



Repo Requirement FAQs

assets@hometowncapital.com 731-513-5503

What do I do when a repo driver drops off a HCM trailer?

- Please call 731-513-5503.
- Email photos of the trailer to assets@hometowncapital.com. Please include a photo of the vin, right side, left side & rear of the trailer. Please do your best to include photos of any major damages.
- This trailer must be held 5 calendar days before it can be sold. This gives the customer the opportunity to make payments and/or gather any personal belongings. The repo will be placed on your repo dashboard within days. If not, please contact the office.

What if a customer drops off a HCM trailer at my dealership?

- This is called a 'Voluntary Surrender'. Please call 731-513-5503.
- Email photos of the trailer to assets@hometowncapital.com. Please include a photo of the vin, right side, left side & rear of the trailer. Please do your best to include photos of any major damages.
- This trailer can be sold as soon as you see pricing on the repo dashboard. There is no 5-day waiting period. If the trailer is not showing up on the repo dashboard, please contact our Assets department.

What if there is property left in the trailer?

- The customer has 5-days to claim anything left in/on the trailer. After 5-days, it is considered abandoned property and can be disposed of by the dealer as they see fit.
- If there will be a charge for the cleanout, please send Assets a quote for approval.

What if the trailer is damaged?

- If the trailer is damaged, needs repairs, or cleaned out to the point it will cost you, contact our Assets department. They will most likely have you email images of the vin, damaged areas and estimate to repair/clean out the trailer.
- Repairs are made only to make them road worthy. If a trailer is not safe, the trailer should not be re-rented.
- Cash Sales - Please refer to the "As Is Where Is" document in Streamline. Before the cash sale is complete, please assure the customer is aware of any damages.

How do I price the repo trailer?

- On the repo dashboard, look for the "Repo Asking Price". If you feel the price needs adjusting, or you get an offer that's close to the asking price, contact our Assets Team to see if we can adjust the price.

Will I receive commission for selling the trailer?

- Commission will be paid in the amount of 10% of the sale price (the higher the price, the more commission you make).

Can I re-rent a repo?

- Yes! The repo dashboard has a "Sell as RTO" option. Selecting this option will open a new contract to complete.
- A new GPS will need to be placed on the trailer and recorded on the contract.

How do I handle the down payment on a re-rent?

- All initial payments will be processed through RTO Streamline. Select Payment Method and proceed to the Payment screen. For cash down payment, collect the cash and deposit into your bank account and select ACH Payment Method. For check down payment, enter the customer's routing and account numbers proceed with ACH Payment Method. All Credit/Debit payments will automatically be assessed a 3% processing fee paid by the customer.

Is a re-rent still under warranty?

- If a HCM trailer is still under the manufacturer's warranty, yes.

How do I handle the tag on the trailer?

- Leave the tag on the trailer. There is no filing fee because the trailer is already registered to HCM.
- If the tag is missing, contact titling@hometownecapital.com to order a replacement.

How do I sell the repo for cash?

All repos must be sold through the repo dashboard.

- On the repo dashboard, there is an option to 'Sell for Cash'. Using this option will create a bill of sale for the cash sale.
- The bill of sale (BOS) needs to be completed with whatever name and address the customer wants the trailer retitled to.
- A waiver will be sent via text to the customer's phone to be signed/acknowledged.
- Collect the total price including the sales tax and remit the total to HCM either by check or wire transfer.
- Once payment is received, your commission will be ACHed directly to your account.
- The title will be reassigned and sent to either the dealer or customer depending on state regulations.
- The TN tag must be removed and destroyed. It will no longer be valid.
- GPS can be taken off or left on the trailer. It will be deactivated.

What if I as a dealer want to purchase the trailer?

- Go to the repo dashboard.
- Click on the Dealer Buy Back tab, complete the form & submit payment.
- If a trailer doesn't have the Dealer Buy Back option, contact our Assets Team.

Can I RTO a used trailer not owned by HCM?

- No. Only HCM trailers can be placed on a RTO contract.

What if I want to receive repos not originally RTO'd from my dealership?

- Contact our Assets Team to let them know.

Is there any paperwork the repo driver should give me when dropping off the trailer?

- Some drivers will ask that you sign their ipad. Others should leave documentation that the trailer was dropped off.

Do I give the customer anything when they voluntarily return a trailer?

- No. As a dealer, follow directions under 'Voluntary Returns'. It is the customers responsibility to contact HCM and let us know they voluntarily returned the trailer, including the location the trailer was returned.

Rules are subject to change. Pay attention to email announcements and the Streamline home screen.