



LAST LOOK SECURITY
OFF-LEASE INSPECTION SERVICES



FEEL SECURE IN THE FACT THAT THE LAST SET OF EYES ON YOUR OFF-LEASE VEHICLES BELONG TO **THE GLOBAL LEADER IN INSPECTIONS**

Before the auction hammer comes down; who do you want to take that last look at your lease vehicles? **When you need to be sure** concerning the condition of your vehicles...**SGS is the answer!**

THE SGS DIFFERENCE

With more than 28 years experience and 10 million used vehicle inspections completed, SGS provides nationwide coverage with employee based resources to perform Off-Lease vehicle inspections on behalf of manufacturers, lease companies, and financial institutions. The size and scope of our organization allows for maximum flexibility with regard to scale and speed to market (no program is too small or too large).

As the world's oldest and largest global Inspection and Certification Company, SGS has the credentials and the expertise to get the job done. With over 1,350 offices in 142 countries and 4,500 employees in North America, SGS has the resources associated with a leader. When your vehicles run through the auction, whether it is on-line or physical, customers need to trust the quality of the inspection. Your cars and trucks are competing for the buyer's dollars, so **when you need to be sure** that the inspection company you select can perform at a "World Class" level: You need SGS!

THE INSPECTORS

In any process, the point of contact is critical to success. At SGS the credentials of our Inspectors are what make us different. As an employee based provider of inspection services, our inspectors are 100% committed to working for SGS and our clients. In addition, on average they have the following qualifications:

- 11 years of industry experience
- Over 6 years with SGS
- 47% hold an industry or organization certificate
- Receive continuing education on industry trends and best practices

SGS Inspectors are experienced professionals who are highly trained to recognize and estimate normal and excessive damage, as well as identify previous repair and structural issues. All you need to do is "Point and Click"; you tell us what you want done and we take it from there!

THE INFRASTRUCTURE

As with any team, the Inspectors are only as good as their support structure. Our operations' management team has over 100 years of combined industry experience and uses that expertise to oversee a highly specialized group of Key Account Managers, IT Professionals, and Customer Service Representatives.

The SGS National Customer Service Center, located in Cincinnati, OH, coordinates the movement of our Inspectors. Our Customer Service Representatives have, on average, the following background:

- Experience of over 5 years
- 15:1 supervisor to representative ratio
- Service excellence as measured by our dealer surveys and customer feed back



Making sure that we have the right Inspector, in the right place, at the right time, is a key ingredient in the inspection process; this is one more reason SGS is the world's largest inspection company. We sweat the details!





THE PROCESS

Our process will, of course, be driven by your needs. SGS takes the time to understand the objectives of our clients and based on these needs, we will build a customized electronic platform for capturing and scoring key elements of the Off-Lease Inspection. In addition to client input, the process will also be guided by thousands of previously conducted inspections. Unlike many experiences you may have had with other vendors, you will not have to train the SGS team on how to perform an Off-Lease Inspection. All you'll need to do is give us direction on how your company would like us to do the aforementioned.

The process begins with using the correct tools for the job. Our Inspectors utilize the following inspection tool kit:

- Tablet Computer containing custom inspection software with client guidelines
- Wireless (cellular) air card for real time transmission of inspection results
- Digital Camera
- Portable Printer (condition reports can be printed at time of inspection)
- Paint thickness gauge (assists in identifying previous paint repairs)

Based on client needs, the SGS Off-Lease Inspection process can include the following:

- Receiving and coordinating expiring lessee data
- SGS National Service Center contacts lessees, based on client data, to schedule appointments
- Web based appointment scheduling
- Conducting inspections with lessees at their home/work place or at auction/dealership locations
- Providing electronic inspection reports together with digital images
- Comprehensive reporting on-line that is accessible via a secure web site

- Title handling and storage through our National Title Center in Huntersville, NC so that the documentation is up to date and readily accessible

Off-Lease Inspections can be completely tailored to your requirements, although they typically involve three main stages.

STAGE 1: THE INSPECTION

SGS Inspectors collect all technical information about the car during the 140 point inspection, including the make, model, series, fuel type, trim and accessories. They check for keys and documentation, the condition of the tires, etc. They then note and take digital images of all damage.

STAGE 2: THE CALCULATION

Data collected during the inspection is sent electronically to an SGS-proprietary application. Taking into consideration all the results of the inspection, you are provided a detailed cost analysis of vehicle damages.

STAGE 3: THE REPORT

The Report can be viewed via a URL link sent by email, on-line via secure web access, and by electronic transfer using SFTP, XML, or other transfer methods. The Report can also be electronically forwarded to any on-line portals or remarketing companies of your choice.

Our clients include OEM manufacturers, their affiliated financial companies, fleet management companies, lease companies, financial institutions, major vehicle auctions and on-line remarketers.

SGS offers the most flexible and meticulous Off-Lease Inspection process available in the market. We are the world's leading Inspection, Verification, Testing and Certification Company and

our Off-Lease Inspection Services set the global benchmark for quality and integrity!

THE BENEFITS

The following list of benefits highlights the importance of a professionally conducted Off-Lease Inspection:

- Third-party independent inspection performed by trained professionals
- Customized inspection criteria and procedures
- National Customer Service Center to coordinate phone and Web based appointment scheduling
- Standardized electronic reporting, as well as, customized reports
- A customized and flexible report to serve collection of claims and prompt remarketing
- Standardized cost calculation and determination of excess wear and tear
- Reduced non-core and administrative expenses with better recovery
- An open, transparent platform providing management on-line statistics, accessible by you and your customers
- Electronic data exchange and optimal integration into your workflow and processes including any third party remarketing providers.

FOR MORE INFORMATION OR TO CONTACT SGS NORTH AMERICA INC.



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WHEN YOU NEED TO BE SURE

