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MEDIA KIT

(888) 881-6533

Vision and Values

- To Provide outstanding customer service and superior services.
- To fulfill our Client-Partner's needs in a professional manner.
- To maintain integrity in all that we do and keep the character of our business intact.
- To always have a staff member available that is familiar and knowledgeable with our Client-Partners business and accounts.
- To always deliver Proven Results and Optimal Services

Total Fleet Services is a market-leading services provider for the Recovery Industry throughout the Northeast. We believe that one of our core pillars of success is our leadership development, predicated on Building Great Relations. We have a winning leadership and obtain the most beneficial results for our Client-Partners.

We strive to break that "Customer-Vendor" role, and foster a Client-Partner relationship that is valued by both sides. We believe that we can only effectively serve our Client-Partners' best interests if we learn more of their business, issues they face, and offer insights back.

Our focus is our Client-Partners, their brand awareness and our dynamic team. Each team member brings a set of skills that is unsurpassed, from Senior Management to the Field Adjusters. It is through our team that we are able to deliver *Proven Results and Optimal Services*.

We create the best technology partnerships that afford us the opportunity to keep fulfilling our mission of reducing our Client-Partners liability, while increasing their revenue. Since our beginning, we have formed over 100 partnerships with technology vendors to ensure that we continue to do just that - Reduce your Liability, While Increasing your Revenue!

With over 20 years in the recovery industry, day-to-day operations are overseen by Tim MacDonald. Tim brings a unique approach to Total Fleet Services, along with his proven track record of positive results. David and Bill each have 20 years in Law Enforcement, both as Auto Theft Investigators. Todd also brings **unique insights from his 15 years in the Insurance industry.**

1 Industry Leading

While our Senior Management has years of success, innovation and recognition - our entire team is industry leading.

2 Professional

Our priority is our Client-Partners' brand! Maintaining a decorum of professionalism in every customer interaction is how we ensure your brand remains protected.

3 Committed

Our level of commitment is unsurpassed. In 2021 our office recovered a vehicle - that had been obtained by false pretenses, had the VIN changed, and exported - through thousands of field visits and hundreds of hours of investigation time.



While Total Fleet Services remains a market-leading recovery service provider in the Northeast, we are also the leader in ALPR (Automated License Plate Recognition) technology. We are the **ONLY** service provider to operate and maintain a propriety ALPR system in the Northeast.



With more than a dozen mobile ALPR units in the field, we capture approximately 12 million license plate scans per month. All of the data is securely stored on our server, and is integrated with our Records Access Management System. Which means, when an account is entered in our RAMS, we instantly know where that vehicle has been!

While our Adjusters are in the field looking for your asset - they are passively collecting license plate data throughout their shift. At the same time, we deploy additional ALPR units to collect license plate data in a strategic and systematic process.



While our focus remains on recovering your asset, our ALPR units are managed separately and independently from regular day-to-day operations. It is through this proven process, that we are able to Develop Insights to Decrease Recovery Time.

While there are options out there for ALPR providers, they don't compare to TFS!

We believe in investing in technology for the benefit of our Client-Partners, and our investment in ALPR proves that. In 2021, we recovered over 10,000 assets - 6,000 were based on historical ALPR data, while 1,900 were directly attributed to an unexpected ALPR alarm.

All of our ALPR data is captured and stored in our secured server environment, and NOT shared with any commercially available resource for purchase.



1 Brand Awareness

We understand that your Brand Awareness is Number 1, and operate as if your brand is our brand.

2 Tech Invested

We believe in investing in the technology to better serve our Client-Partners. From ALPR to the development of MEMEX, our investments are the result of recognizing a need to stay one step ahead of that elusive customer.

3 Information Analytics

Our Records Management System was designed, with considerable input from us, and specifically for our business. Our RMS allows our staff to better query and correlate the information related to accounts and predict movements.



Recovering your asset remains the core service of Total Sleet Services, we also have offer a full lineup of services to ensure that that you receive the maximum return. With many of our Client-Partners, we offer a customized suite of services to reduce the headache of having to worry about those services as well.

Recovery

Recovering an asset is the most invasive aspect of the collection process. Our Field Adjusters are trained and educated in the latest updates in all Federal, State, Local laws and ordinances in the recovery of your asset. Our Field Adjusters actively check locations associated with individual(s) who have or may have the vehicle and gather information from the field.

Investigation

Our Skip Tracers have a proven ability to locate the most illusive individual. A true complement to our Skip Tracers is the Field Adjusters - who are the "Boots on the Ground". While most skip tracing is done through a combination of database searches, public information searches and social media scrubs - it is the Field Adjusters who are able to offer the insights back that give the Skip Tracer the best course of action with that information.

Transportation

Ensuring that your asset is transported Post-Recovery is essential to your operation. Whether it is through a pre-arranged agreement with our offices, or to another location, we ensure that your asset is delivered as quickly as possible.

Locksmithing

Often times assets are recovered without keys, even though we make every attempt possible to obtain them. Ensuring your asset is delivered with working keys is sometimes the best avenue, to ensure that the asset is able to be moved as quickly as possible.

Reconditioning

Lets face it - not everyone keeps their vehicle or equipment in dealer condition! We have a standard reconditioning process that will ensure that the asset is marketable before it arrives at you chosen destination.

TFS Partners

TFS Partners affords you the opportunity to take advantage of the massive amount of independent ALPR data that we collect, without having to change your collection or recovery processes.



- Recovery
- Investigation / Skip Tracing
- Transportation
- Locksmithing
- Reconditioning
- Partners LPR Staging
- Remarketing



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