Repurchase Process Overview

GM FE Case Audit and Data Entry
(E-PRA received/Case Creation)

- AVM transmits the case through the Morley VSPC Web site to RVDC.
- An automatic e-mail will be sent to the AVM upon receipt of the case at RVDC.
- The coordinator will review the case for completeness.
  - If the case is incomplete, the coordinator will reject the case. The case will be sent back to the AVM through the Web site and a rejection e-mail will be sent.
- The coordinator will accept the case.
- Check to see if there is an existing case for this customer and VIN in Siebel. If a Siebel case has not been established in the Siebel system, establish a Service Request number.
- A Regional Senior will assign the case to a Repurchase Coordinator (RC).

Initial Customer Contact

- Phone contact must be made to the customer within 24 hours of receipt of the case. If you have to leave a voicemail, you must continue to follow up with additional phone calls. The case will not proceed until you actually talk to the customer.
- During the conversation with the customer, the RC will verify contact information (making sure names are spelled correctly), ask for any additional phone numbers, fax numbers or e-mail addresses the customer may have and establish what is the best way and time to contact them again.
- The RC will give the customer the RC’s contact information and go over expectations for the remaining sections of the repurchase process.
- The RC will begin the document retrieval process by asking the customer to fax the following documents:
  - Copy of drivers license, for all owners listed on the title
  - Copy of title, if applicable
  - Copy of Current Vehicle Registration
- The RC will ask the customer if there is a lien on the vehicle. If there is a lien, the customer needs to provide the following information:
  - Lien Holder name, address and phone number
  - Account number
- The RC must tell the customer that they will be calling the lien holder to receive the payoff on their account and if they have any problems with the lien holder, the customer will have to contact the lien holder on General Motor’s behalf to obtain the documentation required to process the case.
- The RC will wrap up the call with the customer and let them know they will contact them once they have formulated the offer.
Initial Dealer Contact

- Phone contact must be made to the dealer contact within 24 hours of receipt of the case. If you have to leave a voicemail, you must continue to follow up with additional phone calls. The case will not proceed until you actually talk to the dealer.
- During the conversation with the dealer, the RC will verify contact information (make sure that the contact has the authorization to sign for the dealership) and ask for any additional phone numbers, fax numbers or e-mail addresses the dealer may have.
- The RC will give the dealer the RC’s contact information and go over expectations for the remaining parts of the repurchase process.

For Straight Repurchases: The RC will start the document retrieval process by asking for the following documents/information:
- Copy of the Signed Bill of Sale or Sales Contract
- Incentive Acknowledgement form, if applicable
- ACV form, if applicable (for the vehicle they traded in to purchase the repurchased vehicle)
- Title Application

For Lease Repurchases: The RC will start the document retrieval process by asking for the following documents/information:
- Copy of the Signed Bill of Sale or Sales Contract
- Finance Contract
- Incentive Acknowledgement form, if applicable
- ACV form, if applicable (for the vehicle they traded in to lease the repurchased vehicle)
- Title Application

For Trade Repurchases: The RC will start the document retrieval process by asking for the following documents/information:
- Copy of the Signed Bill of Sale or Sales Contract
- Incentive Acknowledgement form, if applicable
- ACV form, if applicable (for the vehicle they traded in to purchase the repurchased vehicle)
- Title Application
- Applicable fees which will be associated with the “New” replacement vehicle
- Tax rate for the “New” replacement vehicle

Gather Customer Documents and Information

- If the RC does not receive the required documents, they will begin the follow-up process with the customer on a daily basis.
• If the RC has been unsuccessful in attempts to contact the customer by phone, they
  would call the AVM and let them know that the customer is not responding and ask
  about which further steps the AVM would like to take.
• If the documents are not received or are invalid, the case could be closed without
  repurchase.

Customer On Hold

• Any circumstances would have to be reviewed on a case-by-case basis and put on
  hold with the Regional Senior’s approval.

Gather Dealer Document and Information

• If the RC does not receive the required documents, they will begin the follow-up
  process with the dealership on a daily basis.
• If the RC has been unsuccessful in attempts to receive the required documentation
  and information, they will try to find a contact person within the dealership to help
  retrieve the documents.
• If the RC is still unsuccessful in attempts to receive the required documents, the RC
  will contact the AVM to let them know that the dealer is not responding and ask
  about which further steps the AVM would like to take.
• If the documents are not received or are invalid, the case could be closed without
  repurchase.

Dealer On Hold

• Any circumstances would have to be reviewed on a case-by-case basis and put on
  hold with the Regional Senior’s approval.

Formulate Preliminary Offer and Worksheet

• The RC will formulate the offer on the appropriate worksheet depending on the
  transaction type.
• After the worksheet is complete, the RC will create the applicable Customer Offer
  Letter and Dealer Confirmation Letter.

Internal Review and Quality

• The Quality DC will verify all numbers on the worksheet against the supporting
  documentation for the repurchase.
• The Quality DC will verify that all the information in the system is reflected correctly.
• If the case is not correct, it is rejected back to the RC to re-formulate the worksheet
  and/or letters.
If the case is correct, the completed worksheet and supporting documentation are forwarded for client review and approval.

**Client Review and Approval**

- The client approver will verify all numbers on the worksheet against the supporting documentation for the case.
- If the client approves of the figures, the case will proceed.
- If the client has any questions or notices discrepancies in the case, the client will contact the RC for further documentation to be forwarded.

**Customer Offer Review**

- The RC will contact the customer by phone to review the Settlement Offer and figures and let them know that they will forward the document to the customer for final review. The customer will need to sign the letter and return it if they accept the repurchase offer.
- The RC will forward the customer the Settlement Offer Letter by fax or e-mail, whichever is applicable. If the customer does not have access to either fax or e-mail, the RC may have to send the Settlement Offer via Fed-Ex or to the dealership for them to pick up.
- If the RC does not receive the signed letter back within three (3) business days of sending them, the RC will follow up with the customer.
- The RC will contact the dealer by phone to review the Dealer Confirmation Letter and figures and inform them that they will forward the document to the dealer for final review. The dealer will need to sign the letter and return it if they agree to the figures.
- The RC will fax the dealer contact the Dealer Confirmation Letter for the dealer to sign and return within three (3) business days.

**Schedule Closing**

- After receipt of the signed letter from the dealership and the customer, the RC will contact the dealer and customer to schedule the closing date at least four (4) business days out.
- The RC will call the dealer and ask for the dealer’s availability for completing the repurchase paperwork and vehicle surrender.
- Once the RC has the availability from the dealer, the RC will call the customer and find out when the customer can go to the dealer, sign paperwork and surrender the vehicle.
- The customer and dealer must agree on a specific date to surrender the vehicle and complete the repurchase.
- After a closing date is set, the case will proceed to the RVDC Disposition side for completion.