



TOTAL FLEET
S E R V I C E S

Proven
Results
and
Optimal
Services

What sets us apart?

1

Dynamic Team

Our staff bring a set of skills to the table that is unsurpassed. Tim oversees the day-to-day operations, with 20 years experience in the repossession industry - David brings 10 years as an Auto Theft Investigator; Todd has 15 years in the insurance industry; and Bill has over 20 years in Law Enforcement, (while 10 were in an investigative position).

Our field teams and in-house skip-tracers are selected from their proven history of results.

3

Committed

Our efforts do not cease until your vehicle is recovered. Our staff constantly monitor all available resources until the moment the vehicle is Positively Resolved. In 2016 our staff located a vehicle that was rented in 18 months prior and subsequently shipped overseas.



2

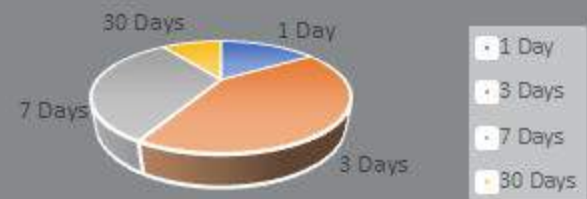
Professional

Our #1 goal is protecting our client-partners brand. Maintaining a decorum of professionalism is the core of each and every employee's training.

4

Experienced

Since 2015, we have positively resolved 22,969 accounts.



5

Technology

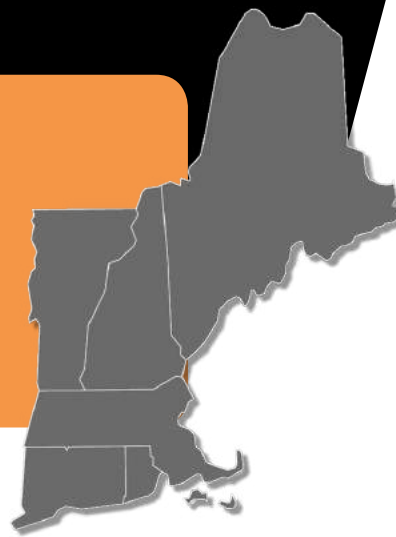
Our technology partners are carefully chosen and they are the best at what they do.



6

Direct Coverage

Our direct service area is the entire New England region.



7

Industry Recognition

Ever now and then, we receive a thoughtful email or note from one of our client partners.....

"We have used another company - that handles all our files across the country - however I feel like I am calling/emailing a warehouse anytime I interact with them. Notwith [Total Fleet Services]! Thanks!"

"Thank you for helping with that [ID Fraud] file, I didn't think that we were going to get that back."

"I received an email from one of our branch employees, and they love you guys. I was really surprised when I found out the car was not reported stolen anymore - Thank you for all that you do."

"You are a valued Partner and truly appreciate all that you do for us."

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Compliance

While times have drastically changed, we remain at the tip of compliance - understanding the need to ensure our client-partners are protected along the way. Compliance is not just something we just do, it is incorporated in what we are and what we stand for.

8

Industry Partners

We are partnered with some of the best in the industries we serve.



10

MEMEX

We are often asked how we are able to ascertain connections between accounts and effect the recovery as quickly as we do. The answer is simple - **MEMEX!**

MEMEX is the portion of our Record Management System that is continually checking your accounts, against all our records, for common links. This affords our client-partners to reap the reward of the data within our RMS without the cross-sharing of the information between client-partners

About Us

Total Fleet Services is the industry leader in recovering overdue, outstanding and missing rental vehicles. We understand that every day a vehicle is outstanding, it equals greater liability and lost revenue. Our mission is to recover the vehicle as quickly as possible to decrease that liability while increasing your revenue.

PROS – **Proven Results and Optimal Services** – is what our staff are and provide. Each and every member of our team brings a set of skills that compliments everything we do. While day to day management is overseen by Tim MacDonald (*having over 20 years in the repossession industry*) it is our staff that are the backbone of the company. Our Field Teams along with our Skip–Tracers are the best at what they do, working in unison with each other to ensure a rapid recovery of the vehicle.

We understand the importance of our Client–Partners brand, and for that reason Total Fleet Services is Customer Service centric. Each and every customer receives that same superior customer service, ensuring that your brand remains intact.

It is not enough to pull information, make continuous phone calls, and send emails to ensure the return or recovery of an outstanding vehicle! We utilize the best technology available, and a "Boots on the Ground" strategy. Our field adjusters are constantly sending information back to the office, and our office staff continuously review that information to determine the best course of action.

COMPLIANCE

The industry has changed drastically over the past 25 years, and Total Fleet Services understands the influencing factors. We have always remained in the forefront of Compliance, and protecting our Client–Partner brand is a priority for us.

Along with a total of \$5,000,000 in protection, each of our employees is equally trained and experience in:

- State Laws
- Federal Laws and Regulations
- Gramm–Leach Biley Act
- Uniform Commercial Code
- Federal Debt Collectors Practices Act
- CARS – Certified Asset Recovery Specialist

We have a 100% commitment to our Client-Partners that every team member that touches an account or portfolio has the appropriate training and is knowledgeable with all relevant laws and regulations!

TECHNOLOGY

Every technology implementation we utilize is designed to reduce our Client–Partners risk while enhancing work flow efficiencies. We are partnered with the leading and innovative technology companies, which include:

- Thomson Reuters – CLEAR
- ClearPlan
- Digital Recognition Network
- Recovery Database Network
- Vigilant Solutions

EXPERIENCE

Led by management that possesses a deep knowledge of the repossession industry, insurance industry and law enforcement – our staff are able to accomplish what we accomplish through perseverance and an understanding of the influencing factors.

SERVICES

RECOVERY

Recovering a vehicle from a customer that has ceased all contact with your branch is understandably the last resort. Ensuring that the recovery process is carried out in a manner conforming with all applicable laws, as well as the clients ethics code is our top priority.

Our recovery staff are well trained to ensure compliance with all laws surrounding the recovery process, and guarantee Damage-Free towing of the vehicle. Our clients Brand Awareness is of the utmost importance in all interactions throughout the recovery process.

TRANSPORTATION

Transportation should be a non-event!

We understand the need for the vehicle to be placed back into the fleet quickly to continue normal operations. Upon recovery we ensure that it is delivered back to your location of choice as soon as possible to continue normal operations. Our transportation staff ensure that recovered vehicles are delivered to your location – most within 24 hours.

RECONDITIONING

The right reconditioning increases condition grades, which leads to higher values and a quicker turn around. We feature a full range of these services, from detailing to light mechanical repairs and Paint/Body Repair. Our reconditioning team eliminates the logistics and scheduling hassles so you can concentrate on renting vehicles.

INVESTIGATION / SKIP TRACING

We pride ourselves on bringing the highest quality, most expedient skip tracing to the table when servicing an account. Our success rate of up to ninety-seven percent is unequalled. Fully comprehensive asset searches contain all available information, both positive and negative, on every individual associated with an account.

We have proven our ability to locate the most illusive individuals, and have located assets as far as way as Dubai – when it should have been in Boston, Massachusetts.

Our Skip Tracers and our Field Adjusters are continuously sharing information back and forth, and truly compliment each other. Looking at a report on a computer screen is great, but without having the ability to verify that information in person – it is just text. Our field staff has an abundance of skill, experience and knowledge of Auto Theft, Insurance Investigations, Identity Theft, Fraud and Motor Vehicle crimes.

We believe that a "Boots on the Ground" approach is the best course of action in all Skip Tracing and Investigations.

LOCKSMITHING

If upon recovery, keys to the vehicle are not made available –we've got it covered.





TOTAL FLEET SERVICES

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