

Knight Recovery

Rules for customer contact

- ★ **Calmly identify yourself. Show identification and repossession order.**
- ★ **Identify customer by name.**
- ★ **Explain status of the account and client's position.**
- ★ **Proceed with repossession unless customer objects.**
- ★ **Do not act hostile and do not threaten, but be firm in your position. Keep a positive and mature attitude.**
- ★ **If the situation is calm, allow customer to retrieve his/her personal effects. Try to obtain the key and all equipment and/or attachments that were financed under the contact.**

- ★ **If the customer objects prior to the repossession, BACK OFF. Do not get yourself or anyone else (including police) involved in an act of aggressive behavior or violence. There is always another opportunity and if not, there are the courts. No repossession is worth a personal injury or a lawsuit.**
- ★ **Owner nor employees of Knight Recovery will ever enter a locked gate or other secured premises in an attempt to obtain a vehicle for repossession.**
- ★ **Owner nor employees of Knight Recovery will ever carry a gun or weapon while on duty. Guns and knives or any other weapon that may be considered threatening will not be tolerated and is cause for immediate termination of employment.**