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# NEWSource

COMPLIMENTS OF SKIPCO FINANCIAL ADJUSTERS, INC

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## A Look Inside a "Private Repossession"

In late 2010, we were made aware of a new type of scam to hit the financial community. A newly discovered *company* (we are using the term *company* loosely for the sake of this article) targets a bankrupt consumer (using free internet classified ads) to arrange for a "private repossession" and then holds the collateral until the lien holder coughs up the cash to get it back.

### It goes like this:

Your bankrupt debtor responds to an ad that reads, "Repossess your own car for CASH" or "Ask us about cash for keys". For a nominal fee, the debtor (aka Bailor) releases the vehicle to the *company* (aka Bailee) by executing an "Authorization to Recover Property and Bailment Agreement". The *company*, now in possession of the collateral, keeps the vehicle until the lien holder comes looking for it. At such time that it is revealed that the surrendered (and defaulted) collateral is in possession of this third party, the lien holder pays a fee, for "services" rendered to take back possession of their collateral. (From what we have witnessed, fee's have ranged from \$1200 to \$1600) Services rendered, according to the agreement, include transportation and storage of the vehicle and administrative costs. To be more accurate, an agreement entered into on November 11, 2010 (between Bailor and Bailee) and resolved (by lien holder payment to *company*) on December 6, 2010 cost the lender \$1600 to simply take back possession of their own vehicle.

To be fair, we are not legal experts in this field...save that for the lawyers. However, in our opinion this borders on conversion and extortion of the lending community. At present, the legality of this transaction has gone unresolved. It is noteworthy to mention that an independent owner/operator of an Ohio repossession agency also has a connection to the *company*, however, our calls have gone unreturned. One thing is clear, this *company* can only continue to line their pockets if the lending community is complacent.

We, at Source One, have used every resource available, to inform our clients and lenders alike of this scam because we believe consumers, lenders and legitimate repossession agencies are all a victim.



Contact Source One Adjusters of Ohio if you have any information or questions regarding this article.

**"BUSINESS: THE ART OF EXTRACTING MONEY FROM ANOTHER MAN'S POCKET WITHOUT RESORTING TO VIOLENCE."**

MAX AMSTERDAM



## Double Agent = Double Trouble

As a collector it would seem simple, efficient and harmless to call in the services of more than one agent on one assignment out for repossession. As we always say, it is a numbers game and undoubtedly more agents, more trucks and more runs would certainly increase the odds of the successful recovery of your collateral. Lets forget it's a violation of the FDCPA and discuss the danger of assigning double agent.

*While it may seem tempting, the practice of dual assigning a repo is a very dangerous gamble. Not convinced? Read on...*

Scenario #1: You have a brand new assignment out for repo and you want it picked up asap so you place this one out with Agent A and Agent B...whoever gets it first wins and you have your collateral. Neither Agent A or B knows about the other. Agent A runs right out to the address provided on the order and "steals" the vehicle without even leaving a trace he was there. His job is done and your collateral is safely tucked away. Having no knowledge of the car being repossessed Agent B runs the same address provided. Maybe Agent B has driven a distance or just has an instinct to make contact when his target car does not show, so he knocks on the door of your debtor. This debtor has just recently learned his car is gone along with his wallet and (of course) all his cash. This debtor has a temper and Agent B knocking on the door to look for property that has just been taken from him sends your debtor into a violent rage...

Scenario #2: Your debtor is elusive, Agent A has been unsuccessful in recovering your collateral with the addresses provided. You assign this one to Agent B for some skiptracing work. Agent A continues to work this assignment, investigating your debtors whereabouts the whole time, and discovers a new address. Agent B, has done the same thing, possibly from behind the desk and now takes it to the field. The vehicle is there, he gets out of his truck to VIN check it and is approached by a hostile debtor who orders him off his property. To avoid breach of the peace Agent B leaves, to return another day. Hours later, Agent A, unaware of this confrontation, arrives to the same scene. This time the debtor is armed and waiting...

These scenarios, which may seem extreme, are actual descriptions of true events that resulted in bodily harm to the agents involved. Dual assigning, under some circumstances, is necessary. For example, two possible addresses in different coverage areas would give good reason to dual assign. The key is to *communicate* with your agent when this is the case. Simultaneously assigning agents to one repossession is just bad practice and should be discouraged by the collection community.

## The Art of Making Contact

Does cutting edge technology, \$65,000 state-of-the-art recovery trucks, go jacks, and on-board navigation systems make for a good recovery agent? It certainly does help in expediting a successful recovery. However, the most powerful tool that a professional repossession agent possesses is the ability to communicate. Communication with those they encounter in the field is not limited to just the debtor. When searching for vehicles, agents commonly seek to gather information from neighbors, friends and relatives of a debtor. Consider the appearance of your agent - they obviously aren't expected to dress in suit and tie—however, don't anticipate neighborhood cooperation if your agent is dressed in cut off t-shirts, ripped jeans and sandals. Getting a stranger to respond to a knock at the door is only the beginning, the real test comes with the communication skills of your agent. They aren't there to bully, threaten or violate the FDCPA...a good agent will be able to ask questions and extract useful and relevant information without creating hostility. In the words of Thomas Jefferson "All men are created equal"...that does not include agents.



## Interview With An Agent

If you are a regular reader of this newsletter then you know how much emphasis we put on researching and knowing the agency(s) that you entrust to the most invasive part of collections, the self-help repossession. Interviewing with a potential candidate for employment usually consists of first reviewing a resume, followed up by a phone interview and then, assuming credentials are met, an in-person interview is arranged. Finding the right person(s) to represent your organization is essential to the success of a department and/or company. Why would you stop short of the same process when hiring your repossession agent? If Source One Adjusters of Ohio were to apply for employment as an agent for those we seek to work with, our resume would read just like this:

**Source One Adjusters of Ohio**  
 Repossession Agency Serving All of Ohio  
 Phone: (800) 854-4154 • Fax: (800) 342-9352 • Website: www.skipco.com

**Objective**  
 To acquire a position as recovery agent where our 32 years of experience, knowledge, skills and drive to succeed will be an asset to an organization.

**Qualifications**  
 Proven track record of successfully running the largest repossession company in the state of Ohio.  
 Produce an average of 9,000 repossessions annually.  
 Maintain an excellent client satisfaction rating, proven by industry scorecards.  
 Work professionally and communicate easily with clients; known for integrity and honesty in all client dealings.  
 Proficient in Recovery Database Network and Re-Pro's.  
 Bonded members of Time Finance Adjusters and National Finance Adjusters.  
 Maintain insurance liability, which exceeds industry standards; Maintain an A+ rating with the BBB.

**Experience**

<b>Source One Adjusters of Ohio</b>	<b>Akron/Canton, Cleveland, Columbus</b>
<b>Repossession Agency Team</b>	<b>Dayton, Mansfield, Toledo, Youngstown, Ohio</b>
	<b>June 1978 - Present</b>

Assist lending institutions in the timely, damage free recovery of secured collateral.  
 Provide clients with timely & accurate account updates through a team of field agents and account managers.  
 Administrative responsibilities include assignment handling, reporting, skip tracing and billing.  
 Responsible for condition reports, pictures, personal property & redemptions at all office locations.  
 Maintain a full fleet of self loading recovery trucks, flat beds and car carriers.  
 Expedite resale of repossessed collateral through Skipco Auto Auction.

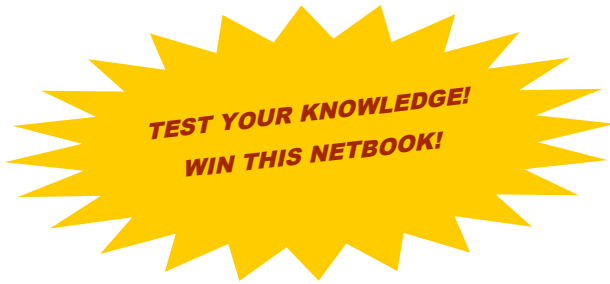
**Education**  
 Certified Asset Recovery Specialists (C.A.R.S.)  
 Certified Collateral Recovery Specialists (CCRS)  
 Private Investigators by License #2005008745  
 Time Finance Adjusters continuing education  
 National Finance Adjusters continuing education

**References**  
 Available upon request.

After the satisfactory review of repossession agency credentials the next step should be to set up an interview to determine if the agency would be a good fit for your organization. Ask plenty of questions and take notes. If you feel Source One Adjusters is qualified to meet your repossession needs, please call to arrange an interview.

**The closest to perfection a person ever comes is when he fills out a job application.**

**Stanley J. Randall**



HP - Mini Netbook  
Intel® Atom™ Processor  
10.1" Display  
1GB Memory  
250GB Hard Drive  
Sonoma Red



## "Do You Know The Lingo?" prize entry details

To participate, complete the "Do You Know The Lingo" crossword puzzle. Entries must be received by fax or e-mail on or before March 14, 2011 or post marked by March 11, 2011. Only crossword puzzles completed with correct answers will be entered into the prize drawing. Participants must complete the "entrant information" section completely.

Prize drawing will be conducted on or about March 21, 2011, one winner will be selected randomly. The winning participant will be notified, by e-mail or telephone, within 48 hours of drawing. One entry per person is permitted. Copies of "Do You Know The Lingo" are available on our website or by request. Correct answers will be available on our website after the prize drawing has been completed and the winning participant is notified.

**Entries may be mailed to:**  
Source One Adjusters  
P.O. Box 606  
Canal Fulton, OH 44614

**Entries may be faxed to:**  
(330) 854-0559  
Attention: Kim Gram

**Entries may be emailed to:**  
kgram@skipco.com

\*Employees of Skipco Financial Adjusters, Inc are not eligible for entry into the prize drawing.

### RECOVERY OFFICES OF SOURCE ONE ADJUSTERS OF OHIO



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YOUNGSTOWN/WARREN

### PUBLIC AUTO AUCTION



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800-854-4154



CANAL FULTON, OHIO

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



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800-824-7881