



COVID 19 RESPONSE: READY TO HELP YOU SUCCEED

To Our Customers, Partners and Friends in Fleet,

At this challenging time, the entire FLD team sends its most positive wishes to the fleet world. Like most of you, we're focused on keeping those we love safe and healthy, and our hearts go out to the millions who've been so negatively affected by COVID-19.

Because mitigating risk has always been our mission, FLD has taken important steps throughout this unprecedented crisis to ensure not only the health and safety of our valuable employees, but the ability to keep providing the same seamless, unmatched service our customers have come to expect for more than 40 years.

As we all work to navigate this difficult time, we want to encourage those who need our services to expect nothing less than our best. We are humbled by the continued opportunity to serve, and we look forward to helping you succeed at your most important goals whatever they may be.

COVID READINESS AT A GLANCE

REMOTE READINESS

FLD employees are experienced at working remotely, so we easily moved our entire operation out of our permanent office on March 16. All departments and employees were completely functional within days, and we continue to process seamless, hassle free transactions with all employees working safely from home.

ONLINE OPTIONS TO MANAGE THE ENTIRE REMARKETING PROCESS

As the fleet entity that introduced the first online vehicle condition report in 1997, FLD makes it easy to manage the entire remarketing process from any smartphone, tablet or computer with our WebAccess portal. Or, use our OnceOvr app to file any condition report, both from the privacy of wherever you want to work.

NON-CONTACT VEHICLE RECOVERY & DELIVERY

Within a week of the first "Shelter in Place" laws, FLD developed appropriate vehicle transport protocols, and today we are recovering - and delivering - vehicles without face to face contact in an effort to reinforce social distancing.

STREAMLINED PAYMENTS

As always, FLD continues to pay our customers up front for all sales. Once you accept an offer, we'll pay the full amount you agree to – usually within 24 hours or less. Save time and money in one simple transaction that takes less than a week and be free to move on to more important things.