers said, a dealer's first reaction is to lash back. And, he admitted, that was his initial reaction back in the day when a customer would heatedly tell him, "You sold me this [insert-adjective-here] piece of trash! That's not the car I came in to buy. You made me buy this car!"

"So our first response is what?" Myers said. "How did I make you buy a car? You signed all the documents.' So now if the customer was on a five, you just took him up to a seven.

"I'm trying to get him back to a zero. Because when I get him to a zero, we can have a conversation. Nobody's having a conversation at sixes and sevens. Nobody. Then it becomes an argument. And nobody wins an argument."

But bring it back to a conversation, and everyone can win.

"Literally some of our best customers are people that came in firing," Myers said during a panel session on handling complaints during the 2024 NIADA Convention and Expo at the Wynn Las Vegas. "And after 15 minutes of therapy — that's what I call it affectionately — they're your best customer.

"Then they'll start sending you more customers. And the next thing you know they're your best friend and singing your praises on social media."

The moral of that story is simple.

"They're the customer, but they're not always right," Myers said. "However, they are always your customer."

Or, as Myers' fellow panelist Eric Wanek put it, "You're wrong' doesn't fly."

Wanek, director of compliance for CarHop Auto Sales and Finance in Denver, said his dealership has found one way to bring down the level of anger and tension in a complaint situation.

**COMPLAINTS** // continued on page 81

"It's like a country song — the dog died, the wife left, the house burned down, etc., etc., etc. Then they bought a car. Three days later they realize they can't afford the car they purchased from you. You were just the last thing that happened in their life. That doesn't mean it's a bad thing. It's just a thing. So don't take it personally."

— Tracy Myers,  
Frank Myers Auto Maxx





Jeremy Beck, vice president of dealer development and industry insights for the National Independent Automobile Dealers Association, is pictured during his keynote presentation at this year's convention in Las Vegas. Photo courtesy of NIADA.

## 1-on-1 conversation with NIADA's Jeremy Beck

Jeremy Beck serves as the vice president of dealer development and industry insights for the National Independent Automobile Dealers Association. At this year's annual convention, Beck gave a wide-ranging presentation, recapping the performance collectively generated by independent dealerships nationwide.

Beck also spent part of his time in Las Vegas with Cherokee Media Group senior editor Nick Zulovich. Here are some highlights of their conversation.

**Nick Zulovich:** *For operators and others who weren't able to be here in Las Vegas in the room to hear you present, what were some of the major highlights of what you were able to convey?*

**Jeremy Beck:** Well, I'll start off by saying I think that we at NIADA believe this is one of the primary functions of the association. It's to house and harness and be the providers of data over the overall industry. And we use that data in a ton of different formats. We use it to educate and help promote dealers and what they're doing and how they can better their business from a KPI perspective and really kind of let

them know how things are directly impacting them. We use it with partners, whether they're current partners that are in the independent space or whether or not they're wanting to get into the independent space and understand kind of what is that market, what is the independent dealer about. And then I think probably one of the biggest things that we use it for is as we advocate on behalf of the industry with the regulatory and legislative bodies, both at the state level and at the federal level, to help them understand the business.

But I'll start off by saying, I think one of the biggest key highlights of the data that we provided during the industry update is in 2023, independent dealers for the first time in 13 years outsold their franchise counterparts in total used vehicles sold and retailed. And we continue that trend so far year to date in 2024, still half the year to go. But the independent dealers, the take-home, you're getting a larger share of the business.

You are the primary provider or channel for used vehicles for consumers. And I think that that's a big thing for our dealers to understand that, look, you've got tons of headwinds that are

facing you in various different arenas, and you don't know what's going to come at you next. But you're finding a way to continue to improve your market share. So, that's incredible.

**NZ:** *If I could just to quickly follow up on that, what was the reaction initially here in Las Vegas from some of the members who see the huge Chevy store, the huge Ford store down the way and know that at least collectively, the independent space is more than holding itself against those guys?*

**JB:** It was a moment of real, sheer excitement for the room. You had several thousand people in that room, and they all gave themselves a round of applause and they should, because it means that what they're doing is continuing to provide a valuable service to an underserved part of the market and even to new consumers who maybe have traditionally bought vehicles from franchise stores, but for various different reasons over the last year, year and a half, they're seeing the independent dealer as a viable option to be able to buy their vehicle from.

And that's also a huge, as I mentioned earlier, that's a huge metric for us to be able to get in front of the regulatory bodies to say, 'Look, you need to understand our business. You need to understand our dealers. You need to understand that their business, the variety of their business models and how those regulations that you're proposing or that you're wanting to do impact them.'

**NZ:** *As you were preparing for your great events and opportunities to mingle with members, just how's everybody doing, for lack of a better way of putting it?*

**JB:** Depends on when you ask them, Nick. Well, perhaps not the first day of the month or the last day of the month. Dealers, partners and vendors and industry affiliates aligned, all of them continue to have optimism for the space. We've got a lot going on in the industry, whether it's the FTC CARS Rule, whether it's the CFPB Auto Finance Data Order or the Inflation Reduction Act EV tax credits.

There's a lot that's coming at dealers and specifically independent dealers that there's a lot

**BECK** // continued on page 83

## COMPLAINTS // continued from page 79

“A key phrase that we find a lot of success with is, ‘Help me understand,’” he said. “Because some people, they don’t even know they want to talk about their feelings. They’re just mad.”

“Sometimes it’s something else in their life and you’re an easy target. So, ‘Help me understand’ is a great phrase to start. ... It’s a great defuser to help break it down and help that person open up about what’s really happening.”

What to say in a complaint situation is crucial, which is why, Wanek said, CarHop employees are given and trained on scripts to use when they are talking to a disgruntled customer as part of the dealership’s written procedures.

“What frontline staff needs in that first moment when the complaint comes in is the confidence and willingness and understanding of their role in that moment,” he said. “It’s critical because that policy will then define what guide you will give to your staff.”

Wanek said he gives two guides to his staff. First is the “handle it” script, which covers the basics for beginning the conversation.

It begins with, “Thank you for contacting us. I’d like to help as best I can. First, I have a few questions to make sure I understand your situation.”

“Whatever the anger is,” Wanek said, “that takes it right down. It takes it down at least to where they’re ready to listen. So at that point, you start learning and documenting.”

The other script is for those rare cases that have escalated to confrontation and possible danger, including various scenarios such as violent threats and racist language.

“Let’s face it, there are some situations that can get a little nervous,” Wanek said. “With some people, it’s not just anger, it’s downright risk of potential violence. I know I’ve been threatened. ... So that document is a series of grids – in this situation, here are things to consider and phrases to use.”

“We have one document to just handle it, to start off the discussion in a positive way and help control the situation by listening. The other one is for more aggressive situations you might deal with, other things to think of. And we train on those on a regular basis.”

Most situations, obviously, don’t require the second script. For those encounters, Myers said, it’s important to take care of them quickly.

“We handle things with urgency,” he said. “We don’t put anyone off. If there’s a way we can do it now, we do it now. ... Our job is to find clarity for you and make this as stress-free as possible. Let me find someone who can talk to you now.”

“Not a call back if in any way possible. Now, that does happen because we’re busy selling cars, right? But if we can get someone to take that call at the moment — someone who



actually is good with that sort of thing — then we get them to take the call at the moment.”

As Myers noted, though, sometimes that’s not possible, and customers can be insistent.

“They want the answer now, and they get frustrated they don’t have the answer now,” Wanek said. “I found a great reply to that is, ‘I want to give you the right answer, not a fast answer. So please give me some time to look into this for you. You’re a priority for me. I’m going to look into this.’ Those types of phrases really help the customer take a deep breath.”

If possible, Myers said he’ll invite the customer to the store to discuss the issue, “because it’s always better face to face.”

“A lot of times we become therapists and counselors,” he explained. “And whether we like to admit this or not, I think that human element is missing in life and in business. ... Sometimes if we take 10 to 15 minutes and listen without interruption — it’s not a right or wrong, it’s, ‘I just want to tell you how I feel.’”

In many cases it can take more than one person to get the message across to an unhappy customer.

That’s actually a common scenario: A customer complains to a salesperson or service advisor or a collector, who offers an answer. But the customer, thinking it’s not enough, asks to speak to a manager. Sometimes it’s enough for that first person to have what Wanek called “the classic let-me-check-with-my-manager” discussion in the back room, but if not, “a second voice can be very helpful.”

“If that doesn’t work, the manager comes out and the customer hears the same thing the salesperson had said — which should be a solution, not

telling the customer they’re wrong. It should be education and solution,” Wanek said. “But when that second voice come outs and independently the customer is hearing the same thing from two people, that consistency of their experience helps them understand they’re not just getting a little dance from this one salesperson up front.”

“The salesperson checked with their supervisor, came back to me, and now I’m actually getting time with the supervisor/manager. Because a lot of folks don’t think they get a straight answer until they talk to the manager. In those cases, you’re probably not going to get a resolution until the manager puts a thumbprint on that situation.”

One thing both dealers stressed was the importance of documenting interactions regarding customer complaints for both follow-up and regulatory compliance reasons.

“You want to document that the customer came in and was frustrated about XYZ,” Wanek said. “It’s important — this is my compliance side speaking — it’s important to keep emotion out of those notes and just state that the customer was frustrated and using foul language or whatever the case was. And that you attempted to assist them and promised that you’ll get back to them by this time, or what have you.”

“But, yes, document all that in the notes, definitely.”

That’s also important in case an angry customer makes the ultimate threat. No, not violence – a lawyer.

If that happens, Myers said, it’s time to insert some realism into the conversation, complete with dollar signs.

“Here’s what I hear most dealers say: ‘Oh, you’re calling your attorney? I’m not talking to you anymore.’ Why?” Myers said. “Here’s the reality in most cases. An attorney is going to cost a lot of money. So let’s try to find a resolution here.”

“You can go to an attorney. I don’t know about you, Mr. Customer, but if I call my attorney, he’s going to bill me for 500 bucks. If he’s giving me his discounted brother rate, it’s \$250. Your repair is \$600. Or even if it’s \$1,500 — it doesn’t really matter because an attorney is not going to bill you for one hour. We know that. A consultation is going to be 500 bucks. If they send us a letter, it’s going to be another \$500. Now you’re up to \$1,000.”

“The attorney is not working for you. The attorney is working for the attorney.”

That might not be an answer the customer likes, but it could be enough to get them thinking.

“Now, sometimes they’ll leave,” Myers said. “Sometimes they’ll actually call 19 attorneys and realize that what we told them is factual, that it’s going to cost them \$1,500, \$2,000 or whatever just to have a conversation.”

Wanek’s approach is similar, if a bit less direct.

“Thankfully, we don’t have this situation a lot,” he said. “We tell them, ‘You do have the right to get an attorney. Then what will happen is, we’ll get our attorneys involved and it can take months... and months... and months... and months to find a resolution.’”

“I’m here. You’re here. Let’s just solve this. Let’s work together.”

“We find that usually works, because it shows you’re not afraid of the attorney. Immediately, it shows them, yes, you have the right to an attorney. And here’s what will happen.”

# NIADA keeps Darrow as president in a narrow vote

By Andrew Friedlander, Associate Editor

On the agenda of the 2024 NIADA Convention and Expo, the time allotted for the general membership meeting was one hour.

It wound up lasting almost three times that long, as members of the National Independent Automobile Dealers Association debated and voted on the fate of president-elect Michael Darrow.

When the meeting in a ballroom at the Wynn Las Vegas finally ended, Darrow walked out as NIADA's new president — by the slimmest of margins.

The motion to remove Darrow from the position of president was defeated in a 143-141 vote, with 27 members abstaining, the association said.

"The dealers have spoken," said previous president Gordon Tormohlen, who now assumes the role of chairman of the board of directors. "It was a very close vote, but everybody had an opportunity to speak and they were satisfied with the fact they were listened to and the process was transparent. And I'm particularly proud of that, because it's the dealers' association and nobody else's."

"So, we've got a new leader and I wish him the best. He's going to do a good job, I'm sure of that."

Darrow declined comment immediately after the meeting, saying he was "too emotional."

Darrow's ascension from president-elect to president came into question after his wife and business partner, Carol, who served as controller for The Auto Finders — the Durham, N.C., independent dealership they co-own — pleaded guilty on April 16 to a felony charge of failing to pay almost \$350,000 in withheld employee payroll taxes to the Internal Revenue Service over a span of five years, from 2016-2021.

Michael Darrow was not charged and said he knew nothing of the issue or the investigation by the IRS and U.S. Attorney's office until Carol called him on her way to court to enter her plea. But concerns about the implication of Darrow's business and the optics of the situation — especially given the used-car industry's perpetual struggle against reputation issues — had many dealers calling for him to step down.

Early in the meeting, Darrow asked for and received a chance to state his case directly to the dealers in attendance. In his eight-minute statement, he said his purpose was not to lobby for votes, but to explain what happened and "to



New NIADA president Michael Darrow gives his inaugural address to association members at the NIADA Convention and Expo in Las Vegas. Photo by Andrew Friedlander.

"Trust me, I do not want anything to harm NIADA. But in the same breath, may I say I cannot stand here and allow NIADA to harm me for a situation I have not caused or had anything to do with. For the many of you who know me, you know that I'm an honest man."

— MICHAEL DARROW, NIADA

protect the reputation of myself and my business that I've dedicated my professional life to establish and maintain."

Darrow said he has "invested thousands of hours" to the association in his years of service on the NIADA and Carolinas IADA boards.

"Because I love this industry," he said. "I love the dealers, I love the vendors that provide to us. I want the dealers that follow us to have a much better chance of survival in this industry."

"I want to elevate the image of the independent dealer. I have a vision for the future

of the independent dealer, and I'd be honored to serve in membership and finish my term in service and leadership at NIADA."

Darrow told the dealers he had repaid the IRS on April 26 and the matter was closed. He said questions about his ability to effectively work with government officials on legislative and regulatory issues were answered two weeks ago when North Carolina State Rep. Brenden Jones told him, "A mistake was made in your business. You fixed it. What else can anybody ask of you?"

"Bottom line, I've done nothing wrong," Darrow said. "No one was harmed, other than my wife who is being punished — and me because I have to stand here to defend my good name and reputation."

"It seems to me that being persecuted by just a few dealers without cause, these few members or non-members feel that I should be punished even more," he said.

"Trust me, I do not want anything to harm NIADA. But in the same breath, may I say I cannot stand here and allow NIADA to harm me for a situation I have not caused or had anything to do with. For the many of you who know me, you know that I'm an honest man."

Following Darrow's speech, there was a 10-minute recess to allow the state delegations to confer. In accordance with NIADA's bylaws, voting is done by state, with each state association getting one vote for every 50 members in it. Members in attendance at the meeting get an additional vote.

When the meeting reconvened, NIADA cleared the room of all non-voting observers.

The membership approved the slate of nominees for the board positions in a 201-108 vote, which automatically moved Darrow into the office of president, setting the stage for motions from the floor to vacate that position and a long afternoon of debate.

The motion that wound up being voted on followed Article VII of the NIADA bylaws, which says, "Any director may be removed from office at any time for cause by the affirmative vote of a meeting of the members." As the cause, the motion cited "close business partner committed tax fraud."

That turned out to be key because some dealers said that cause was insufficient to justify a vote to remove Darrow, and abstained. With the vote so close, the abstentions helped swing the outcome.

**PRESIDENT** // continued on page 83

**BECK** // continued from page 80

of reason to be worried or to be a little bit leery of what's going to come next and how's this or that going to affect the market. You've got inventory continued challenges. But I think that overall when you really start to kind of talk one-on-one with those dealers, there is a sense of optimism about we know how to figure it out.

The dealers know how to figure it out. That was obviously evident throughout COVID. It was obviously evident post COVID and all of the inventory challenges. I've been in the car business for 25 years. This is what I know. But I have friends and family that are in industries all over the spectrum.

There's not a more resilient group than independent car dealers. And so the optimism is really strong.

*NZ: Well, if I could, leaning into that, that 25 years of experience that you hold, how does current times compare to your past experiences? Does it reinforce your optimism or what do you think?*

**JB:** Me personally, I have a unique perspective. I've sold cars. I've run dealerships. I've been on the partner side and certainly now on the trade association side.

And I got to tell you, the business has changed from when I was a used car salesperson 25 years ago. It has completely changed the way you go to market, the regulations that you have to abide by, the way you engage a consumer, the way that you, you know, obtain your inventory, the way that, you know, that you follow up. I mean, look, I got my first job in the car busi-

“The dealers know how to figure it out. That was obviously evident throughout COVID. It was obviously evident post COVID and all of the inventory challenges. I've been in the car business for 25 years. This is what I know. But I have friends and family that are in industries all over the spectrum. There's not a more resilient group than independent car dealers. And so the optimism is really strong.”

– **JEREMY BECK,**  
NIADA

ness by responding to a newspaper ad by help wanted. Those don't even exist anymore, right? So the times have certainly changed.

But here's what I would tell you through, from my perspective, through all the changes that are happening, we're continuing to improve the outlook of the industry, the perception of the industry, and the customer experience and profitability. I have a saying that I always say all the time and I heard it from one of my mentors growing up. Change is a good thing, right? I know a lot of people are averse to change. We inherently as humans, if you study the human psyche, we hate change. We hate things to not go the way that we expect them to go. But change is a good thing, because it forces you to

rethink what you're doing, how you're doing it, and the impact of that thing that you're doing.

*NZ: To round us out, you mentioned so many elements already, like on the regulatory front, used car prices, a lot to watch. As we continue on through 2024, what's on your radar to watch?*

**JB:** We had a legislative session, a fireside chat with our Legislative Committee Chair, Lawrence Meade, a dealer out of Dells, Wisc.. We continue to monitor and engage in those conversations. We have the FTC here this week. We have the IRS here this week. We have the CFPB here this week. And so we continue to work with them to educate and advocate on

behalf of the independent dealer and to work with them.

And I think our relationship is honest and transparent. We're not always going to agree. They are going to put forth regulations that we do not necessarily agree with. But we are going to be there as a partner with them to help them understand this business and the impact of their decisions.

We continue to look for continued inventory improvement, continued inventory management on dealers, on aged inventory.

We continue to monitor the macroeconomic picture. Whether it's customer sentiment or consumer sentiment, unemployment, inflation rate, the Federal Reserve rate, all of those things that we talked about at the general session impact what dealers do. They impact how they engage with the consumer. They impact the finances of the consumer. They impact how dealers can get capital and the dollar amounts that are equated to that.

We're going to continue to watch the election cycle and see what happens in 2024. And with that election and determining kind of the direction of a lot of these regulatory agencies. But we as dealers and we as an industry have to be ready for either one. We can't every four years or every two years, we can't say, OK, well, now we don't have to worry about this anymore. You know, there are good things that we need to be focused on in every single administration that will help the consumer and that will help the dealer. So certainly not out of the woods by any stretch, but from all indications we're on an upswing.

**PRESIDENT** // continued from page 82

“I came into the meeting thinking I was going to vote to have him removed,” said Joe Mok, owner of GMotorcars in Arlington Heights, Ill. “But I don't think I had enough facts to approve or deny his presidency. I abstained. There wasn't enough evidence for or against him.

“I think it was the right thing to do. I'm upset with myself a little bit, but I know if I was under that same scrutiny and I wasn't being charged with something, I should not be crucified for it.”

With Darrow now in place as NIADA's president for 2024-25, NIADA's focus is on unifying a membership split by a divisive issue. That was made clear even before the debate and vote — during his invocation for the meeting, past president Joe McCloskey's theme was togetherness.

“Even if we have different opinions,” he said, “give us unity in spirit.”

After the meeting, that spirit was everyone's hope.

“I spoke with the parliamentarian and there's no procedure for a group hug,” Tormohlen joked. “But the dealers handled it like businesspeople. They were professional, they respected one another. They came together, there was a vote, we're done, we're moving on and we're going to propel our association forward.

“I really believe that. The strength of this association has always been its dealers. They did what they wanted to do with their association. That's only right and proper.”

Many dealers echoed those sentiments following the meeting.

“I see both sides of this,” said Ajet Zalli of Highline Motors in Loveland, Colo., who voted to keep Darrow in office. “We all have our own dark spots. I think the decision was right when it was made, and I hope the new president is going to leave all this behind and will go out

there and work for the people who elected him — and for the people who did not vote for him.

“Leave everything behind and move forward united together.”

Bert Straub of 1st Choice Auto in Fairview, Pa., president of the MidAtlantic Regional IADA, said his association cast its 15 votes to remove Darrow. But now that the new president is in place, Straub said, “The important thing for us is unity.”

“Even though the vote didn't go the way some wanted it to,” Straub said, “we need to come together, moving the full association in one direction. I did congratulate Michael, and now we need to see the actions. He's obviously invested a lot of his time and resources in NIADA, and we thank him for that. And even though there was a conflict, we need to stay unified and move forward.

“He's got my support. He said his piece. He won the vote. Now it's time to prove it.”

“We all have our own dark spots. I think the decision was right when it was made, and I hope the new president is going to leave all this behind and will go out there and work for the people who elected him — and for the people who did not vote for him. Leave everything behind and move forward united together.”

– **Ajet Zalli,** Highline Motors



Pictured from left during a panel discussion about succession planning at this year's NIADA Convention in Las Vegas are moderator Jim Rhoads of The Octane Group, Vicki Davis of A-OK Auto Sales, Steve Taylor of Auto Credit of Southern Illinois and Collin Kanelakos of accounting firm Lane Gorman Tubitt. Photo courtesy of NIADA.

## BPH exit ramp is a long and winding road

By Andrew Friedlander, Associate Editor

When it comes to any lucrative industry, the question on many people's minds is, "How can I get into this business?"

In buy-here, pay-here, the bigger question for many dealers is, "How can I get out of this business?"

There is no question that BPH is a bit different than most. Because the dealer not only sells cars but also finances those sales, it takes a considerable amount of money to get started. And because those vehicles aren't fully paid for until long after the sale, getting out of the BPH industry isn't as simple as just closing up shop and liquidating remaining inventory.

At any time, there's still a lot of cash out on the street needing to be collected, making an exit far more complicated.

At its 2024 Convention and Expo at the Wynn Las Vegas, the National Independent Automobile Dealers Association brought together two dealers in the process of leaving the buy

here-pay here business — Vicki Davis of A-OK Auto Sales in Porter, Texas and Steve Taylor of Auto Credit of Southern Illinois — along with Collin Kanelakos of accounting firm Lane Gorman Tubitt for a panel session called "The BPH Exit Ramp," moderated by BPH consultant Jim Rhoads of The Octane Group.

Dealers want out for various reasons — retirement, financial issues or maybe just, as Taylor put it, "the crap just started wearing me down." Taylor said he began thinking about an exit after a close friend in the industry died unexpectedly and his general manager had a health scare.

"I don't have any family in the business," he said, "and you start thinking, wait, what happens if something happens to me? This is a messy business. It's complicated. I've got a car company, a finance company, a service contract company. My dad who really started the thing that he could jump back in, I guess, but he's 80. That's not a good plan.

"So it really started bothering me and weighing on me."

At that point, Rhoads said, cashing out tangible assets such as inventory and real estate is pretty straightforward. That's not so much the case with the accounts still on the books.

Kanelakos said there are several options to handle that. If the dealer sells the business, the buyer could take on the receivables as part of the sale.

"You have the traditional sell it to the buyer because the buyer is looking for an opportunity to continue cash flow," he said. "So they have an incentive to acquire the receivables to be able to continue cash flow as they're able to ramp up their business and build up their notes."

If that's not feasible, Kanelakos said, the dealer could sell the receivables to a third party at a negotiated discount or keep the notes and partner with a company to service them.

"In certain places, like Texas for example, you have deferred sales tax," he said. "As soon as you sell your notes that sales tax is due. So there are many cases where you keep the notes, somebody else services them and collects them out for you, and you pay a fee. In most cases,

it's the highest and best use of the receivables, as long as they are really performing well."

The other option, Kanelakos said, is to exit the car business and keep collecting the remaining accounts, keeping some collectors on the payroll until it's no longer financially practical, and selling off the few notes that are left.

That's the option chosen by Davis, who stopped selling cars and laid off all but two of her employees 10 months earlier. At the time, she had 293 accounts, of which 159 are still active.

"Our plan is to keep collecting until it doesn't make sense to financially," she said. "So we have cut our expenses as low as they can get. One thing one thing I didn't think about when we decided to pull the plug and we laid everybody off was now I've got to be at work a whole lot more because all that's left is my office manager. We went from four people in the office to one and we still had quite a few accounts paying and I was like, 'I didn't think this through real good.' But now it's OK.

**BPH** // continued on page 85

## BHPH // continued from page 84

“So every month I’m checking the numbers, seeing what makes sense, and as long as we’re still able to collect, pay payroll and bank money — we’ve got to be able to save money every month for it to make sense. And when the day comes that it doesn’t make sense, we’ll have to find another dealer that will buy our paper or sell our paper.”

Davis said she first decided to leave the business during the COVID pandemic, when one of her key employees quit without notice.

“It was just one of those days and I was like, I’m done,” she said. “Stick a fork in me, I’m done. I’m going to sell out.”

She contacted several potential buyers for her portfolio and got what she considered a good offer, but couldn’t bring herself to pull the trigger. A year later, she got another bid for a lot less money.

“Plus,” she said, “we have a lot of side notes and they do not buy side notes. So we made the decision to quit selling cars and start collecting out.”

So far that decision is working out well, Davis said, noting the amount collected since the sales business closed is already close to what she was offered to sell them — and she still has 159 accounts to collect.

“And we’ve paid ourselves for 10 months,” she said.

Kanelakos said Davis’ story brings up an issue dealers looking to sell their receivables need to consider — buyers might not want certain types of accounts, such as side notes.

“Sometimes outside of the side notes, if you have certain F&I products on your notes, certain buyers won’t buy them,” he said. “They don’t want notes that have collateral protection insurance or service contracts because they don’t have the infrastructure in place to service them. So you might have a smaller pool of potential buyers for those notes.”

Taylor took a different exit path, selling his four-location dealership to America’s Car Mart, a national BHPH chain with 148 locations, mostly in the Southeast. But he didn’t sell everything.

“Had a car company, a related finance company, a service contract company and some CPI and reinsurance,” he explained. “Car Mart just bought the car company. They didn’t want to take on the risk.

“Think about all the transactions we’ve heard about in our industry over the years. The buyer takes on that portfolio and they hope they bought what they think they bought. Historically, that hasn’t usually worked out for the buyer.”

While Car Mart wasn’t confident in Taylor’s portfolio, Taylor was. So he agreed to retain



Photo courtesy of NIADA.

“Think about all the transactions we’ve heard about in our industry over the years. The buyer takes on that portfolio and they hope they bought what they think they bought. Historically, that hasn’t usually worked out for the buyer.”

— STEVE TAYLOR, Auto Credit of Southern Illinois

the notes and collect the receivables while Car Mart took over the dealership.

“I kept the portfolio and they bought the car company,” he said, “which, really, if you think about it, there’s not a whole lot there. If I take all of the loans out of the thing, you’ve got some furniture and fixtures. They bought my inventory, they bought my shop tools and equipment and they leased my buildings.”

Car Mart also acquired Taylor’s staff, but he reimbursed the company for expenses related to collecting his accounts.

“It’s sort of like a teeter-totter,” he said. “On the first day after the closing, I still have my loans and they don’t have any loans. They start selling the cars and that teeter-totter just switches. My loans are going away and their loans start growing. So the collectors, one at a time, got shifted over to the Car Mart side and I don’t have to pay them anymore because my loans don’t exist.”

Three years after the sale, Taylor said he has 10 accounts remaining, which, he said, shows “there are no quick exits I know of that are good in this business.”

Taylor’s story provides a partial answer to a question posed by Rhoads during the session: Do BHPH operations have a blue-sky value?

“I’ve met a number of people — and you’ve met them, too — who say there is no blue sky value in buy here-pay here. It’s typically an asset sale,” Rhoads said.

But Taylor’s sale of the car business only belies that belief. Because in addition to the tangible assets such as inventory, Car-Mart paid for some important intangibles.

“They could have come into my towns,” Taylor said. “They were already in three towns just an hour away from my stores. They could have just leased or built a building and come into my towns and it would have been cheaper than buying mine.

“But we all know the people is the hard part of any business, and I had a management team that averaged 10 years of experience. We were selling a lot of cars and they knew what they were doing. I had the repeat business part of it. That’s important. ... And I spent 25 years building the brand of Auto Credit of Southern Illinois, and if you were in Southern Illinois and you had bad credit, you knew where to go.”

That brand actually stayed with the operation almost three years after the sale because Taylor felt a name change would adversely affect his collections. Now that it has changed, he said, Car Mart’s sales have held steady, but

“they’re having to turn away a bunch of my old repos who think, ‘Oh, it’s a new owner. I can try again.’”

The panelists pointed to a number of factors that can make a BHPH operation more attractive to potential buyers.

As Taylor noted, the organization’s people is one of them. Processes and controls is another.

Rhoads cited a quote from wealth strategist Rob Luna that he asks dealers. “Could your business function without you in the building? Then the next question is, would it grow if you weren’t there?”

“From an operational standpoint, wouldn’t my business then have more value? If I had a business that functioned well and I could go on trips and vacations and the business would still perform, wouldn’t my business naturally have more value?”

Another important aspect is regulatory compliance.

“If you don’t have a solid setup for compliance of your deals, you’re going to have all kinds of problems when it comes to the due diligence of selling the portfolio or potentially selling the business to a third party,” Kanelakos said. “Depending on the size of the business, if you have a line of credit of more than \$10 million, you’re talking about a financial statement audit, typically of your dealership, your RFC and sometimes your reinsurance companies are brought in.”

All of that is part of the culture of a business, which Taylor said was key to his deal with America’s Car-Mart.

“We’ve always been very involved in the community and Car-Mart’s serious about that,” he said. “They were looking at the team. Are these good people? Do they have the same kind of values? If Jeff Williams, the previous CEO was sitting right here, he would just talk about values, values, values, taking care of customers, taking care of your staff. I think they were looking for what happens if Steve walks out the door. Does this place still go on? And they pretty quickly realized Steve doesn’t even know how to take a payment anymore, so we think the place can go on without him.

“Then culture of compliance. They walk in and we’ve got a compliance director and a big binder of compliance stuff and we have written policies on how we use our GPS devices and those kinds of things, and that makes them comfortable.

“Nobody wants to buy a problem. We spent less time on the financial part than you would imagine. And yes, they’re going to want reasonable financials. They don’t want a bunch of yo-yo stuff. They need it to make sense. Yes, it helps if we have a real accounting firm that does car dealership accounting. So that was important. But culture was a big part of it.”

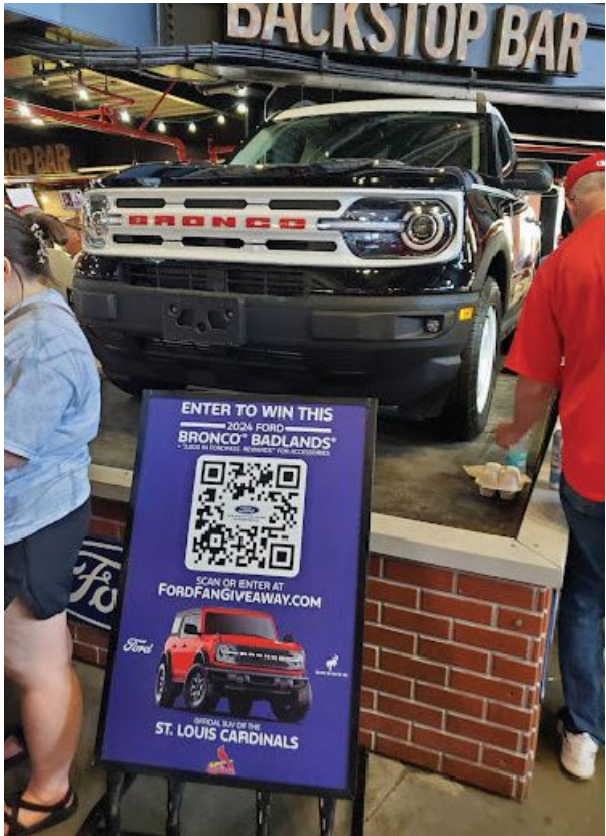
# Offer value to get and keep them listening, paying attention, and remembering your dealership



**KENNY ATCHESON**  
*Dealer Profit Pros*



*Kenny Atcheson took this picture while at a St. Louis Cardinals game at Busch Stadium in June.*



The QR code image is from a pizza restaurant in Seattle near my in-law's home. Before you read my comments below the QR code image, look at it and critique it — then compare to what I have written.

I share critiques like this to help you think about ALL of your communications, marketing, and sales material — not to bash companies or individuals with silly marketing. I regularly critique advertising and marketing of all kinds.

Maybe “joining” the pizza place via their QR code is absolutely worth it. Maybe they offer spankin’ deals for the best pizza in town. The decision-makers know that — but customers don’t.

Whenever potential customers see this, they will consciously or subconsciously think, Why join? Or why give you my contact information? Or why take your ongoing communications?

Customers may also think:

- Are they going to email me continuously?
- Is it worth the hassle?
- How much info do they want?

This pizza place gave ZERO reason to join. That’s rather arrogant — or ignorant. Not stupid, but ignorant of the fact that customers need a reason.

Other messages that are trying to get customer contact information may offer something in return for filling out a form. This is a legal bribe.

Here is how to think about a bribe to get customer contact information:

- The bigger the bribe, the more people are likely to provide their info or join.
- The more info you ask for, the bigger the bribe needs to be. It is a negotiation. Give me your name, email, and phone number and we will give you “this item.” Give us all of that plus your mailing address, your likes and dislikes, etc. and we will enter you into a drawing for this BIG prize (like the image from the St. Louis Cardinals baseball game).

- There is a secret line for asking for too much information or participation and how much value you need to offer in exchange. In other words, to put a number on it, you could offer a \$10 value and get 10% of people to sign up or join; but if you offer a \$20 value you might get 30% of people to sign up or join. You offer twice the value for three times the return of contact information. I’d rather err on the side of offering more value to get more participation.

Thus far this article is mostly about getting contact information to begin with. After making a sale, you already have the customer’s contact information. The strategy at this point is to get them to continuously open/take your communications such as a monthly email newsletter. The main strategy is similar — offer value.

Value can be:

- Something with monetary value such as a gift card to a restaurant close to the dealership or movie tickets.
- Interesting or helpful information.
- Humorous or other types of entertainment.

Check out these numbers:

- 35.8%
- 36.3%
- 33.3%

These numbers are the email open rates for three of our most recent email newsletter batches that we sent for one client. Each batch was sent to about 3,600 people, which means about 1,300 people opened our client’s email newsletter.

If running Google Ads, spending \$3 per click to reach 1,300

people will cost you \$3,900. Sending an email newsletter is a fraction of that to reach perfect targets for what you sell.

If you want to calculate how many people this may have reached who are in the market to buy soon, consider how often you want to sell to the same person. If it is every three years:

Here’s the math: 1,300 people divided by 36 months equals 36 people.

What is it worth for a dealership to reach 36 people who may buy soon and who already have some level of trust with that dealership? Let’s not forget that they also reached 36 people who are in the market next month and 36 more who are in the market the following month. They are also communicating regularly with their customers, building relationships by communicating and NOT only asking for money.

A big reason to send an email newsletter every month — timing.

Just the other day my friend Aron asked me if I knew any realtors that I trust. “I know a few,” I said. The next day I made a short list based on what he needed.

The day after that, I received an email newsletter from a realtor I had forgotten about, Tony. He is an acquaintance more than a friend which may be a reason I forgot to put him on my initial list. I thought Tony was the best fit, so I referred Aron to him.

Had I not received Tony’s email newsletter at the right time, Tony would have missed out on a nice commission.

At the risk of sounding arrogant, one of my favorite quotes come from yours truly:

“It is not your customer’s job to remember you. It is your job to consistently remind them who you are and what you do.”

# Fire blocks and dealership compliance management



## JOE ALLEN

*Ignite Consulting Partners*

Recently, I was at an industry event listening to a panel discussion about best practices when handling “heated” customer situations. One of the panelists shared a philosophy that struck a chord. He said, “Hopefully I have done a good job training my managers on how to handle these matters, so I don’t have to be the one to always put out the fire.”

Oddly enough, this got me thinking about construction, which was a field I worked in many years ago. In my career, I’ve noticed a parallel between construction and management. I’m talking about framing, and in framing there are fire blocks, which are designed to prevent the spread of fire within a structure by compartmentalizing spaces. This stops or slows down the movement of flames, smoke and hot gases.

Much like physical fire blocks, managers or trusted personnel act as fire blocks by monitoring and managing issues within teams or departments. They can quickly identify problems and prevent them from escalating or spreading to other parts of the organization.

The most important aspect of using fire blocks is in the placement, which must be strategic, based on the most likely paths for fire to spread, such as wall cavities and spaces between floors.

Similarly, trusted managers are strategically placed in areas of the business where they can effectively oversee operations and intervene when issues arise. This could mean placing skilled leaders in high-risk departments or pivotal roles where they can exert the most influence.



Next, let’s talk about the materials used for fire blocking. They must meet specific fire-resistance ratings to be effective. Managers serving as fire blockers should possess specific skills, such as crisis management, strong communication, and problem-solving abilities, making them suited to handle and mitigate potential crises. One of the mistakes that we at Ignite see clients make is that they put people without good listening, empathy or communication skills in these positions. That often results in predictably bad outcomes.

For instance, we’ve worked with a manager responsible for handling complaints that seemingly never conceded that the company made a mistake or could have done something better. Their first response was to attack the customer, which usually escalated the situation and built animosity. In my view, this behavior contributed to better business bureau and regulator complaints as well as attorney demand letters. When we pointed this out to ownership and a personnel change was made, the frequency of complaint escalation was quickly reduced.

Implementing robust management structures and having competent leaders can be part of regulatory or best practice requirements, ensuring that the business operates safely and within legal frameworks. Similarly, the effectiveness of managers as fire blocks

should be regularly assessed through performance reviews and feedback mechanisms. This helps ensure they remain capable of handling emerging issues and maintaining control within their teams.

In both scenarios, the core idea is about having a system of checks and balances in place. Just as fire blocks in construction provide a passive but crucial line of defense against the spread of fire, managers in business settings actively monitor, manage, and mitigate issues to keep organizational operations running smoothly and prevent problems from escalating.

I encourage this audience to give some thought to those individuals you trust to serve as “fire blockers” and to make sure they have the right skills, frame of mind, and receive proper training. They play a vital role in conflict resolution and can save your organization lots of time and even money. Feel free to reach out to me at [info@ignitecp.com](mailto:info@ignitecp.com) if you’d like to share your thoughts on this article.

*Joe Allen serves as a compliance analyst with Ignite Consulting Partners, which provides guidance to car dealers, finance companies and other industry participants on compliance issues, best practices, and provides tools to protect clients’ business. He can be reached at Joe.Allen@ignitecp.com.*

## ATCHESON // continued from page 86

Just because your customer previously bought from your dealership does not automatically mean they will buy from you again; and they certainly won’t automatically jump into a conversation to tell someone about your business — unless you are on their mind.

Some dealers are savvy enough to start marketing to previous customers at a set time — 24 months after the initial purchase, etc. What about when they are at a Fourth of July party chowing on a hotdog and someone they may or may not know is standing three feet away and

says to someone else, “Man I need to get a car next week...”

Will your customer jump into the conversation and promote your dealership? If the last time you communicated with them was 18 months ago, they may not.

Benefits to an email newsletter:

- Maintain relationships
- Stay in front of your customers, at the top of their mind — timing.
- Put a link to a feedback system in every email so customers always have an easy way to communicate

potential issues to management.

Keep small problems small.

- Have a link to your inventory at the end of every email — you never know.
- Make timely announcements.
- Referral reminders: More than one study has revealed that customers do not refer others simply because they were not asked.

Some dealers may have struggled using email newsletters in the past because they used it incorrectly. They may have offered continuous sales pitches or boring content which leads

to people unsubscribing from emails or deleting emails without opening them.

An appropriately utilized email list is an asset to a business.

*Kenny Atcheson is the founder and president of Dealer Profit Pros and author of Marketing Battleground: How to Deploy Under-the-Radar Strategies to Explode Your Profits. Kenny teaches workshops and speaks at conventions and 20 Groups. His company offers several marketing and advertising programs, customer service and sales training. His website can be found at [www.DealerProfitPros.com](http://www.DealerProfitPros.com).*



# Why coaching your store team regularly is so valuable



**GENE DAUGHTRY**  
*AMS Consulting*

So often in my travels in and out of dealerships and in discussions on social media, I hear or read from dealers about turnover, how they cannot get production and why they do not want to watch over the team.

That is the rub, the team needs to be watched over.

“Cats away, the mice will play” is a relevant saying. Another is “Man is like the river. He will follow the path of least resistance.”

Owners and general managers want to focus on other things besides the daily grind. If they do not make the teams aware that the boss is watching and understands what is going on, there is no solid path for employees to follow.

Often the owners and GMs know their weak spot is training.

Trying to tell any group what to do through a couple of days’ training isn’t going to help them in the long term. New collectors, new sales or new technicians start out a little lost and will eventually learn what to do from a more experienced person on the team.

I will go in and audit the operations for an owner. I will visit with every team member individually and find out what they do, what they believe they are supposed to do and what they feel they could do differently and why.

So many dealers in our space are good at some aspects of the business. Buying cars for example.

Some dealers are great salespeople who started their own operation. Others got into the business because they saw the ROI possibility as they interacted with someone already in the industry and felt BHPH would be a good investment.

Like most of us, these folks all had to pay the tuition at the school of hard knocks and learn about the other aspects of BHPH necessary to operate and make that ROI. I have seen a lot of struggling to make ends meet after a few years of operation and owners are lost as what to do next.

The owners don’t see the return expected or are working much harder than they wanted to be and do not know what to fix.

I go into dealerships to be a second set of eyes and find out where I see problems that need addressing. Often, before I leave, the dealers will say that I pointed out things they already realized or suspected and just needed a “kick in the pants” to make changes.

Once I talk with everyone in an operation, write a summary of what I found and make suggestions the dealers will agree and



together we decide what would be best to implement and some suggestions how.

Many times, the issues are from the people employed to handle tasks, but they are not sure exactly what the goals are. I hear repeatedly “I wear all the hats” from someone identified as a manager.

The dealer started out hiring someone in the early stages and if that hire was a reliable person the dealer could walk away and let the “manager” handle whatever came up. No specific policies or procedures in place, just get cars out of the shop, sell them and let’s collect the money.

I will go through the review or summary of my findings talking about the different tasks being handled. I’ll get to a task, explain what I was told by employees, and the owner or GM will say “that’s not what we do.” And I have to tell them, “Maybe it’s not what you want done, but it is what your people are doing now.”

In these conversations, I point out the largest issue some dealers have is themselves. So many dealers are busier than they could have ever imagined. They like a part of the business that got them started but all the rest of the issues they face never seem to stop and there is no time to make changes to slow the tide of problems.

Every day there is so much happening, often seeming to be bad, that the dealers “lock up” and do not do anything but the basic buy and sell of cars.

Coaching each day and reviewing a couple of specific examples from the day before is a great way for everyone to hear what you believe, and they can talk about it with each other.

Football, baseball, basketball, soccer, softball, track and every other sport has specific coaches from Little League through the pros. Those pro players are paid millions but still need coaching and training every day. It is the same with your teams.

The point of this article is to say to owners and managers that your people need to have structure and that structure needs to be managed every day for a while to build habits and go through enough examples so employees know how you think. Whether it is sales, service or collections each department needs to have metrics that are measured daily, and a little time spent reviewing those metrics each day.

It doesn’t take long to review the numbers. It doesn’t really matter which numbers you review as long as they are relative to what the staff is doing.

Each morning, if I am coaching, I would have a short meeting with the team and go over the metrics. We start out discussing the big picture numbers, where we are in comparison to last week

and how we are tracking, today versus yesterday, to achieve the Friday close of business goal for each department.

It doesn’t matter if the team is collecting, selling or in the shop I always have the meeting with the group together and review the same metrics for each person. We would go over the high-level numbers that the owner is watching and then review the same metrics for each individual.

Daily, at first, I would review where we are in respect to those goals, how I am getting the information and what is important to improving the metrics by Friday. I always try to get the dealers to add individual bonuses tied to the metrics at the end of the day on Friday and include a team bonus for hitting the main metric (a low level or easy bonus and a “champagne bonus” for knocking it out of the park).

The team bonus should be large enough to get attention and the amount of money should be split equally by EVERYONE involved in the team or department.

Every day I will put my numbers together and review a few accounts, customer applications or shop tickets from the day before. Anything that I found interesting or that would make a good example I would be ready to discuss. I ask questions about each example so the group could discuss their thinking and have the group chime into each other about what might have been a better response or decision choice.

These meetings are not chewing out sessions but more coaching, positive discussion about the how and why of a different strategy. I would also point out good decisions on repairs or notes from collectors when I see them picking up the coaching.

So often turnover comes from a lack of training and understanding of what is wanted from the employee. The employee tries to do right but hears so many ways from the other employees. The information should be coming from you, audited by you and reinforced with your input.

Don’t spend a huge amount of time on this. Don’t get too many metrics. Keep it simple and positive but keep it going. It generally takes about two weeks to create habits, good or bad.

*Gene Daughtry has been in the dealership part of the automobile business since 1990. He has created four different BHPH dealerships from startup to mature portfolios, all with complete service facilities. Currently, Gene is the senior consultant for AMS Consulting, part of Auto Master Systems Dealer Management System. Gene does procedure writing, operations training, consulting and offers AMS Digital Marketing and AMS Analytics to BHPH and LHPH dealers. You can reach him at [gene@auto-master.com](mailto:gene@auto-master.com) or call (479) 970-4049.*



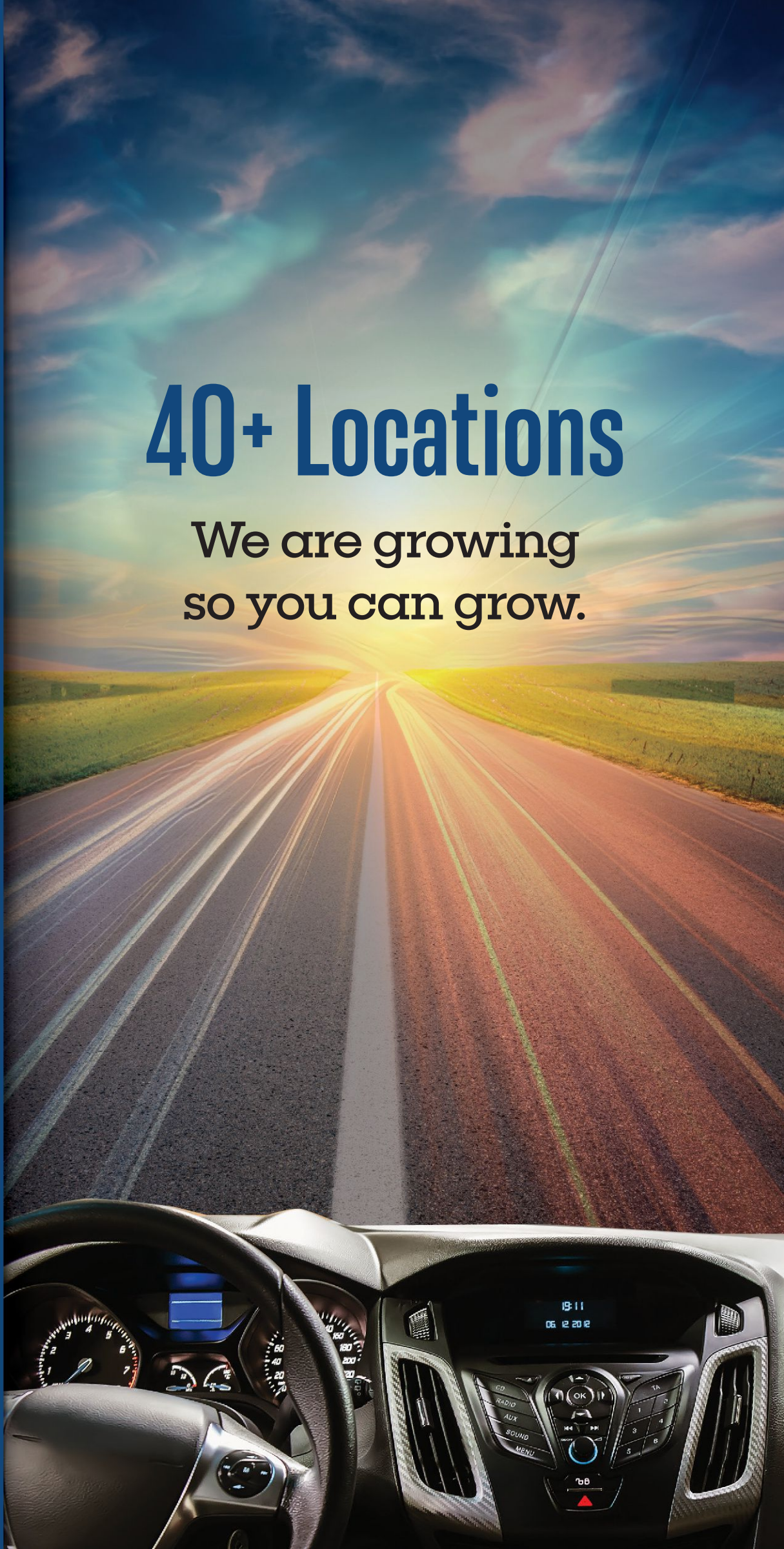
LET US SHOW YOU  
**WE ARE**

Expanding  
Horizons

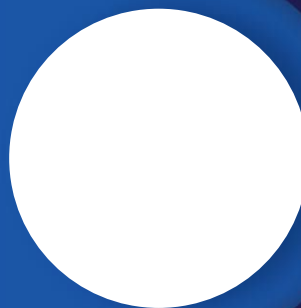
[AmericasAA.com](http://AmericasAA.com)

**40+ Locations**

We are growing  
so you can grow.



Easy



# Wholesale finally has an easy mode.

Exclusive inventory, lower fees, simple transactions  
and better outcomes. If only everything was this easy.

 **OPENLANE**

Sign up on [openlane.com](https://openlane.com)

