

ACERTUS® CLAIMS PROCESS

ACERTUS takes pride in our 99.5% damage-free delivery rate. In the rare event you need to submit a claim, either for vehicle damage or missing items, please submit your case to Claims@ACERTUSdelivers.com within 48 hours of delivery. Claims are time sensitive and must be reported to ACERTUS within the allotted time frame.

When submitting your claim, please include the following:

- VIN number
- Copy of signed Delivery Receipt or Electronic Proof of Delivery (ePOD)
- Description of damage being claimed
- Three photos of damage (near and afar capturing location of damaged panel)
- Detailed estimate (required but, not needed to submit claim.)
- Bill of Sale (major damage)

All will be required before payment is issued for accepted claims with a signed release.

Before submitting your claim, please be advised:

- All damages must be notated on the Delivery Receipt (ePOD) or presented BOL during the delivery inspection, or your claim will be denied.
- If a vehicle is received Subject to Inspection (STI) or after hours, you will need to conduct your inspection and present the damage(s) to ACERTUS within 48 hours, as required for notification of damage(s) on STI drops. Any notification received outside of this timeframe will result in full denial of the claim.
- In the event, “hidden” or “concealed” damage is found after the delivery inspection, it must be reported to ACERTUS within 24 hours, or your claim will be denied. Hidden or concealed damage is classified as damage(s) that can only be seen if the unit is lifted on a hoist or airlift.

DELIVERY INSPECTION PROCESS OVERVIEW

Below is a brief rundown of the procedures to follow when receiving a vehicle at your facilities. These steps must be followed fully.

1. Upon arrival, the driver will present the BOL (either physical paper or ePOD). Only one form of this should be used. If requested by driver to fill out both forms, make sure they are identical with damage remarks.
2. Check-in staff is to inspect the unit fully, following the steps listed within "Inspection Steps" document.
3. All remarks must be noted on all forms of BOL and signed by all parties. If more than one copy is being used, the copy the driver retains must be identical to your copy.
4. All damages regardless of who is liable must be noted on the BOL using the AIAG damage codes to be valid (damage area - damage type - damage severity).
5. It is the responsibility of the receiver to ensure damages are being marked properly. You will physically have to input the damages on the BOL/ePOD, not driver.
6. Once the BOL is signed by the receiver, no damages can be added or altered.
7. Report damages to ACERTUS Claims Team immediately for processing:
Claims@ACERTUSdelivers.com.

Any damages not noted on the BOL will be denied and liability will not be on ACERTUS.

*****KEY AREAS TRANSPORTATION DAMAGE OCCURES: ROOF, HOOD, LF DOOR, BUMPERS, UNDERSIDE OF BUMPERS, GRILLE, TIRES, AND UNDERCARRIAGE. IMPACT MARKS ARE TYPICALLY A SIGN OF TRANSPORT DAMAGE. HOWEVER, IT IS IMPERATIVE THAT ALL DAMAGES FOUND ARE MARKED ON THE BOL REGARDLESS*****

INSPECTION STEPS

Please note that if a vehicle is delivered dirty/soiled, the receiving party has the right to use a touchless wash prior to inspection within the 15-minute time frame per unit or 1 hour per full load. Driver has the right to watch and record. Damages caused from washing will be denied as they are not transport related.

Front of Vehicle

- Inspect hood area, grille, header panel, headlamps, filler above bumper, turn signals, etc.
- Inspect bumper, bumper guards/strips, lower filler panel and feel/inspect the bottom of splash panel/splitter.
- Take a cursory view of entire front end, including windshield and roof.

Side of Vehicle (repeat for both sides)

- From side of front windshield, inspect the windshield and hood.
- Inspect the fender and view down the front fender, door, and quarter panel for any dents.
- Inspect tires and rims for damages.
- Reaching the door areas, check the doors, panel edges, door glass, and molding.
- From the quarter panel, view down on the side of the vehicle for any damages.

Interior of Vehicle (repeat for each door as you make your way around vehicle)

- Open the door checking for damages such as chips, scratches, and dings. Inspect the door edge and rocker panel.
- Check for soiling and any signs of vandalism or abuse on the door panel.
- From the driver's area and without seating (if no need to), take a cursory view of glove box, console compartments, all trim panels, headliner, carpets, and upholstery.
- Verify presence of ALL keys (typically connected and located in the cup holder).
- Check for any damage or soiling in the driver's headliner area.

Rear of Vehicle

- Inspect trunk lid/hatchback area, rear lamps, rear end panel, upper filler, rear glass window, and roof.
- Inspect the bumper, bumper guards/strips, lower filler panel.
- Look at the back-end part of the exhaust pipe and undercarriage to make sure there are no damaged areas/parts (may have to get on the ground).
- Make a cursory view of the entire rear end (include the roof and rear window).

Loose Items Bag

- Report if bag is open/broken or missing.

MAJOR DAMAGE CLAIM PROCESS

In the event a vehicle is received with major damage, all the items and steps below must be followed to process the loss.

Step 1: Check-in vehicle as usual and follow all required inspection steps. Damage must be noted on the BOL/ePOD.

Step 2: Report damage immediately to ACERTUS Claims Team within 24 hours of delivery. Required documents listed in the ACERTUS Claims Process are to be sent at opening of claim.

Step 3: Obtain written detailed estimate. Provide for review to ACERTUS, along with original Bill of Sale for the vehicle with claimed damages (REQUIRED).

If you are unable to obtain an estimate, the claim will be suspended until the insurance adjuster can physically inspect and appraise the value of the damage.

Step 4: ACERTUS will review and provide approval to proceed with wholesaling the damaged unit as is. Once the damaged unit's wholesale is complete, send final sale documents to ACERTUS for the final settlement calculation. The wholesale formula for final settlement of the claim is as follows:

Original Purchase Amount (Bill of Sale) - Wholesale Price + Transport Costs or Seller Fees = Final Claim Amount.

Step 5: ACERTUS will review, finalize, and present the final settlement offer and ACERTUS release for signing. Signed release with full payable information must be received back for payment remittance.

ACERTUS INSPECTION PROCESS USING VINlocity CARRIER

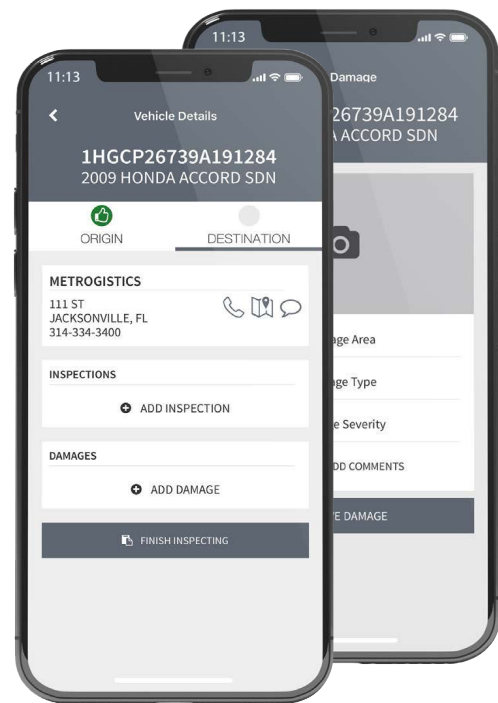
an ACERTUS product

VINlocity Carrier is ACERTUS' proprietary electronic Proof of Delivery (ePOD) mobile application for carriers. By utilizing this technology, we are able to provide you, our valued customer, with a more efficient, streamlined process and house all Bill of Ladings (BOLs) in one centralized location.

In order to better protect you and your assets, we have created the following Inspection Process Guide to ensure that any damages are notated properly.

Upon arrival, the ACERTUS carrier will open their VINlocity Carrier app and inspect the vehicle for any damages. We encourage the customer to inspect the vehicle as well.

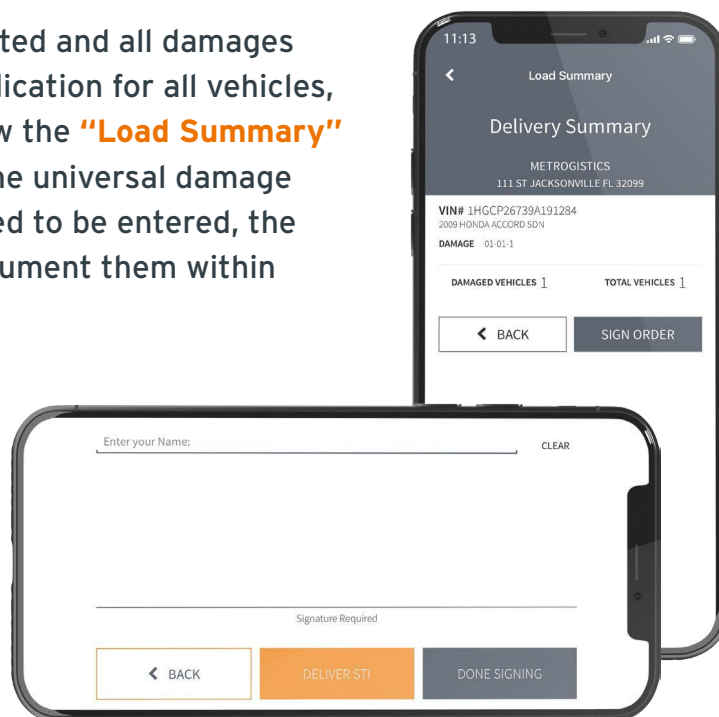
For any damages found, users will select the "add damage" button within the "Vehicle Details" screen of the VINlocity Carrier app. Upon selecting this button, they will be prompted to add a photo of the damage, universal damage code and any additional details within the app. This process will be completed for each vehicle within a load.



Once the inspection process is completed and all damages have been documented within the application for all vehicles, the carrier and customer should review the **"Load Summary" screen** within the app and reference the universal damage codes listed. If additional damages need to be entered, the users can tap the back button and document them within the app.

Once all damages have been reviewed and confirmed, both the carrier and customer must **sign within the app**. Please note that once the customer has signed, additional damages cannot be added. If the carrier requests the customer's signature without providing the opportunity to review the notated damages, the customer can tap the back arrow until they reach the "Load Summary" screen.

Once all signatures have been entered, the BOL will be automatically sent to ACERTUS. If the customer would like a copy, they can request that the carrier send it via email through the VINlocity Carrier app.



If you have any questions or concerns regarding this process, please contact your ACERTUS team. We appreciate your business and look forward to helping you experience our relentless drive to deliver.