

FAQ- IAAI/ ALL TEAM AUTO

Sign Up:

~How do I sign up for your broker services through IAAI, if I only desire a one-time bid without a membership?

Go to **AllTeamAuto.com** and click the (MAKE PAYMENT) TAB. Submit your \$75 non-refundable, one-time bid fee along with required security deposit amount. The security deposit amount is 10% of your maximum bid limit. Please ask our representatives for assistance with your one-time bid. We will require a clear copy of your driver license for title processing, if a vehicle is won during your bid.

~How do I sign up for broker services through IAAI, if I desire an annual membership?

Go to AllTeamAuto.com and click on the (CUSTOMER SIGN-UP) tab, then follow the (IAA CUSTOMER SIGN-UP FORM) link. Complete your bidder form, signed and send it to AllTeamAuto with a clear copy of your driver license. You can send it by FAX or e-mail (ALLTEAMAUTO@YAHOO.COM). You will need to submit this information with your paid membership of \$150 along with your selected security deposit amount, before we can send your information over to IAAI for registration. Registration takes between 24-48 hours, as long as ALL of the above have been received by AllTeamAuto. Please refer to (IAA CUSTOMER SIGN-UP FORM) link on **AllTeamAuto.com** website for fee breakdown.

~How much is the security deposit?

You are required to place a 10% refundable security deposit on your maximum bid, with a minimum of \$150 as your refundable security deposit. EXAMPLE: \$1,500 MAX BID= \$150 refundable security deposit/ \$3,000 MAX BID= \$300 refundable security deposit/ETC. The security deposit is held with AllTeamAuto and will be refunded by AllTeamAuto using the same method the payment was received.

~How can I pay for my membership fee and security deposit?

On AllTeamAuto.com there is a (MAKE PAYMENT) tab. AllTeamAuto.com is a secured site. Payment methods accepted are DEBIT, CREDIT CARD (Visa, Master, Discover & AM EXP), PayPal or by BANK TRANSFER (to our **CHASE** account). Please see (AllTeamAuto WELCOME E-MAIL) for bank wire instructions. Please note that a 5% processing fee will be added to each payment you make online.

~When can I request a refund of my security deposit?

You can request for the security deposit at any time, unless you have pending vehicle transaction(s) or pending membership setup. Meaning any unpaid balance or pending title and/or documents. Your transaction must be completed in full before a refund of the security deposit can be made. Security deposits are refunded in the same method in which they are received by AllTeamAuto. Submit refund requests to (ALLTEAMAUTO@YAHOO.COM).

Vehicle payment and fees:

~What are the fees associated with my vehicle purchase?

You will pay the Transaction, Document and Mailing fees per vehicle purchase to AllTeamAuto. AllTeamAuto fees will always be in addition to the auction invoice for each won bid. Please refer to (IAA CUSTOMER SIGN-UP FORM) link on AllTeamAuto.com website for a breakdown of all fees based on the amount of your won vehicle. IAAI will also charge fees per vehicle purchase. Please go to **IAAI.com** for a list of all IAAI fees based on your won bid amount. AllTeamAuto fees will be calculated on top of IAAI auction fees, per purchase (includes WON item amount + IAAI fees).

~When is my vehicle payment due?

The vehicle must be paid in full on the day the payment is due to the auction (IAAI). You have 2 business days to pay the vehicle in full to AllTeamAuto. If the vehicle is purchased on the weekend you will receive an additional 2 day grace period from IAAI. Both AllTeamAuto and IAAI will charge late fees if the payment is not received on time. If paying by bank wire transfer, please check with your financial institution to find out how long the transfer will take BEFORE sending the payment. Both AllTeamAuto and IAAI cannot be held responsible for late payment of vehicle due to delayed wire transfer. Late fees will apply.

~Can I use my 10% security deposit towards the vehicle purchase?

No. The security deposit will be refunded at the completion of the transaction, it will be refunded using the same method the payment was received.

~How can I pay for my vehicle to AllTeamAuto?

Vehicle payments can be made by bank deposit or wire transfer to our **CHASE** account. Credit/Debit card and PayPal are not accepted for vehicle purchases, the payment must be made by bank deposit or wire transfer ONLY. If the payment is received by wire transfer, AllTeamAuto will charge \$30 to receive INTL. or \$25 to receive domestic accounts. Please see (AllTeamAuto WELCOME E-MAIL) for bank wire instructions. If you have a **CHASE** account of your own, you may also use the **CHASE to CHASE** payment method for vehicle payments to AllTeamAuto.

~What happens if my vehicle is picked up late and storage fees occur?

The storage fees can be paid to IAAI directly. You also have the option to go to **AllTeamAuto.com**, click the (MAKE PAYMENT) tab to send funds using our secured site. You may also use your personal PayPal account to send funds to AllTeamAuto (SEND TO ALLTEAMAUTO@YAHOO.COM), you can also send them to our **CHASE** account. Any unpaid fees will be deducted from your refundable security deposit, the remaining security deposit will be refunded per usual. Each customer is responsible for their own transportation however, **AllTeamAuto will assist our customers with transportation services if requested**. Additional transportation service fees will apply.

~What if I am not satisfied with my purchase and no longer want the WON lot?

Once a vehicle has been WON on IAAI it must be paid in full, on the day the payment is due to AllTeamAuto. If you win a bid placed by either AllTeamAuto or your own personal buyer number and login, you are responsible for the payment in full along with any associated fees. Both AllTeamAuto & IAAI will charge renege fees for any unpaid vehicle(s). Fees will vary depending on the amount of the WON bid. If the renege fees are not paid in full, your security deposit will go towards your unpaid balance and will no longer be available for refund. Unpaid renege fees will result in suspension of your buyer number and bidding privileges. (Please refer to **IAAI.com** for breakdown of renege fees based on the won bid amount).

~What if I have completed my vehicle transaction, yet I no longer want the vehicle?

Once your vehicle transaction is complete, you have the option for relisting your vehicle through the auction (IAAI). Both AllTeamAuto and IAAI will charge relist fees. The vehicle will be re-ran and hopefully sold through the auction (IAAI) to potentially cut your loss on the item. Once you have decided on the relist option, one of our representatives will assist you throughout the process. NOTE: All vehicles are purchased AS-IS, NO WARRANTY from **IAAI.com Title and Reassigning Documents Process:**

~What happens regarding the title, once my vehicle has been paid in full?

AllTeamAuto waits to receive the vehicle title by mail from the auction. Average processing time for the title transfer into your name is about 2 weeks, in some cases the auction is allowed up to 30 days to mail the title out to our office.

~What happens once AllTeamAuto has received my title?

We will immediately look the title over to make sure it was sent from the auction with proper space, for legal reassignment to a new owner. If there is space for reassignment, we will prepare and send all necessary reassigning documents to you by e-mail. You will be required to sign and return each document copy by FAX or e-mail to AllTeamAuto (ALLTEAMAUTO@YAHOO.COM). Once we have your signed documents we will mail your TITLE and ORIGINAL DOCUMENTS to the address provided on your bidder form (PER CLIENT INSTRUCTIONS).

~What happens if the title for my vehicle has no space for reassignment?

If the title that we received from the auction cannot be reassigned as is, AllTeamAuto will be required to apply for a MI title through Secretary of State. This process takes up to 2 weeks for Clear titles and between 6-8 weeks for Salvage titles to be mailed to AllTeamAuto. There will be a fee associated with this additional service. Once the MI title has been received from

State we will complete the reassignment process. (YOU CANNOT REQUEST FOR A REFUND OF THE SECURITY DEPOSIT AT THIS TIME, TITLE TRANSFER MUST FIRST BE COMPLETED)

~Can I have my vehicle titled to someone other than myself?

Yes. However, we will require a clear copy of their valid driver license along with title mailing instructions.

~Can I have the title picked up by my driver and/or myself, while picking up the vehicle from IAAI?

Never. Once a vehicle is purchased under the AllTeamAuto buyer number or under your own issued buyer number, IAAI auction receives mailing instructions. All titles will be sent to AllTeamAuto per our Power of Attorney on file. IAAI is instructed not to release any titles and mailing instructions to our main office are included. We aim for the quickest possible processing times for our clients.

Bidding and Buyer Number Process:

~When do I receive my buyer number to place bids on my own?

IAAI will issue your personal bidder number and login within 24-48 hours, once your membership fee and refundable security deposit payments have been received along with submitted bidder request form and clear license copy (FAX or E-MAIL LIC. COPY TO ALLTEAMAUTO@YAHOO.COM). We will place bid(s) on client's behalf if the lot is running before registration can be completed, that way you don't miss out on your desired vehicle. You will need to provide IAAI STOCK# and MAX BID AMOUNT if AllTeamAuto is requested to bid on your behalf during registration.

~What is the bidding process if I select the one-time bid option?

AllTeamAuto will place bids for their one-time bid clients, up to their maximum desired bid limit. You are required to leave 10% security deposit of your desired maximum bid. You are only allowed a minimum of \$150 refundable security deposit with AllTeamAuto during the transaction, which gives you up to \$1,500 MAX BID. You are required to send in a clear copy of your driver license for vehicle title reassignment. If you lose a bid, you only pay the \$75 one-time bidder fee. You can select to have your security deposit refunded after the bid is lost. With our years of experience, let us help guide you through this exciting process.

~Am I limited to bid in certain states or on certain vehicles?

Using a broker gives you access to the full IAAI.com auction however, for SALVAGE bids only: members are limited to bid in MI, AL, WI, IL & FL. AllTeamAuto will be required to bid on behalf of the member for all SALVAGE bids. You will need to provide us with the STOCK# and DESIRED MAX BID AMOUNT.