

# Claims Alert

## **SUBJECT: HURRICANE MICHAEL AND YOUR COLLATERAL EXPOSURE REPORTS AVAILABLE**

OCTOBER 11, 2018

As Hurricane Michael strikes, all of us at Allied Solutions are here to provide service to your financial institution and affected borrowers. Allied Solutions understands that your borrowers will be dealing with significant issues including the loss of their homes and vehicles.

The REPO Plus team continues to operate and recover in spite of the storm. However, we will encounter issues with insurance carriers and the ability for them to respond to our demands and other requests will likely be limited, as their resources are stretched thin attending to the needs of their customers in the storm ravaged areas. We are beginning to experience significant wait times in reporting losses to insurance carriers which is not unusual based on the number of consumers affected. We will be flexing hours as needed to get your claims reported off-peak hours to these carriers. Many insurance carriers will soon move to a special reporting number for these claims and then our process will return to normal.

It is very important that you notify your Allied Solutions representative of any changes with your repossession processes during this storm. We need to ensure collateral that is not taken to regular auction locations can be inspected to ensure proper recovery. We are also interested to understand how this storm may affect your repossession assignments, please advise us if you are making major changes to your repossession activity due to the hurricane.

With regard to any changes that you may have made to your existing repossession/remarketing process, please note the following:

- For vehicles that are being transported to IAA or Copart, we ask that you contact your Allied Solutions representative to make us aware of the change. Kindly send an email to your Allied representative to indicate that you authorize Allied to receive condition reports and/or allow Allied to physically inspect these vehicles if necessary. Allied will then reach out to IAA or Copart on your behalf to obtain the information necessary to pursue recovery. Please note that if your normal process already involves directing vehicles to these salvage auctions, no action is necessary at this time as Allied Solutions already has access to this collateral.
- The REPO Plus team is ready to assist you for any vehicles that you have repossessed and that have been impacted by the recent storm. If you are an existing REPO Plus/EZ Claim Total Loss client with Allied Solutions, please direct any new loss reports to us through your normal claim submission process. However, if you are not a REPO Plus/EZ Claim Total Loss client today and are in need of total loss claim adjudication services, we can assist you in arranging for these services through Goldfein Claims Management, LLC. Allied has partnered with Goldfein Claims Management, LLC to provide total loss adjudication services at a reduced rate for vehicles impacted by Hurricane Irma. They can handle the process of valuation, negotiation and settlement including ensuring product cancellation and pursuing GAP as needed on the collateral. Please contact your Allied Solutions representative and we can assist you with the Goldfein implementation as necessary.

Your Allied representative or National Account Manager will be able to provide you with exposure lists from our tracking system of borrowers who have addresses in the most affected areas.

Thank you for putting your trust in us. We are here to deliver for you.



GROW, PROTECT AND EVOLVE YOUR BUSINESS.™

[alliedsolutions.net](http://alliedsolutions.net)