

## Why We Markup Tow Bills, Charge Administration Fees and Storage on Total Loss vehicles

1. Initial Contact with Customer via phone or face to face. We deal with the facts of the loss, IE how did the accident occur, anyone hurt, Insurance Company involved, where the vehicle is now located advise customer to release vehicle to be transported here Approximate Time = 15-30 min
2. Contact Towing Company and get advance charges and instructions to transport vehicle here.  
Approximate Time = 10 min
3. Fill out Check request and have Bookkeeping cut a C.O.D. check  
(When applicable – 75% of tow-ins are C.O.D)  
Approximate Time = 15 min
4. Contact Customer and inform them when vehicle should arrive.  
Approximate Time = 10 min
5. When vehicle arrives, Lot Porter escorts Towing Company to locate vehicle in the DBS Lot.  
Approximate Time = 10 min
6. Depending on the degree of the accident the vehicle may need Jacks Stands, may have toxic spillage, broken glass that must be dealt with.  
Approximate Time = 10 - 15 min.
7. Repair Order is created and notes are entered documenting the previous steps taken  
Approximate time = 15 min
8. Vehicle is then ID'd, images taken and downloaded into the computer the vehicle is then tagged on the windshield as necessary.  
Approximate time = 10 min
9. Customer is called and notified on the vehicle arrival  
Approximate time = 10 min
10. Vehicle is estimated if repairable, then repairs are negotiated with the insurance company, explained to the customer and the ordering of parts/materials and repairs commence.  
Approximate time = 1-3 hours
11. If the vehicle is deemed a Total Loss, then the customer is then notified (sometimes by us sometimes by the Insurance Company.) We then request the customer to remove all personal belongings.  
Approximate time = 30 min
12. Customer comes in and retrieves personal belongings and releases vehicle  
Approximate time = 15 min
13. We then field several some random calls from the Insurance company and usually the salvage company responsible for removing the vehicle  
Accumulated Approximate time = 20 min
14. Salvage Company driver arrives, we collect the Monies owed and escort the Driver to pickup the salvage vehicle, sometimes we need to move certain vehicles to facilitate hookup of the salvage vehicle.  
Approximate time = 15-30 min