

# 4 Steps to Avoiding a Loss



## Know Your Customers

A simple way to prevent losses is to know your customers. Ask them questions and be involved in their activity at your auction. This way, if they are having an issue, they may give you an indicator and you can take necessary steps to limit your exposure.



## Pay Attention to Buying Habits

Your buyers will tend to have purchasing trends. Watch for activity that is significantly different from what they have done in the past. If a dealer purchases more vehicles, or more expensive vehicles, on a particular sale day than he normally does, consider holding those vehicles until payment is received.



## Consider Stricter Payment Requirements

Keep in mind that dealers who are new to the auction have not been “credit approved” by AIA or AuctionACCESS. Before allowing a dealer to pay with checks, consider requiring them to do business on a cash basis for a brief period of time or placing a lower buying limit on them while they build a history with you. We frequently see dealers who are new customers at an auction cause a payment loss within their first few months of business.



## Leverage your Auction Insurance Resources and Contact Us!

AIA prides itself not only on processing claims quickly but also providing loss mitigation services, assisting in resolving millions of dollars in potential losses each year. The higher the amount of the potential loss the quicker you should contact AIA for help. Risk management is a service provided to all of our auction customers, so be sure to use the resources provided and do not hesitate to contact AIA for assistance.

