

United Automotive Appraisals

Mechanical & Physical Damage Appraisals

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CORPORATE PROFILE

United Automotive Appraisals is a rapidly expanding independent national mechanical and physical damage inspection company. We have over 18 years of experience serving auto manufacturers, the insurance industry, rental companies, fleet administrators, banks, leasing companies, third party administrators, and many others.

Together with our corporate partners, we strive for 100% customer satisfaction to provide the highest quality appraisal services in the industry.

United Appraisals is a leader in quality, service, sophistication and innovation. We have developed a solid professional staff with unmatched performance standards. Our customer satisfaction extends beyond our clients to their customer's satisfaction. These attributes have in turn earned us the respect, trust and patronage of some of the finest organizations in the world - our clients.

APPRAISAL PRODUCT AND SERVICES

United Services include:

- Mechanical Inspection Services
- Physical Damage Inspection Services
- Lease End Inspections (Pre, Term and Post)
- Actual Cash Value Reports
- Record of Appraisal
- Auction Condition Report Services
- High-Line Extended Diagnostic Inspections
- Pre-Underwriting: Pre-Warranty Inspection Services
- Consumer Services: Pre-Purchase Inspections
- Legal Diagnostic Services
- Repossession Inspection Services
- Paint Defect Verification
- Damage in Transit
- Recalls
- Customized Inspection Programs
- Customized Program Development
- Expert Witness Assistance

FIELD OPERATIONS

United Appraisals has developed an unparalleled nationwide network of highly qualified Technical Field Specialists providing our clients the best possible service. Our Field Specialists are hand-picked from the best in the industry. A typical Field Specialist's profile includes:

- 22 Years of Mechanical and Physical Damage Experience
- 15 Years of "Hands-On" Mechanical or Physical Damage Experience
- 12 Years of Auto Manufacturer and/or Dealership Experience
- A.S.E. Certification
- I-Car Certification
- Manufacturer's Certifications
- A College Degree and/or Vocational Training
- Field Specialist / Diagnostic Training
- Professional Reporting and Communication Training
- Technology System Technical Training
- Photography skills

Our Specialists are strategically located throughout the United States enabling us to have a nationwide footprint. In addition to the qualifications listed above, our specialists are uniquely capable of assisting our clients with technical support in the field since they possess the following additional qualifications:

- Training in Professional Conduct
- Frame and Structural Damage Location Techniques
- United Appraisals Standards and Guidelines

Our national field network is professionally respected nationwide for their technical mechanical diagnosis, physical damage assessment, and investigations abilities.

LEADERSHIP AND TECHNOLOGY

We have always sought to raise the level of professionalism in every facet of our business - personnel, training, equipment, nationwide operating standards, and quality assurance policies and procedures to ensure that our client's goals and objectives are met. Our success is evidenced by the following statements:

- United Appraisals secure network allows our staff to work mobile in a virtual environment. With today's internet capabilities and security, we have the ability to not be tied to one location and can operate in a mobile wireless environment. Our staff of Engineers, ASE Master Technicians, Investigators and Accounting personnel can travel and operate at the same time, providing our client with a consistent high level of service.
- Every report is reviewed by in-house, ASE Certified Technicians for 100% quality assurance.
- We have the strictest hiring practices in the industry. Every Field Specialist candidate must be an ASE Certified Technician with 10 years of hands on experience to qualify for hire. Most candidates have dealership or manufacturer experience.
- We have cutting edge systems: Integrated on-line data systems in which the ordering, assigning, and reporting of inspections are processed and transmitted electronically.
- The Field Specialist Network is accessed through our computerized geographic information system with an interactive data base that automatically locates the inspection site, displays the proximate Field Specialists, displays their qualifications, calculates the travel distance, and then contacts the specialist to transfer the assignment detail.
- Our telecommunications network is the most sophisticated in the industry with electronic mail, automated messaging, automated call distribution, and automated receipt notification.

SERVICES PERFORMED

We have performed services for the finest companies in the automotive industry.

- General Motors
- Ford
- Toyota Motor Insurance Services
- Nissan Motors U.S.A.
- BMW of North America, Inc.
- Quaker State Motor Oil
- AIG
- Mobil Oil
- Chevron
- Chase Manhattan Bank
- Meadowbrook Insurance Company
- Saalex
- First Protection
- Guarantee National
- Voyager Warranty
- National Car Rental
- Infinity
- Lexus
- Hertz
- Avis
- Agency-Rent-A-Car
- The Warranty Corporation
- Bridgestone-Firestone
- Mercury Marine
- Budget Rent-a-Car
- Midas International
- IRISC
- Jiffy-Lube
- Ryan Warranty Services
- National Auto Care Corporation
- Kelley Blue Book
- Better Business Bureau

JUST TO NAME A FEW

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