

# Claims Alert

## Subject: California Snow and Rain

March 14, 2023

### REPO PLUS

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Allied Solutions is 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 these events. However, we may 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 these areas. We may encounter significant wait times in reporting losses to insurance carriers, but adjustments will be made to ensure that claims are reported timely and that delays are avoided.

It is very important that you notify your Allied Representative of any changes with your repossession processes during these events. We need to ensure collateral that is not taken to regular auction locations can be inspected to ensure proper recovery. We will also need to understand the impact to repossession assignments, Please advise us of any major changes to your repossession process or activity.

### **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 Representative to make us aware of any changes. 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 recent events. 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 these claim adjudication services, we can assist you in arranging for these services.

Your Allied Representative will 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.