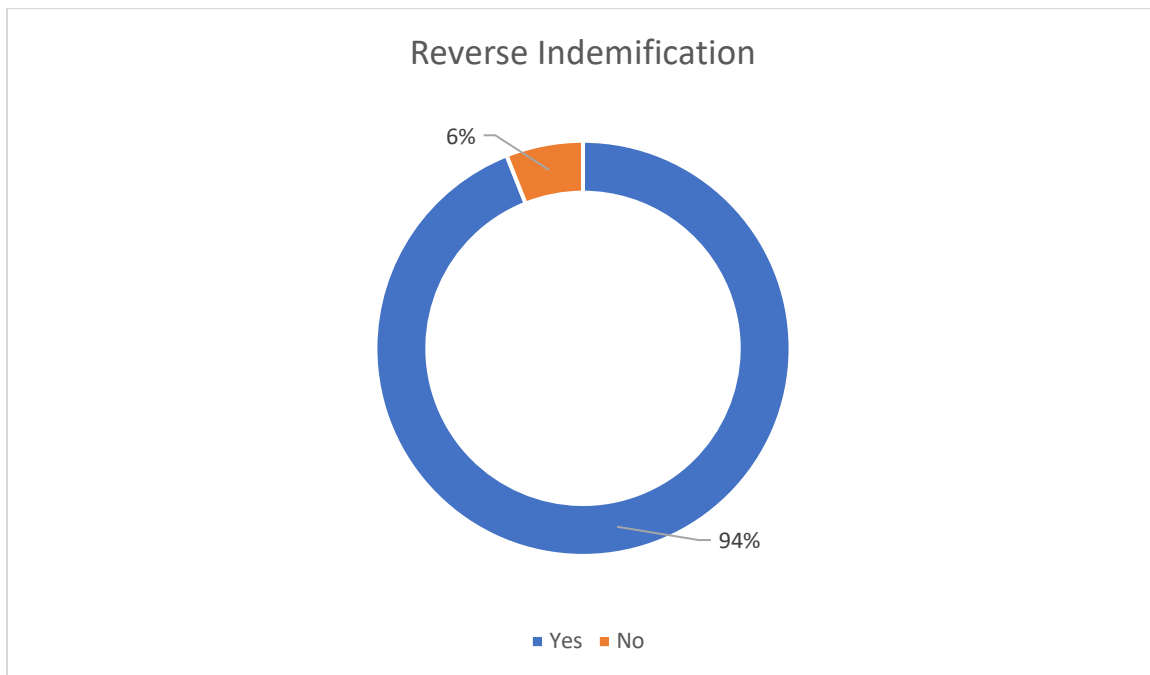


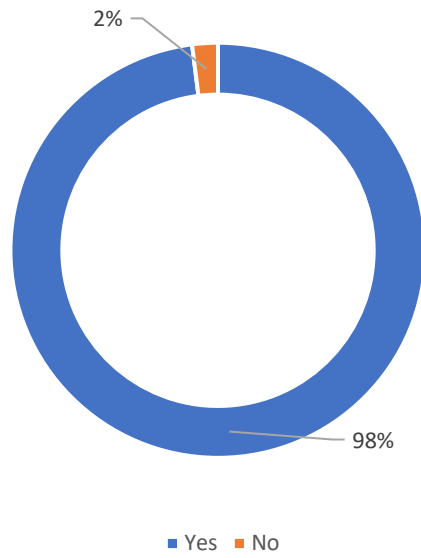
## Standards for Building a Sustainable Business Model Polling Results

With a sample size of 255 individuals from across the industry and nation, the American Recovery Association conducted a polling in support of the following 19 Contract Provisions for a Sustainable Business model.

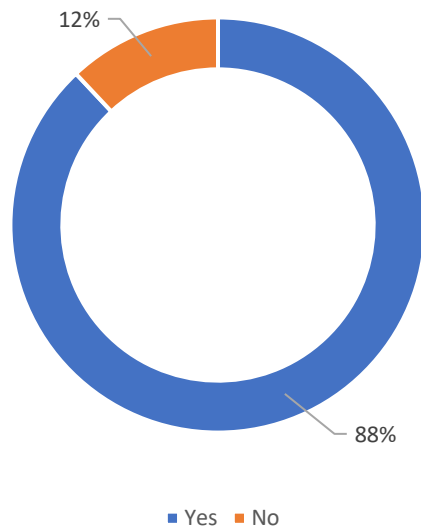
Overall, the industry was in agreement on the suggested provisions, with **average of 95.4% agreement** on the proposed contract standards. Detailed polling results for each provision below:



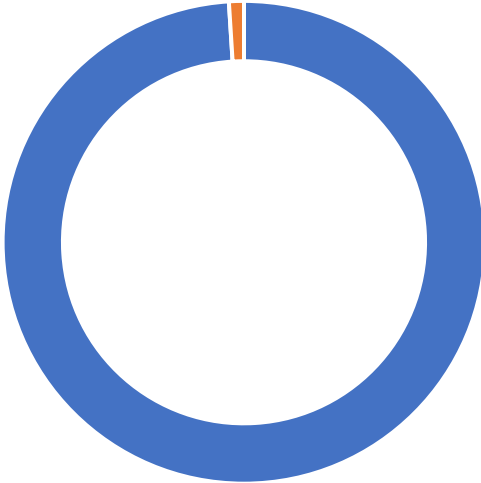
### Force Majeure



### Request to violate a law or regulation

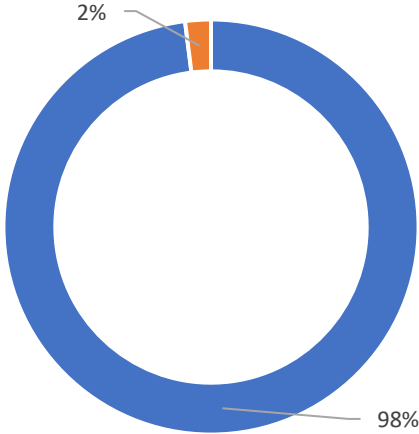


### Storage of Collateral



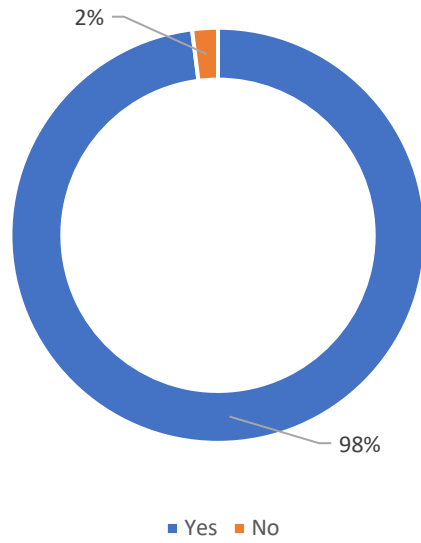
■ Yes ■ No

### Personal Property Inventory and Storage

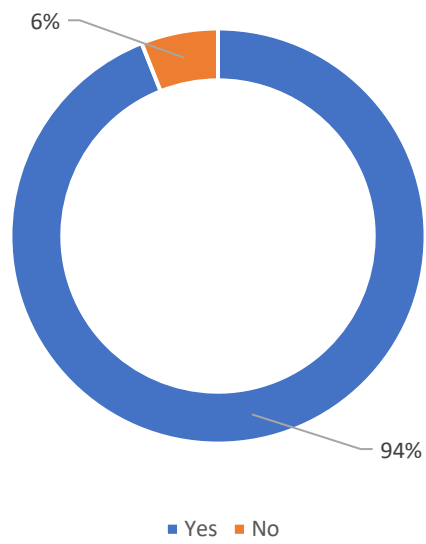


■ Yes ■ No

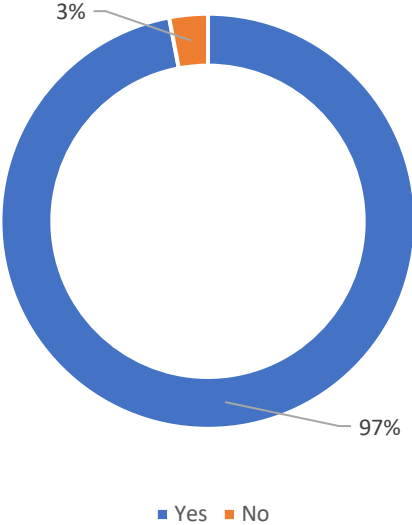
### Speciality Fees



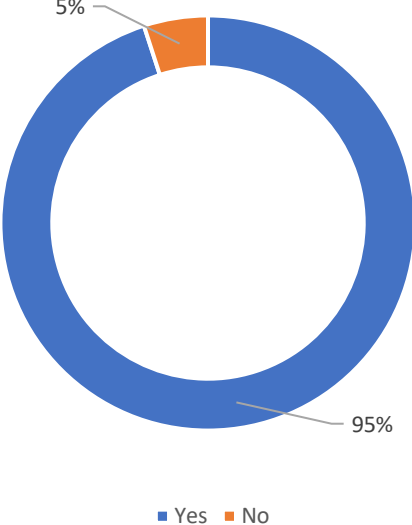
### Managing State Mandates



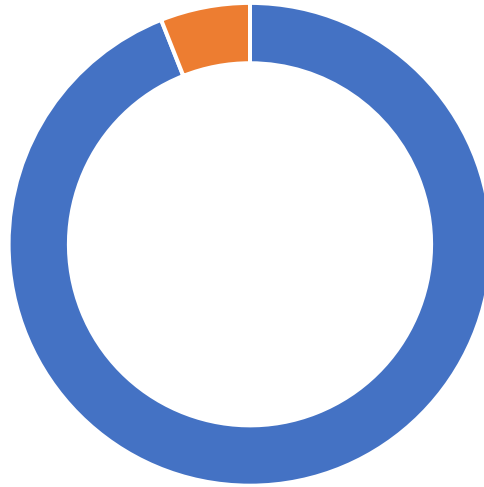
### Programming and Key Fees



### Technology Fees

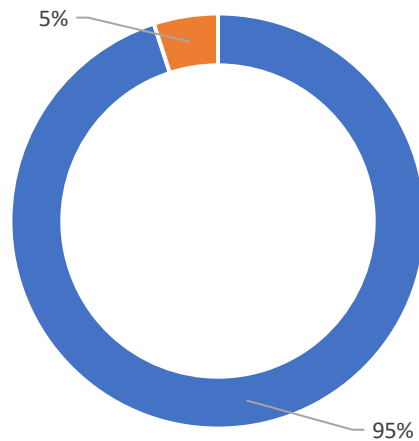


### Handling Fees



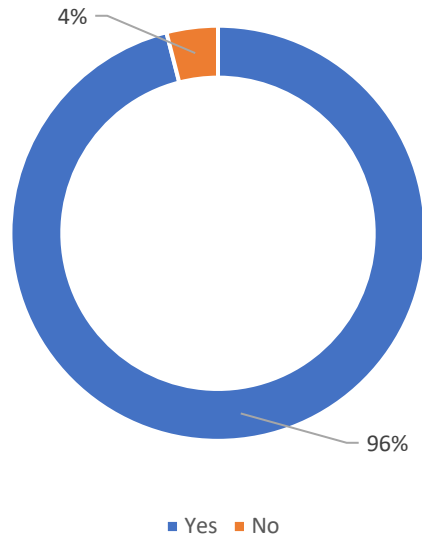
■ Yes ■ No

### Recovery and Handling of Hazardous Materials

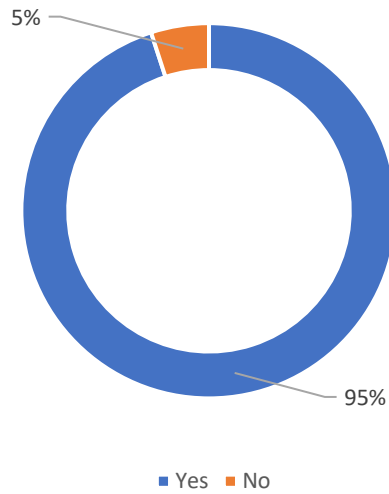


■ Yes ■ No

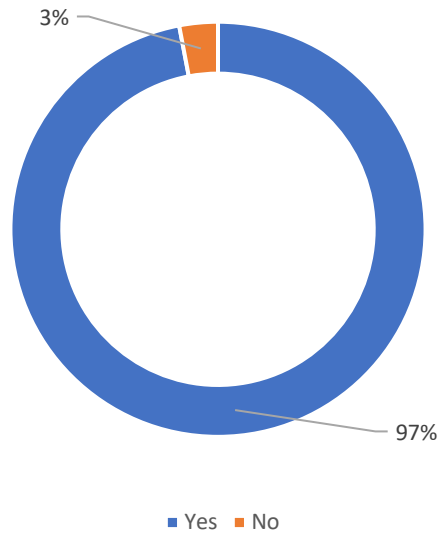
### Compliance Education Requirements



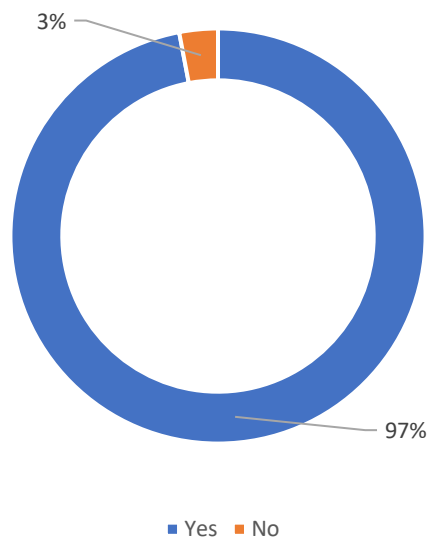
### Duel Assignments for direct placements within same coverage area



### Release of Previous Repo information/Hostile Debtor info

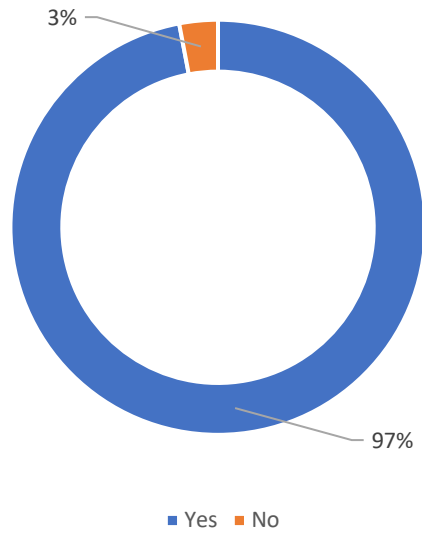


### Payment Terms

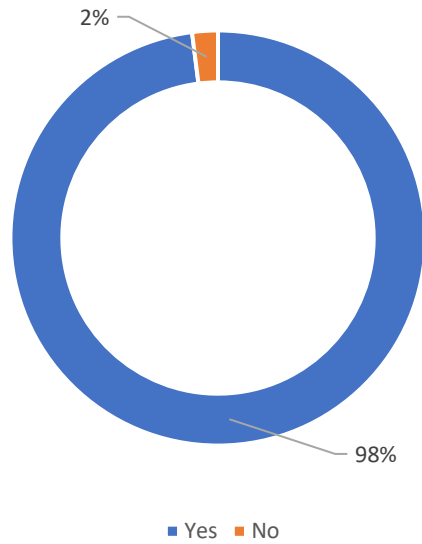




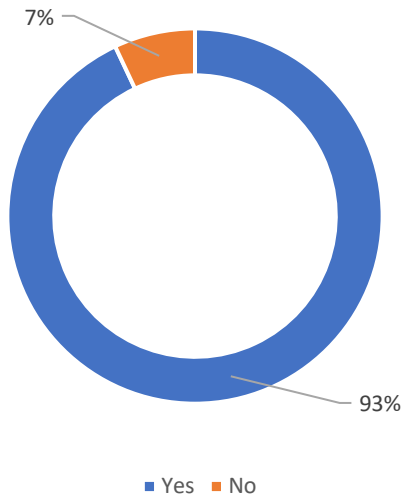
### Post Repo Reporting Requirements



### Removal of Invoicing Reserach Restrictions



Collateral Take Backs (vehicles that have left the care, custody and control of the agent)



Repossession Accounts Placed on Hold

