

## FAQ- COPART/M-97 AUTO

### Sign up:

#### ~How do I sign up for your broker services through COPART, if I only desire a one-time bid without a membership?

Go to [M-97autodealer.com](http://M-97autodealer.com) and click the (MAKE PAYMENT) tab. Submit your \$75 non-refundable, one-time bid fee along with required security deposit amount. The security deposit amount is 10% of your maximum bid limit. Please ask our representatives for assistance with your one-time bid. We will require a clear copy of your driver license for title processing, if a vehicle is won during your bid.

#### ~How do I sign up for your broker services through COPART, if I desire an annual membership?

Go to [M-97autodealer.com](http://M-97autodealer.com) and click the (REGISTER FOR COPART) link to get started and complete your bidder form. Once you submit the bidder form you will be directed to the (MAKE PAYMENT) screen. From there, you can send your payment for the required membership fee and security deposit. The annual membership fee for COPART is \$150. The security deposit amount is 10% of your maximum bid limit.

#### ~How much is the security deposit?

You are required to place a 10% refundable security deposit on your maximum bid, with a minimum of \$400 as your refundable security deposit. EXAMPLE: \$5,000 MAX BID=\$500 refundable security deposit/ \$3,000 MAX BID= \$300 refundable security deposit/ETC. The security deposit is held with M-97 AUTO and will be refunded by M-97 AUTO using the same method the payment was received.

#### ~How can I pay for my membership fee and security deposit?

On [M-97autodealer.com](http://M-97autodealer.com) there is a (MAKE PAYMENT) tab. [M-97autodealer.com](http://M-97autodealer.com) is a secured site. Payment methods accepted are DEBIT, CREDIT CARD (Visa, Master, Discover & AM EXP), PayPal or by BANK TRANSFER (to our **CHASE** account). Please see (M-97 AUTO WELCOME E-MAIL) for bank wire instructions.

#### ~When can I request a refund of my security deposit?

You can request for the security deposit at any time, unless you have a pending vehicle transaction or pending membership setup. Meaning any unpaid balance or pending title and/or documents. Your transaction must be completed in full before a refund of the security deposit can be made. Security deposits are refunded in the same method in which they are received by M-97 AUTO. Submit refund requests to (M97AUTOWORLD@MSN.COM)

### Vehicle payment and Fees:

#### ~What are the fees associated with my vehicle purchase?

You will pay the Transaction, Document and Mailing fees per vehicle purchase to M-97 AUTO. M-97 AUTO fees will always be in addition to the auction invoice for each won bid. Please see (TERMS AND CONDITIONS) link on [M-97autodealer.com](http://M-97autodealer.com), for fee breakdown based on the winning bid amount of vehicle for M-97 AUTO. COPART will also charge fees per vehicle purchase. Go to [Copart.com](http://Copart.com) and click (MEMBER FEES) tab to see a breakdown of all COPART fees. M-97 AUTO fees will be calculated on top of COPART auction fees, per purchase (Includes WON item amount + COPART fees).

#### ~When is my vehicle payment due?

The vehicle must be paid in full on the day the payment is due to the auction (COPART). You have 2 business days to pay the vehicle in full to M-97 AUTO. If the vehicle is purchased on the weekend you receive an additional 2 day grace period from COPART. Both M-97 AUTO and COPART will charge late fees if payment is not received on time. If paying by bank wire transfer, please check with your financial institution to find out how long the transfer will take BEFORE sending the payment. Both M-97 AUTO & COPART cannot be held responsible for late payment of vehicle due to delayed wire transfer. Late fees will apply.

#### ~Can I use my 10% security deposit towards the vehicle purchase?

No. The security deposit will be refunded at the completion of the transaction, it will be refunded using the same method the

payment was received.

#### ~How can I pay for my vehicle to M-97 AUTO?

Vehicle payments can be made by bank deposit or by wire transfer to our **CHASE** account. Credit/Debit card and PayPal are not accepted for vehicle purchases, the payment must be made by bank deposit or wire transfer ONLY. If the payment is received by wire transfer, M-97 AUTO will charge \$30 to receive INTL. or \$25 to receive domestic accounts. Please see (M-97 AUTO WELCOME E-MAIL) for bank wire instructions. If you have a **CHASE** account of your own, you may also use the **CHASE to CHASE** payment method for vehicle payments to M-97 AUTO.

#### ~What happens if my vehicle is picked up late and storage fees occur?

The storage fees can be paid to COPART directly. You also have the option to go to **M-97autodealer.com**, click the (MAKE PAYMENT) tab to send funds using our secured site. You may also use your personal PayPal account to send funds to M-97 AUTO (SEND TO M97AUTOWORLD@MSN.COM), you can also send them to our CHASE account. Any unpaid fees will be deducted from your refundable security deposit, the remaining security deposit will be refunded per usual. Each customer is responsible for their own transportation however, **M-97 AUTO will assist our customers with transportation services if requested.** Additional transportation service fees will apply.

#### ~What if I am not satisfied with my purchase and no longer want the WON lot?

Once a vehicle has been WON on COPART it must be paid in full, on the day the payment is due to M-97 AUTO. If you win a bid placed by either M-97 AUTO or your own personal buyer number and login, you are responsible for the payment in full along with any associated fees. Both M-97 AUTO & COPART will charge renege fees for any unpaid vehicle(s). Fees will vary depending on the amount of the WON bid. If the renege fees are not paid in full, your security deposit will go towards your unpaid balance and will no longer be available for refund. Unpaid renege fees will result in suspension of your buyer number and bidding privileges. (Please refer to **Copart.com** for breakdown of renege fees based on the won bid amount)

#### ~What if I have completed my vehicle transaction, yet I no longer want the vehicle?

Once your vehicle transaction is complete, you have the option for relisting your vehicle through the auction (COPART). Both M-97 AUTO & COPART will charge relist fees. The vehicle will be re-ran and hopefully sold through the auction (COPART) to potentially cut your loss on the item. Once you have decided on the relist option, one of our representatives will assist you throughout the process. NOTE: All vehicles are purchased AS-IS, NO WARRANTY from **Copart.com**

### Title and Reassigning Documents Process:

#### ~What happens regarding the title, once my vehicle has been paid in full?

M-97 AUTO waits to receive the vehicle title by mail from the auction. Average processing time for the title transfer into your name is about 2 weeks, in some cases the auction is allowed up to 30 days to mail the title out to our office.

#### ~What happens once M-97 AUTO has received my title?

We will immediately look the title over to make sure it was sent from the auction with proper space, for legal reassignment to a new owner. If there is space for reassignment, we will prepare and send all necessary reassigning documents to you by e-mail. You will be required to sign and return each document copy by FAX or e-mail to M-97 AUTO (M97AUTOWORLD@MSN.COM). Once we have your signed documents we will mail your TITLE and ORIGINAL DOCUMENTS to the address provided on your bidder form (PER CLIENT INSTRUCTIONS).

#### ~What happens if the title for my vehicle has no space for reassignment?

If the title that we received from the auction cannot be reassigned as is, M-97 AUTO will be required to apply for a MI title through Secretary of State. This process takes up to 2 weeks for Clear titles and between 6-8 weeks for Salvage titles to be mailed to M-97 AUTO. There will be a fee associated with this additional service. Once the MI title has been received from State we will complete the reassignment process. (YOU CANNOT REQUEST FOR A REFUND OF THE SECURITY DEPOSIT AT THIS TIME, TITLE TRANSFER MUST FIRST BE COMPLETED)

#### ~Can I have my vehicle titled to someone other than myself?

Yes. However, we will require a clear copy of their valid driver license along with title mailing instructions.

**~Can I have the title picked up by my driver and/or myself, while picking up the vehicle from COPART?**

Never. Once a vehicle is purchased under the M-97 AUTO buyer number or under your own issued buyer number, COPART auction receives mailing instructions. All titles will be sent to M-97 AUTO per our Power of Attorney on file. COPART is instructed not to release any titles and mailing instructions to our main office are included. We aim for the quickest possible processing times for our clients.

**Bidding and Buyer Number process:**

**~When do I receive my buyer number to place bids on my own?**

M-97 AUTO will issue you a personal buyer number with the annual membership selection of either \$75 or \$150. You will receive your username and password for **Copart.com** within 24 hours, once your membership fee and refundable security deposit payments have been received along with submitted online bidder form and clear license copy (FAX or E-MAIL LIC. COPY TO M97AUTOWORLD@MSN.COM). We will place bid(s) on client's behalf if the lot is running before registration can be completed, that way you don't miss out on your desired vehicle. You will need to provide LOT# and MAX BID AMOUNT if M-97 AUTO is requested to bid on your behalf during registration.

**~What is the bidding process if I select the one-time bid option?**

M-97 AUTO will place bids for their one-time bid clients, up to their maximum desired bid limit. You are required to leave 10% security deposit of your desired maximum bid. You are only allowed a minimum of \$400 refundable security deposit with M-97 AUTO during the transaction, which gives you up to \$4000 MAX BID. You are required to send in a clear copy of your driver license for vehicle title reassignment. If you lose a bid, you only pay the \$75 one-time bidder fee. You can select to have your security deposit refunded after the bid is lost. With our years of experience, let us help guide you through this exciting process.

**~Am I limited to bid in certain states or on certain vehicles?**

Using a broker gives you access to the full **Copart.com** auction however, for SALVAGE bids only: members are limited to bid in MI, AL, WI, IL & FL. M-97 AUTO will be required to bid on behalf of the member for all SALVAGE bids. You will need to provide us with the LOT# and DESIRED MAX BID AMOUNT.