



RECOVERY NEWS



Recovery Specialist Insurance Group

"Remove the Liability Before Removing the Vehicle"

NOV/DEC 2011

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IN THE NEWS...

NAMS' first national client is on board...are you ready to receive their assignments?

NAMS

NATIONAL AGENCY MANAGEMENT SYSTEMS

It's been a long time coming, like any serious business negotiation is...and some of the fine details are still being ironed out, but NAMS has its first national client gearing up and training in order to process assignments through the NAMS portal. Are you set up and familiar enough with the system to know how to accept an assignment when one comes your way? Probably not. Do not delay in getting set up on NAMS and becoming familiar with the program. You don't want to lose out on business ready to come your way because you weren't prepared.

While there are already several members with local clients utilizing the system daily, this is NAMS' first national client. As a national client, this lender will see the entire RSIG membership when they go to make an assignment. They will select the member they want to work with from the database within NAMS and assignments will be sent through the system in real-time; and the client expects REAL

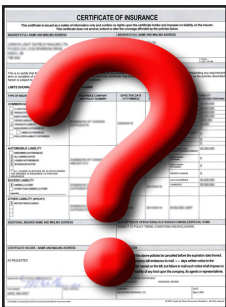
results. That's when the clock starts ticking. The client will be able to see graphically each time they log into the system how many pending open assignments they have (assignments yet to be accepted by the RSIG member selected) and will know almost instantly if RSIG members are the group they can depend on to work their nationwide portfolio. As a national client, billing will be handled directly within NAMS in a batch format, you will get paid quicker and don't have the burden of billing to deal with.

Until the ink dries and we are certain all the "i"s are dotted and "t"s are crossed, we are not going to release the name of the client or all the specific terms of the deal, but you do have to start getting ready on your end. If not, you're going to miss out.

If you're not currently using NAMS, get in touch with Terry Tudor in our office 703.365.0595 or email us at cs@namsagents.com to find out what you need to do to get started.

This is just the first of many future announcements about national clients. Don't get left behind. ■

FRAUDULENT CERTIFICATES ON THE RISE



As repossession experience difficult times on the economy's road to recovery, and as the insurance market continues to tighten and insurance becomes more difficult to obtain, some of the less than reputable repossession agencies or individuals have taken to creating their own certificates. Smarter clients or clients who have now discovered major problems with a "wannabe" professional reposessor are taking insurance verification much more seriously.

Our office recently received calls from two national clients to verify coverage on two different repossession companies. Both had provided these lenders with certificates showing RSIG coverages and policy numbers, but NEITHER were RSIG members. Both clients provided our office with copies of the fraudulent certificates. One of these lenders is currently looking for 20 or more vehicles that one of these companies had in their care, custody and control.

BEWARE of the following:

Company Name: Recovery and Towing (not very creative we know), located supposedly in Reseda CA. This company is not a current RSIG member and according to our records never has been. The certificate provided had altered policy dates.

Company Name: Locator's of America d/b/a Harris County Adjusters, located in Houston, TX. This company is also not a current RSIG member,

nor can we find records that he ever has been. This particular company went through a lot of effort to alter the certificate in several different ways and did a relatively good job of it.

When we receive this type of information, we immediately confirm with the client seeking verification and then follow up with our carrier and the state insurance departments involved as well as any licensing entity to notify them of the fraudulent activity.

As times continue to be tough for the industry more and more of these situations will arise. To protect yourself, your business and your reputation, be extremely careful in submitting your insurance certificate to anyone and everyone who asks, especially if they are not a lending institution. We have found quite often that other repossession companies will say they have accounts for you if you provide your insurance information. Then they use your certificate and you never receive an assignment. Use caution in using actual certificates in your marketing materials, unless you are extremely confident in where that marketing packet is going and where it will stay.

You can and should proudly advertise that you are an RSIG member and we can assist in giving you information to help explain coverage limits and program benefits; but copies of your insurance certificate floating around can be dangerous for you and can prove to be too tempting for others.

One thing to keep in mind, you can verify a member's status anytime online at www.rsig.com. Just click the member locate link and enter your search criteria. ■

AUTHORIZED PERSONNEL ONLY



You see the signs at retail stores, banks, medical offices and many other professional workplaces.... So why don't you treat your tow trucks – part of your workplace the same way?

Who is in your truck should always be YOUR decision as the owner of the company. While empowering employees is always a good idea, empowering them to “hire” their own “helpers”, even if they are family members or significant others of the employee should be out of the question.

For your owned auto / tow truck policy – all drivers must be disclosed to and approved by the carrier. Having a non-authorized driver could lead to a surcharge on your policy, having a claim not covered, and/or a non-renewal notice.

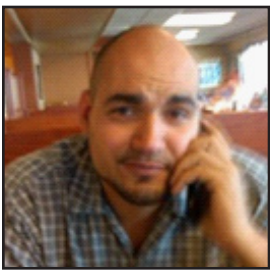
Now you may be saying “But a helper isn't a driver, how would that affect me?” Well, in most cases your policy has a med/pay

portion. This is a type of coverage that pays for medical expenses regardless of negligence. Employees would not be entitled to this coverage since they should be covered under a worker's compensation policy. Non-employees could receive this coverage (and possibly more) which affects your loss ratios. Med/Pay coverages typically range from \$5000 to \$10,000 and are mandatory in most states. If you were to be sued by one of these non-employee passengers or drivers, the defense costs could also be extremely high to have someone go represent you in court to explain why this employee's brother, cousin, wife or girl friend is now suing your company, which happens much more often than you'd think.

Insurance carriers frown on non-employees being in company vehicles as they present more potential liabilities. From the repossession insurance side of the issue you have the added problem of disclosing debtor information to non-employees if you are taking others to repossess cars or other pieces of collateral.

Lesson to be learned here is that only people approved by you, and your insurance company if required should be in a tow truck or repossessed vehicle. ■

AND THE WINNER IS?



Congratulations to Jason Wisenback of Southeastern Repossessions in North Charleston, SC. You may remember his nomination as the first and the reason we started the RSIG member Most Valuable Employee recognition program.

Jason's employers Bob and Kimberly Stagg wanted to think of a way to recognize someone who in their opinion

is a stand-out employee, going above and beyond when needed and exhibiting the professionalism and loyalty every employer would like to see.

Jason's name was selected by random drawing of those other RSIG member Most Valuable Employees for a \$200 Visa gift card, just in time for the holidays.

Unfortunately, our office did not receive any submissions for the October or November Most Valuable Employee. We hope that this is simply an oversight on the members' part and that you each have at least one person in your organization that deserves some extra recognition. We are extending the submission deadline for the December Most Valuable Employee nominees until 12/30/11. If no submissions are received then we will have no choice but to discontinue the recognition program. ■

TWO SIDES OF THE SAME COIN...



Let's face it, I've said it before and I'll say it again... insurance is the one thing we all have to have, and hope to never have to use.

It's true in our personal lives – as we don't really want to have to pay for car insurance, homeowners /renters insurance or life insurance. And it's just as true in our businesses. If we could save that money, regardless of what industry you're in, we would all love to do it.

But, when something bad happens – someone has to pay for it. Realistically we won't actually save the money we're paying out in insurance premiums to pay for these bad things – so that's

where insurance comes in handy. And trust us, by the amount of claim payments that go out, it is in fact being utilized... on a regular basis.

In a recent survey, 59% of adults say that they think most insurers intentionally delay the payment of claims. On the flip side of that coin, people who have had claims paid out against them tend to say the insurance company pays out too quick. Insurance companies can't win.

This article is not meant to seek pity for the insurance companies, but only to provide perhaps a bit of insight into what is seemingly one of the most hated industries in business. ■

At any given point ½ of the people think insurance pays too slow, while the other half think it pays too quick.

EDUCATION – NOT LEGISLATION



If you've ever attended a course or presentation by Mike Howk, Director of Education for Recovery Specialist Insurance Group, then you've heard his mantra... "Education – Not Legislation".

Now, more education in the form of the Recovery Specialist Certification Course is being made more easily available to you and your staff. Currently we have 10 state specific courses online in addition to a general course of study. We also have a continuing education course approved for Louisiana licensing and are the only group to have a course available online featuring Michele Stuart of JAG Investigations.

To date more than 1600 students, lenders, and state licensing employees have taken the course – all providing rave reviews. The course has been designed with multiple learning styles in mind:

- ▶ **For the more book oriented learner** – much of the course is available to read online on slides that you advance through at your own pace.
- ▶ **For those who get more out of listening to a presentation**– there are two different presenters throughout the course videos to discuss the highlights of the topics and prepare you for the end exam.
- ▶ **And for the more interactive learner** – there are quizzes after each section to test your knowledge. If you pass the quiz, move on to the next section – if not, review that section again before moving on.

Currently state specific courses are available for Alabama, Arkansas, California, Georgia, Illinois, Louisiana, Massachusetts, New York, South Carolina and Texas. Courses for Ohio, Tennessee,

New Jersey and North Carolina are currently in progress and will be available early next year.

If you are not in one of these states, but need to be certified the general course is a great place to start. First of all, it will satisfy the RSIG and lenders' requirements for certification – one more thing to check off your list of things to do. Secondly and more importantly, the general course provides an extensive base to start your educational journey with information from all different states referenced throughout the course.

The course offers:

- ▶ An Introduction to the Law
- ▶ The UCC – Uniform Commercial Code
- ▶ Secured Transactions
- ▶ Repossession
- ▶ Breach of Peace
- ▶ FDCPA – Fair Debt Collection Practices Act
- ▶ Specialty Repossessions (Bankruptcy/Indian Reservations/Military Bases)
- ▶ Notification and Documentation
- ▶ Personal Property
- ▶ Care & Disposition of Collateral

State specific courses are simply enhanced with state law and state case law. So what should you do now... Register for the course...of course. If you are a RSIG member or employee, call our office 703.365.0199 to get your coupon code to receive a discount to lower your registration fees even more! ■

“PAR NORTH AMERICA APPROVES RSIG RECOVERY SPECIALIST CERTIFICATION COURSES”



In a recent announcement by PAR North America of Carmel, Indiana, all PAR agents will be required to submit proof of certification by January 1, 2012. In order to help you meet this requirement, RSIG is

pleased to offer you the opportunity to take the course online in the comfort of your own home and at times convenient to you.

At \$165 the RSIG Recovery Specialist Certification Course is a tremendous value and a cost effective and efficient way to ensure compliance with your clients requirements. Click the CRA “Certified Recovery Agent” logo on the RSIG website at www.rsig.com today to get started. If you are a current RSIG member, you can contact our office to receive additional discounts! Call or Click Today! ■

How To Find Us!

If you haven't already, be sure to find us and like us on Facebook at www.facebook.com/RSIGInsurance! We also have a group on LinkedIn (www.linkedin.com), Search - Recovery Specialist Insurance Group. Find us and follow us there as well. We'll have lots of discussion about things new and interesting to the membership as well as the opportunity to post questions and get answers. ■