

# RECOVERY SPECIALIST INSURANCE GROUP

# NEWS

*Spring 2006*

Save the Date!

Join us at the  
Hyatt Regency  
Lake Las Vegas  
Resort  
for the  
2006 Annual  
Safety  
Seminar!

**June 21-23, 2006**  
[www.hyatt.com](http://www.hyatt.com)

RSIG will be hosting its  
2006 Annual Seminar in  
Henderson, NV just  
minutes from the  
famous  
Las Vegas strip.  
If you're a golfer, bring  
your clubs!  
Otherwise prepare to  
relax and enjoy a great  
time!

**If you are  
thinking about  
selling your  
business, please  
review the  
article on  
page 8.**

## **Changing Technologies...**

### **Changing the Way Business is Done**

By now, we've all probably seen the email where you guess a person's age by reading about the things that were not invented when he or she was younger; only to find out that the person in question is only in their 50's; which by today's standards is still considered young. Some of those things are fax machines, cell phones, email, and the internet.

Looking at business today two questions can be asked, without these things, how did anything ever get done; and one could just as easily ask, with all of these things, how can anything ever get done?

The progression of the use of email, cell phones and the internet have made the world a much smaller place and it has made people expect faster results. Several years ago with the upgrade of our website we added a zip code search feature. This gave lenders and others the opportunity to use a zip code in order to find the closest RSIG member. The only glitch to this system has been making sure that email addresses remain updated so the assignment can find its way to the member and does not get lost in limbo resulting in an annoyed client who thinks their assignment has been ignored.

This feature is still available on the website; and one of the reasons it has been so popular is because unlike other online assignments, when the RSIG site is used clients are assured they are using an insured repossession office and that office has undergone an office and storage facility inspection to ensure collateral is properly protected upon repossession. The facility inspections offer clients a sense of security and rightfully so with all the phantom offices in the industry.

Now with the RSIG private label version of the Recovery Management Database communication platform, online assignment of accounts has been stepped up a notch providing users more communication options and better efficiency; while still allowing managers to have total control of the flow of information. Drivers have access to their active accounts and can provide updates from the field anytime, day or night, ready for your proofing and review. With your permission and a password provided by you, lenders can have access to their account information, once marked viewable by you, and can review account information when your office is closed for the day or when time zones make communication more difficult.

Just as important as the communication functions of the RSIG Private Label version of RMD, is the active participation of all RSIG members. Part of the attraction for national "forwarding" operation is that one person or group negotiates with lenders that they can handle all of that lenders repossession needs nationwide. That group then

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looks to their "list" of approved agencies and simply gives another agency the information, quite often with no skiptracing or investigative work done on the account before forwarding it or any vehicle sale or disposal work done after repossession - simply put - some sell themselves to lenders on having the ability to have you work for them, when you could just as easily do it for the client directly. If all members sign onto the RSIG platform, then lenders will automatically see a list of over 300 offices ready to service their repossession needs. Think about it - a lender goes to one site and sees a list of over 300 offices who they know have met strict underwriting criteria, have secured storage facilities, most of whom are state specifically certified and whose insurance is currently in place without having to verify it. How could this not benefit you?

There are two versions of the communication platform available; a full user version, which is a complete office management system and a limited user version that allows users only to accept accounts and communicate with the office and lenders regarding those specific accounts. The full user version requires a monthly subscription fee which has been discounted for RSIG members. The limited user version requires users to maintain a credit balance where each time an account is accepted the credit balance is reduced by a nominal fee.

As an added incentive RSIG will establish an initial credit balance of \$75 for all RSIG members to become limited users to introduce you to the program. If you are currently a full version user or know you want to be a full version user, we will apply that same \$75 to your first month's subscription. We hope this will encourage all members to seize the opportunity. Communication is changing and this program/platform is the direction of those changes. Don't be left out, contact our office for details or with additional questions, 800-997-7224.

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## **Board Elections**

RSIG's Board of Directors is a voluntary board, where individuals freely give of their time to work with management on what is best for the group. The board is required to meet where most meetings are held via teleconference to discuss issues that face the group and industry as a whole. Very few changes have been made in the RSIG Board of Directors in the past years as several of the board members have served together over 10 years since the change in management which has allowed the membership to grow and prosper to what it is today. In most cases when a director left, the director left the repossession business or found that their own time demands restricted their ability to effectively participate on the board. Unlike some other organizations who require that their board and/or officers change on a yearly basis, the stability that an unchanging board provides gives RSIG the ability to have long term goals and objectives and the ability to carry through with those objectives.

We say this not to discourage anyone who wishes to run for the board; only to remind those who may be interested that being on this board is a commitment. RSIG is a progressive organization whose management and staff devote their full time and attention to the industry and the members needs. Consistency on the board facilitates the management's and staff's ability to do this. A position on this board does not earn anyone a huge (or even nominal) salary, it does not get anyone an "in" with additional clients, and it does not help ensure that competitors don't make it into the group. It can be a personally rewarding experience for someone who's motives are only to help the group and the industry and for someone who has time to dedicate and the patience to be "in for the long haul". Insurance is not a fast moving industry, immediate results are not always available and there's rarely a quick fix.

This year there are two director's positions are up for re-election. If you are interested in running for the board or wish to submit someone's name for a board position, we must receive your request and resume at our administrative offices no later than May 23, 2006. The nominating committee is responsible for presenting the slate of nominees for verification that the person named is eligible to run for the board, in compliance with the Bylaws - Article III, Section 3.3 Nomination of Directors; Qualifications. Each person nominated will be given time to address the membership during the annual meeting, after which a vote will be taken and the director's positions will be filled.

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# RECOVERY SPECIALIST INSURANCE GROUP

## 2006 ANNUAL SEMINAR AND BUSINESS MEETING AGENDA

Hyatt Regency Lake Las Vegas Resort, Henderson Nevada...just minutes from the strip!

All Agenda Items are Tentative and Subject to Change

### WEDNESDAY, JUNE 21

Welcoming Reception and Seminar Pre-Registration

7:00pm to 10:00pm

### THURSDAY, JUNE 22

Breakfast 7:00am to 8:15am

Introductions: 8:30am to 8:45am

Vendor Time: 8:45am to 9:30am

Presentation: 9:30am to 12:00pm

**Peter Crosa – Peter J. Crosa & Co., Independent Claim Adjuster**

**The Only Good Claim is a Closed (and Never to be Reopened) Claim**

Lunch: 12:00pm to 1:30pm

Presentation: 1:30pm to 5:00pm

**Peter Crosa – Peter J. Crosa & Co., Independent Claim Adjuster**

**The Only Good Claim is a Closed (and Never to be Reopened) Claim**

### FRIDAY, JUNE 23

Breakfast 7:00am to 8:15am

Presentation: 8:30am to 10:20am

**Mark Lowary, Esq. – Attorney, California Law Offices of Berman, Berman & Berman**

Presentation: 10:20am to 10:40am

**Ted Hosterman – Underwriter, Colemont Insurance Brokers**

**Keys to Understanding and Managing Insurance Costs – The Things You May Not Think Of**

Presentation: 10:40am to 11:00am

**Marc Valentine – A Tribute to the National Flag Truck**

Repo Jeopardy: 11:00am to 12:00pm

Lunch: 12:00pm to 1:30pm

Business Meeting: 1:30pm to 5:00pm

Awards Dinner: 6:30pm to 11:00pm

Make plans now to join us for the annual seminar. Don't miss the chance to network with fellow repossessors, meet lenders you may not have existing relationships with, RELAX in an amazing Mediterranean style resort just minutes from the strip and win PRIZES. Your airfare and hotel stay could be paid for! You could win a new wheel-lift unit for your business, gas cards to help with fuel costs and much more!

## **In the wake of Hurricane Katrina, RSIG members step up to take care of their own**

Last year's hurricane season was extremely brutal with the most remembered storm being Hurricane Katrina that devastated the New Orleans and surrounding areas and in some way adversely affected practically every business and individual in the state.

We recognize the financial and emotional drain that affected members have been under since the storms. With this in mind, Recovery Specialist Insurance Group began accepting donations for those affected by Hurricane Katrina and collected approximately \$10,000.00 through generous contributions from its members, the corporation itself and its directors and staff. Members who may have been unable to offer a financial donation offered employment opportunities for displaced field agents and office staff.

Each member, director or staff member who made a donation to the Katrina Relief fund did so with the knowledge that the funds would be dispersed only within the membership, with a strong desire to help those in need within the RSIG family. Several members in the affected areas lost their homes, lost their offices and found that business in an already difficult area to repossess in dried up literally overnight. Those who didn't lose their homes or offices took in displaced family and volunteered their time, money and homes to others in need.

From a claim standpoint, the group was very fortunate suffering few major losses. Advanced warning and preparation averted what could have ended up being a devastating loss for the group. We all owe our Louisiana members a big "Thank You" for being responsible.

Those of us who were not directly in Katrina's path have only been able to watch in disbelief and awe as we watched the events unfold. We sincerely wish all the best for our Louisiana RSIG family and hope that each are doing well as the rebuilding continues.

### **Recovery Agent's Memorial Fund**

All too often we hear of someone in our industry that lost their lives or who has been seriously injured while doing their job. This is sometimes due to vehicle accidents or may be a result of a debtor or third party confrontation or just dropping dead from that stress induced heart attack – regardless of how it happens – this type of loss devastates a family and causes immeasurable emotional distress and in most cases financial hardships. In recent years the latter is especially true mostly because of the cost cutting that recovery agencies find themselves forced into because of the low rates paid by the lenders for this sometimes dangerous job. Most recovery agents/agencies can no longer afford life and/or health insurance policies for themselves or their employees and make these the first cuts when trying to survive. The unfortunate result is many members of the industry being uninsured for those catastrophes when they happen. If we could only get the clients to understand that it is not all profit...

It is with this in mind that the Recovery Agents Memorial Fund was established and will remain open as long as the repossession industry is committed to taking care of its own. This fund has been established in order to provide a means for the industry to make donations to the families of those recovery industry members who have lost their lives or suffered life-altering disabilities through their activities in the recovery industry. While its official name does seem to imply it is only for recovery agents, it includes all who work in the industry, be it an owner, field agent, skip tracer, lot or office personnel.

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## Looking out for yourself

You've had an assignment on your open list of accounts for a week now. The original account came from a major lending institution who is using a forwarding company that promises nationwide headache free coverage. Now sometime over the weekend after finally finding the subject vehicle in a commuter parking lot – abandoned, your driver successfully completes a no contact self-help repossession. It's now a year and four months later – and you've been served. The lending institution and your repossession company have been named in a lawsuit for the wrongful repossession of this vehicle because the account was paid in full after the debtor received his tax refund. You receive a letter from the lender requesting indemnification under your policy because of their additional insured status and the hold harmless agreement. You're thinking – "It was a clean repo, no contact, I didn't do anything wrong." Then the bank's attorney who is calling you everyday to check on the status of their indemnification request confirms that the account was closed because it was paid in full and that you owe them indemnification because you repossessed it anyway. The light bulb comes on and you check your file – a cancellation notice is nowhere to be found. (And since you don't accept closure notices over the phone, you know you should have it in writing.) And then it hits you...the bank notified the forwarding agency – who apparently didn't notify you.

Now where do you go for a defense? The bank is looking to you, the forwarder isn't named and you're the end of the line. You are the one who actually touched the metal and because you properly called it in to the authorities as a repossession and the bank sent their notice on where to redeem the vehicle, your name is the one the debtor has. The debtor has never heard of the forwarding agency. He just knows who he financed his vehicle through (the lender) and who took it from him (the repossession company), while he was out of town.

You should be able to turn to the forwarding agency to provide you a defense. They require you to have them named as an additional insured ("AI") under your policy even though they have no financial interest in the vehicle. They want to protect themselves if you do something wrong, what about protecting yourself if they do something wrong...

It is equally important, if not more so, that you start standing up for yourself when it comes to client demands. You need to fully understand what it is their contracts are demanding and whether or not you have coverage for it. Don't rely on a collector's word that you've worked with for years and don't let high ambitions or greed overtake your better judgement. We know that to you every account is important, especially in today's industry but a single lawsuit where you find yourself contractually obligated to pay for someone else's mistakes or where you added someone as an additional insured who shouldn't have been and you can find yourself not only cut off from the lender, but also uninsured and on your own!

**Did you attend the seminar last year? If not we want to see you this year!**

**June 21 - 23, 2006**

**RSIG Annual Safety Seminar, Business Meeting and Awards Dinner at the Hyatt Regency Resort at Lake Las Vegas in Henderson, NV.**

**Come and relax, join us for continuing education and fun!**

**You WON'T be disappointed!**

## Received but Not Inspected

We're talking Auto Auctions, procedures, theirs and yours, and liability. Delivering a repossessed car to the Auction should be the end of your headaches and your liability, not the start of a migraine. You must set up and follow your procedures to make sure the Auto Auction's procedures don't have you reaching for the aspirin bottle and your wallet.

Your liability begins with an assignment from your client. You repossess the car with your damage free towing system and take it to your fully insured, high security storage facility. You've completed the part of a job that had a great deal of risk with very little reward. But the invoice amount for the service rendered is a rant for another day and your day and your liability is just getting started.

You gain entry to the car; hopefully you have a magic wand because keys are very costly and the client really doesn't like paying for them. You inventory and store the personal property. You do a comprehensive condition report, noting all after-market equipment and take digital photos.

**Scenario #1:** The client calls and wants you to deliver the car to the Auto Auction. Delivering the car to the Auction elevates your risk so you are careful. You load the car on your rollback for the trip to the Auction. Taking care not to damage the car during the loading and driving oh so carefully to avoid collision or mishap.

You arrive safely at the Auction, and you wait to have them sign your detailed condition report acknowledging receipt and condition of the car at the time of delivery but they will not sign. The Auction has changed their procedure. Now rather than sign for the vehicle they use a big rubber stamp to place **'Received but Not Inspected'** on the condition report.

Does the Auto Auction's new policy of stamping **"Received but Not Inspected"** increase your liability?

Legally probably not but your position as the smallest business and therefore the easiest to bully places you in the weakest position. So how do you best protect yourself in light of the Auto Auctions latest procedure change?

You protect yourself by reviewing and modifying your own procedure.

Start with your condition report.

### **The Person:**

- Who does the condition report for my company?
- Is that person qualified or have they been properly trained to do the job?
- Is that person motivated to do a good job?
- Or Is that person just doing the same thing as the auction, stamping a form **"Received but Not Inspected"**

### **The Paper:**

- Is the condition report designed for easy use? If it's too complicated, it won't be used properly or understood.
- Is the condition report just a series of boxes to check either as good, fair or poor? More space, allows for more detail. More detail, better protects you.

- Are condition reports on file just pages of checks indicating condition fair? Every vehicle repossessed doesn't come in "fair" condition. Make sure the report accurately reflects the condition.
- Is there space to explain?
- Are all items that do not appear to be original equipment listed?

**The Picture:**

- Are date stamped pictures of the car part of my condition report?
- Do the pictures document existing damage?
- Do you take pictures of items that do not appear to be original equipment?

Now that we have a great condition report, what do we do with it?

A copy should be sent to your client as soon as possible after the repossession. Don't delay, the sooner the better. This puts the client on notice of the condition before arrangements are made with the Debtor to regain possession of the car or the car is delivered to the auction.

Take two copies with you when delivering the car to the Auto Auction give one to the Auto Auction. Don't be concerned with what the Auto Auction does with their copy.

**Received but  
Not Inspected**

On both copies, highlight or initial any after market equipment that is listed on the condition report or any pre-existing damage that you noted and have them sign it. Oh yea, almost forgot, if the auction won't sign it they will stamp it with **"Received but Not Inspected."** In the event they refuse to sign your condition report protect yourself further by noting on your copy the receiving persons name, ID# (if any), date and time of delivery. Follow this up by making sure you keep your copy and return it to your office where it is then properly filed for future reference if needed.

Take the car to the location inside the auction where you are instructed to place it. Set it down gently, pull forward. If you have video in your truck turn it on. This will help prove the delivery and the condition. Why pull forward? To better show the location and other vehicles at that location.

No in-truck video camera? Pull forward and grab your digital camera take a picture of the vehicle. You know what they say, a picture is worth a thousands words... or in this case even more dollars.

You are now in the best position to defend yourself! You provided a service in a professional manner and have the procedures and documentation to prove it.

A few days later your Client and the Debtor make arrangements to reinstate the contract or the Debtor has redeemed the car. The Debtor goes to the Auto Auction to pick up the car and finds a deep scratch on the hood. The Debtor calls your Client then your Client calls you. You know the scratch was not there when you delivered the car to the Auto Auction. The Auto Auction claims they didn't do it and point out that they did not inspect the vehicle and even pointed it out to you by their big stamp **"Received but Not Inspected"**. It is now a dispute between you and the auction with the Client demanding that the two of you settle it and take care of their Debtor

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*We ran this article in the last newsletter, but feel it is important to keep this information in the front of anyone's mind who may be contemplating selling their business. RSIG membership is granted to an individual applicant, not to a company. So when that individual is no longer affiliated with the company, neither is the RSIG membership. While it is considered an asset to any company, **RSIG membership is not transferrable**. New owners hoping to be RSIG members need to apply and qualify for membership on their own.*

## **I've Had It...I'm Done...I'm Selling My Business – Now What?**

Talking to people in the repossession business today, there is one common thread that is becoming more and more apparent – and that's wanting to know how to get out of the business. While RSIG membership is still growing steadily, we are finding that many members who have been with us since the beginning are slowly dropping off, new offices are constantly being added which maintains our slow and steady growth, but more and more members are finding that the repossession business isn't nearly as profitable as it once was and are looking for ways out and many are finding it in the form of a change of ownership.

Selling your business requires attention to a lot of details. And one detail that should not be overlooked is that **your RSIG membership is not transferable**. A new owner whether or not it is a partnership buyout, or selling to someone not affiliated with the company at all, requires that person apply and qualify for RSIG membership on their own. We recommend this be done 60 days but no less than 30 days prior to the change. The prospective owner must have verifiable experience as an owner or manager of a repossession company or comparable industry experience and meet all other membership qualifications as with any new member. If we cannot verify their experience, we cannot approve them for membership.

Some business owners have been less than forthcoming with their potential buyers about the fact that their **RSIG membership is not transferable** and thought they would just sell the business and not resolve the membership issue. This is not necessarily the best way to go either, because until we receive a resignation notice from you or until we cancel your membership due to the increased hazard associated with the new unapproved owner, contractually you are still personally responsible for the debts and actions of the office. Just like the married couple who purchases a vehicle that is put in the husband's name, if upon a separation or a divorce the wife maintains possession of the vehicle, but takes no action to change the ownership of the unit, the unit can still be repossessed if the husband fails to make the payments.

One other thing to keep in mind is that any deposit you made when you became a member is considered an asset and should be addressed in the buy/sell agreement. The deposit is refunded 2 years after a member leaves the group. If you have sold your business, we need to know who is entitled to the deposit – the original owner or the new owner. Any currently owed deductibles or possible future deductibles should also be addressed. Lawsuits can be brought against a company two, three, even five years after the repossession date and who is going to be responsible for the deductible is something that should be decided.

The best and cleanest way to manage your RSIG membership if you are thinking of selling your business is to give proper notice and for you to tender a letter of resignation when the sale of your business is finalized along with a copy of the final buy sell agreement. You don't have to tell us how much your business sold for, but issues of the office and lot, trucks, computers, the deposit, and deductibles should be known to our office in order for us to assist in an orderly transition. Notifying your potential buyer that the **RSIG membership is not transferable** and that he/she will have to qualify for membership on their own, **prior to the finalization of the sale** would also be a great idea and the ethical thing to do. This gives the potential new owner the opportunity to shop the insurance if they choose to do so, or to make sure they qualify for RSIG membership before any issues arise. Our office is here to help through these transitions, but we can't help if we're not kept informed.

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## Decoding your Motor Vehicle Report - What does your driving record say about you?



### But I Wasn't Even Moving - The Problem with Non-Moving Violations

How many microscopic lenses should an MVR be subjected to? Some MVR's have 'Non-Moving Violations' growing on them like barnacles. And the subject driver feels that they are harmless. After all, those entries don't mean he was driving too fast or making a dangerous menace of himself. But those violations often paint a picture of irresponsibility for the underwriter to wrestle with. In other words, if an MVR is borderline with 'Moving Violations' the Non Moving ones like Failures to Appear (FTA), Failure to Pay a Fine or Improper Equipment can tip the judgmental scale against the driver approval or the agency even receiving a quote.. Some other examples of non-moving violations that can affect how your MVR is viewed by an underwriter are seat belt violations, failure to give information, no helmet (if in a state with helmet laws), noise violations, unsecured vehicle load and violations of window tint restrictions.

Another item that can appear on your MVR which affects your insurability is the appearance of an SR22 requirement. An SR22 is a form issued by an insurance company in order to remove a suspension order placed by your state's Department of Motor Vehicles. Suspensions can happen for any number of reasons - drunk driving, failure to pay fines, too many moving violations and/or accidents in a short period of time, failure to provide proof of insurance and in some states failure to pay child support is a valid reason for the suspensions of a driver's license. If you are required to maintain an SR22 filing, underwriters always dig deeper into your record to see why the SR22 is in place. If it is the result of a DUI/DWI charge obviously their desire to write or even quote coverage is gone. If it is the result of child support suspension or suspension due to financial responsibility they may be more inclined to provide a quote than in the previous situations, but it could still affect their ability to provide coverage and the final cost of that coverage.

Also, when a truck insurance account is being reviewed for discount credits, EVERY aspect is considered. A couple of percentage points of credit might be given for No Claims, but no more could be offered for the Driver Profile because of MVR's. There's an old theory in the insurance world that "Frequency Leads to Severity." In other words, any pattern will probably escalate. The best pattern in MVR management is many years compared to few or no entries.

## The Newest Addition to the RSIG Family - Joseph Donovan Loan



On March 15, 2006 – Wes and Dana Loan welcomed into the world...Joseph Donovan Loan. After an almost perfect pregnancy with no complications, Dana gave birth to a happy and healthy 7lb. 4oz. baby boy measuring in at 20 inches. The "small Loan" as he is sometimes fondly referred to is reportedly a very healthy eater and is letting Mom and Dad sleep 4 to 6 hours at a stretch. While his first seminar was going to be this June in Las Vegas, his grandparents have won out and will be spoiling him rotten. Mom however will be back from maternity leave and at her post performing seminar duties and will have tons of pictures on hand. RSIG welcomes Joseph Donovan a/k/a JD to the family.

## Stashing Cars...Accepted Practice or Costly Mistake

You've got 2 assignments and 1 tow truck; but help is on the way. A flat bed is on route to your location but you've just seen your 2<sup>nd</sup> subject vehicle heading towards the local drinking establishment. But what about the vehicle you just stashed beside the dumpster of the gas station where you know the owner because you refuel your truck there at least 5 times a week? You'll only be gone a few minutes, the vehicle will be fine. After all no one saw you take it and help is on the way. Besides you're only going about 2 miles down the road...

So you follow your subject vehicle and after she goes into the building you secure the second unit and you start to head back to meet the flat bed. Only you arrive back to the gas station, look for your first unit and find it gone. There's no broken glass, there are no drag marks and you don't see anyone around. You call your other driver, hoping that the flat bed picked up the unit already – only he's still 10 minutes away. It's vanished.

Since our policy renewal in September 2004, there have been 4 reported claims of stolen vehicles where each had been stashed after repossession because a driver had another assignment in the same area or did not have the proper equipment with him at the time the unit was repossessed.

One of the claims has been settled for \$57,450. One of the vehicles was recovered with steering column damage and the member repaired the unit himself. The third and fourth...are still being investigated and the members only hope to have the same luck as the previous member.

When you call the administrative office and submit a claim like this, our first comment is that you found the car once...go find it again. But the truth of the matter is – it should have never been lost in the first place. Our policy requires that repossessed collateral be stored in a secured storage facility where only an agency's employees have access to the vehicles. The stashing of vehicles while a common practice obviously is one that has it's downfalls. This is not to say that a vehicle can't be stolen from a secured facility, it is only to say that greater opportunities for theft exist when vehicles are not properly secured.

So what can you do when you have two vehicles in the same vicinity and only one tow truck? What can you do when stashing a vehicle seems like the most effective way of repossessing multiple vehicles in the area?

One member has now started a policy where if different equipment is needed that the driver or his/her assistant stays with the unit until help arrives. This may seem like a waste of manpower to some, but it is certainly one way of reducing the chances of the vehicle being stolen or re-repossessed by its registered owner.

Other members have shared ideas as far as putting a club on the steering wheel or a boot on the wheel in order to prevent the vehicle from being be driven off, if a debtor who has the keys happens upon the stashed vehicle. Other members have mentioned disconnecting the battery but that has some problems with today's higher tech vehicles often requiring reprogramming.

If you have safe damage-free ideas on how to handle this type of situation write us or email us. We'll be happy to pass along the information to your fellow members!

## Recieved but Not Inspected

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and vehicle. Now you're faced with a choice of paying to repair the damage that was not your fault or risk losing your Client's business if you stand your ground. But in either case someone better fix the Debtor's car.

**Scenario #2:** Then the phone rings its your Client, the Debtor is going to regain possession of the car. Your Client requests that you go over to the Auto Auction and pick it up or the Auto Auction will drop it off at your location so the Debtor can be reunited with the car.

If you agree to help your client reunite the Debtor with the car you better reach for the aspirin and your wallet again.

### Why?...Because

- You undo all that you accomplished by your finely tuned operating procedure.
- You place yourself in the direct line of fire of the Debtor.
- Your actions will be uninsured because the car has been released from your custody and is no longer a repossession.
- Ya ain't gonna get paid to do it.

Solution, go to your nearest office supply store and get a big rubber stamp made that reads "**Request Received but Not Accepted**" and stamp the client's request for you to retake possession of the unit and return the debtor's file to the closed file cabinet.

Request Received  
But Not Accepted

### Recovery Agents Memorial Fund Cont.

While we do ask you to donate in the hour of need the ideal situation would be if every agent would donate just \$10 per month or \$100 annually and each agency donate \$25 monthly or \$200 annually. This would allow us to have funds available in that emergency situation such as we had when the fund first came into existence when we had to wire transfer \$1500 to a funeral home in order for the funeral to proceed as scheduled that morning.

If you would like to advise us of a family in need who is experiencing this type of loss or you want to make a contribution please contact Ed Marcum or Marnie Butu at 703-365-0199. In the event you are submitting a family name for consideration please be certain to have the company name the individual worked for, the date of death or debilitating injury along with the name of the person to whom the check should be made payable and a mailing address for that individual.



## **2006 Annual Seminar - June 21-23**

The 2006 Annual Seminar will be held at the Hyatt Regency Lake Las Vegas Resort. The resort is a Mediterranean style resort, spa and casino located on a 320 acre private lake. The resort hosts an 18 hole championship golf course designed by Jack Nicklaus and “The Falls” 18 hole championship course designed by Tom Weiskopf. The resort is just 14 miles from the airport and 17 miles from the Las Vegas Strip. The resort offers a shuttle service to and from the strip for those who have a favorite casino. The resort also offers a shuttle to Montelago Village, a Mediterranean style village for shopping and dining which also houses it’s own casino separate from the Hyatt’s own property gaming area. Feel free to visit the websites of the hotel [www.lakelasvegas.hyatt.com](http://www.lakelasvegas.hyatt.com) and Montelago Village [www.montelagovillage.com](http://www.montelagovillage.com).

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