



>> THE CARS PHILOSOPHY: 5 TENETS



DELIGHT OUR CUSTOMERS

Never forget that we are in the business to **solve problems** for our customers. Our customers count on us to solve these problems quickly and professionally so they can focus on other critical tasks. If we delight them with our service they will reward us with an increase in business and a positive reference for other potential customers.



FAST IS BETTER THAN SLOW

A key part of our service is getting information into the system **quickly** so decisions can be made quickly. The more accurate and timely the information the more valuable the service.



SHARE THE REWARDS OF SUCCESS

It is our goal at CARS to share in the success of the company with its employees, customers, and vendors. We will recognize and **reward** the employees, customers and vendors that make a significant impact on the success of CARS.



CHANGE IS GOOD

We are leading change in the asset recovery and remarketing business. As this market changes CARS will need to constantly be looking for ways to improve and/or expand our offering. The **dynamic nature** of this market will drive constant change which CARS will embrace and leverage toward success.



DO THE RIGHT THING

When faced with opportunities and decisions that can affect employees, people and customers in a positive or negative way we will **always do the right thing** even if it is the more difficult path.