

defi BPO

REMARKETING

Maximize Your Resale Value with
defi REMARKETING



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Remarketing

Quickly Reduce Your Returned Inventory and Increase the Resale Value of Your Vehicles with defi SOLUTIONS



Shorten your turnaround time and maximize the resale price of your returned vehicles with defi REMARKETING from defi SOLUTIONS. Get comprehensive remarketing services focused on moving your inventory quickly and increasing the value of your portfolio.

defi SOLUTIONS goes beyond placing ads and sending inventory to auction. With defi, you'll get leading technology, effective processes, experienced staff, and strong industry relationships based on years of experience.

When you are sitting on unsold vehicle returns or repossessions, you are losing money. You need powerful remarketing strategies that will move inventory and return a higher price either through traditional auctions or Internet channels.

defi SOLUTIONS is the partner you need with the resources and ability to implement effective and powerful remarketing strategies.

End-to-End Remarketing

Get 30+ years of auto remarketing experience on your side with defi SOLUTIONS. Whether you need defi to handle one aspect of your remarketing process or implement a complete, end-to-end remarketing strategy, you'll get a solution that will quickly dispose of your vehicle inventory and increase your return on vehicle sales.

5 Key Benefits of Effective Vehicle Remarketing Services through defi

1. LOWER TURN TIME

defi REMARKETING from defi SOLUTIONS delivers the quickest resale of your vehicle, with none of the hassle. To sell your vehicle, we provide:

A Dedicated Team – A group of industry professionals will handle the day-to-day administration of remarketing your vehicle inventory and a client relationship specialist will represent your organization throughout the entire remarketing process.

Nationwide Title Network – Get titles delivered quickly and more cost effectively with onsite secured storage, daily processing, tracking, and follow-up. defi maintains long-term relationships with many state DMVs and title service companies to get you the titles you need faster.

2. INCREASED RETURNS

Get the maximum return on each vehicle resale. On your behalf, defi offers:

On-Site Representation at Auction – defi auction representatives are deployed to provide accurate and competitive vehicle pricing, promote operational best practices through audits of the many different auctions, and recommend value-added repairs.

Competitive Auction Rates – defi SOLUTIONS can get you the best rates on transport, sales fees, needed repair costs, or any other auction expense because of the unit volume we handle and our industry experience.

Premium Sale Lane Placement – Often lane placement of the vehicle for sale is determined by the number of vehicles brought by that seller to the auction. defi's industry connections secure optimal lane position of your vehicle – improving vehicle visibility and ensuring best sale price.

Reliable Market Pricing – Your vehicle will enter the auction with the correct floor price, which is critical to enhancing profit. Data from AuctionNet® and other proprietary providers is used to set your vehicle's price.

Numerous Internet Selling Channels – defi promotes the use of Internet sales channels to enhance competitive

bidding. Leverage our strong relationships with many major internet channel providers, including Manheim Simulcast, AWG, ADESA® LiveBlock™, Manheim OVE, ADESA® DealerBlock™ OpenLane, and SmartAuction. defi has connections for both live internet bidding and for pre- and post-sale cyberlot sales.

3. LOWER OPERATIONAL COSTS

To maximize revenue, vehicles must be sold at the best possible price while incurring the lowest possible associated cost.

Timely/Efficient Transportation – The more quickly a vehicle is transported to auction, the less storage costs are incurred. defi averages a 4-day transport turn time – a full day less than the industry average – saving you money.

Ongoing In-house and On-Site Auction Expense Audit Process – defi conducts both in-house and on-site audits of all fees, costs and processing charges on a regular basis.

Automated System Checks – defi has established automated criteria to monitor auction expenses. Should an expensed item fall outside of the program guidelines, an exception is generated for immediate follow-up.

4. STREAMLINED OPERATIONAL PROCESSING

Enjoy a quicker sales turnaround time with a higher resale value on your vehicle inventory with defi's efficient processing. Remarketing with defi includes:

Real-time Integration with AutoIMS – Through defi, inventory management is streamlined with AutoIMS connectivity and functionality. The integrated dashboard allows you to view accurate, up-to-date data, condition reports, and photos of vehicles as they flow through the remarketing lifecycle.

Daily Follow-Ups and Exception Tracking – Automated queues provide continuous checks and balances for each step of the remarketing process. Your account will be personally reviewed to maximize sale proceeds, while minimizing costs and expenses.

5 Key Benefits of Effective Vehicle Remarketing Services through defi (cont.)

Account Management – Should any issues arise, an assigned client relationship specialist will work with you through resolution. defi will represent and protect your interests from vehicle pickup to vehicle resale.

5. PERFORMANCE MANAGEMENT

Results are important. defi was the first to develop a formal evaluation system that is now an industry standard. The system includes vendor management, performance grading, and an auction rating system and an enhanced reporting and feedback system that includes:

Internal Reporting – Every step of your vehicle sale will be tracked and reported back to you.

Quality Control – A national quality assurance program, designed by defi, measures auction sales and operational efficiency to ensure that you're getting the maximum resale value out of your returned vehicles.

Post-Sale Report or NQCR – Your representative's after-sales report of auction results will be made available to you. This report includes sales results, marketing effectiveness, a reconditioning/condition report, expense accuracy, and a summary of auction operations.

Monthly Progress Reports – Get a detailed report of customer service and all operational efficiencies delivered to you by the auction.

Quarterly Auction Results – Auction results are ranked and reviewed to guarantee excellence and greater return.

Setting You Up for Success with:

- Experience earned from over 1.5 million vehicle sales
- Leading technology and processes for remarketing
- Expertise managing a wide variety of portfolio types including prime, sub-prime, specialty, leasing, and manufacturer
- Partnerships with leaders in the auto finance industry

Personalized Remarketing

defi SOLUTIONS provides software solutions and services across all elements of the lending life cycle: origination, servicing, and technology-enabled business process outsourcing. These offerings are tailored to the needs of captive lenders, national banks, regional banks, finance companies, credit unions and lending start-ups.

Our unwavering focus on you, the customer, is evident in the details of our service delivery. Our client-specific reports include metrics customized to meet the needs of your portfolio. Designated managers, coordinators, and a back-up team monitor processes, operations, inventory, and sales on a daily basis, so you can focus on other aspects of your business. Access to our operating system enables you to view account status, updates, and reporting at your convenience. And, our ongoing communication of vendor performance ensures that our remarketing services are delivering maximum results for you.

Our commitment to improving the lending experience for everyone is why our remarketing process is easy and why our program has earned us the trust of vehicle lenders nationwide.



Connect With Us

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