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2011 EVENT GUIDE

CAR 2011
March 9-10
Caesars Palace, Las Vegas

Event Guide Sponsored by



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The city with no off season meets the auction with no surprises.

ADESA LAS VEGAS



Coming soon.



Viva Las Vegas. Viva ADESA.

The city with no off-season meets the auction with no surprises. ADESA Las Vegas is opening soon just 10 miles north of the famous Las Vegas strip. This



brand-new wholecar facility is another example of the innovative design and seamless operation of ADESA's new sites.

Fresh meets function with full detail, reconditioning, body and mechanic shops on the property. Dealer customers will enjoy a modern dealer lounge, equipped with online work stations for easy access to even more inventory on ADESA LiveBlock and ADESA DealerBlock.

And, it's more than just cars and trucks. ADESA recently acquired a specialty sale with everything from recreational vehicles to heavy-duty equipment less than two miles from ADESA Las Vegas.

At ADESA Las Vegas, we're committed to serving you. We'll work hard to earn your business every day. Big or small, expect top-notch customer service. Fair treatment with no favoritism.



Tom Caruso
CEO and President
ADESA

James P. Hallett
CEO and Director
KAR Auction Services, Inc.

Bob Rauschenberg
EVP Sales and Marketing
ADESA

Strong leadership = winning bet.

This important new auction needs a well-known leader. Tim Donohue brings nearly 30 years experience in the auto auction industry to his new role as general manager at ADESA Las Vegas. He has served as general manager for many major auctions across the country, including several of the largest in the nation.

An industry veteran, Tim has dedicated his career to setting standards of consistent excellence through his relationships with employees, dealers, major fleet/lease companies and manufacturers. "I am pleased to have someone with Tim's industry experience and relationship skills lead our team at our newest location," said Regional Vice President Tim DeBerry, "Las Vegas is a major market, and Tim's well-rounded background makes him an invaluable asset to our continued growth in this part of the country."

Tim has walked the walk, and he understands that your job is hard enough. So doing business with ADESA Las Vegas is designed to make your job easier. He knows it's important to build the best team, offer the latest in auction services and technology and always put the customer first. Welcome to ADESA Las Vegas.



i am a shark

I HUNT THE ELUSIVE ONES HIDING AMONG THE MASSIVE INVENTORY. WHEN I SMELL BLOOD I STRIKE QUICKLY, EFFORTLESSLY. I AM A BUYER, WINNING IN THE GREATEST MARKETPLACE THERE IS.



I★AM★A★ROCK★STAR

WHEN I'M IN THIS HOUSE, IT'S ALWAYS A SOLD-OUT SHOW. THE AUCTION IS MY STAGE AND I HAVE AN ALL-ACCESS PASS. I AM A SELLER, WINNING IN THE GREATEST MARKETPLACE THERE IS.

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WELCOME LETTER

Welcome to CAR 2011

It's our pleasure to welcome you to the 16th annual Conference of Automotive Remarketing (CAR), the nation's premier remarketing conference. CAR is the original remarketing event yearly since 1996. This year we proudly celebrate the 50th anniversary of Bobit Business Media and *Automotive Fleet Magazine*, the event organizer and media sponsor. We are proud and excited to witness the heights the company has reached, and pleased you are here to help mark the occasion.

The past 50 years have witnessed massive change in the automotive world, and we are pleased to say that this year's conference agenda has its finger on the pulse of what is happening now. Planned as a forum for consignors to connect and better their business, CAR features four keynote speakers, 14 informative sessions, as well as networking receptions and a comedy show featuring Louie Anderson! We urge you to attend all possible sessions to take every opportunity to meet with exhibitors when the Expo is open.

We are especially excited to partner with the National Auto Auction Association (NAAA) and to have the International Automotive Remarketers Alliance (IARA) co-locate their Roundtable with CAR. We are pleased to continue our Consignor of the Year and Remarketer of the Year award ceremonies recognizing excellence within the industry.

CAR 2011 could not exist without the support and encouragement of our sponsors, participants, and exhibitors. We would like to thank every speaker and panel member who is contributing their time, experience, and knowledge.

This conference was designed for you as a place where consignors can connect. It is a unique forum to help you learn some new ideas that can directly impact your professional growth and the future of your company. Thank you for your continued support!



Ed Bobit and Mike Antich
Conference Co-Chairmen

CAR 2011 EVENT TEAM

BOBIT BUSINESS MEDIA

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NAAA OFFICERS

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CAR 2011 is produced by the Events Department of Bobit Business Media



REMEMBERING 50 YEARS



• **1954** National Auto Auction Protection Association reorganizes and changes name to National Auto Auction Association (NAAA)

• **1961** Bobit Publishing begins with Automotive Fleet Magazine

• **1995** Conference of Automotive Remarketing (CAR) established

• **2001** International Automotive Remarketing Alliance (IARA) created

• **2011** Bobit Business Media celebrates its 50th year

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SCHEDULE AT-A-GLANCE

IARA CONFERENCE PROGRAM

TUESDAY, MARCH 8

- 10:00am - 5:00pm Registration Open
Octavius Foyer - Promenade South
Sponsored by **OPENLANE™**
- 1:00pm - 3:00pm IARA Certification Testing
Octavius 19 - Promenade South
- 3:00pm - 4:00pm IARA Standards and Technology Combined Meeting
Octavius 20 - Promenade South
- 4:00pm - 6:00pm IARA Board of Directors Meeting
Octavius 18 - Promenade South

WEDNESDAY, MARCH 9

- 7:00am - 8:00pm Registration Open
Octavius Foyer - Promenade South
Sponsored by **OPENLANE™**
- 7:30am - 9:00am IARA Breakfast Meeting & Keynote Address: Industry Trends Affecting Remarketing Now and in Later Years
(Breakfast served 7:30am - 8:15am)
RSVP Required)
Octavius 2-6 - Promenade South
- 9:00am - 9:15am IARA Networking Break
Milano Foyer - Promenade Level
- 9:15am - 10:15am IARA Concurrent Roundtable Discussion #1: Brainstorming on Industry Issues
Milano 2-4 - Promenade Level
- 9:15am - 10:15am IARA Concurrent Roundtable Discussion #2: Vehicle History Reports
Milano 5-7 - Promenade Level
- 10:15am - 10:30am IARA Networking Break
Milano Foyer - Promenade Level
- 10:30am - 11:30am IARA Concurrent Roundtable Discussion #1: Brainstorming on Industry Issues
Milano 2-4 - Promenade Level
- 10:30am - 11:30am IARA Concurrent Roundtable Discussion #2: Vehicle History Reports
Milano 5-7 - Promenade Level
- 11:30am - 1:00pm IARA Circle of Excellence Award Luncheon and Keynote Address: Remarketing - Past, Present, and Future - Cowboys to Cubicles (RSVP Required)
Octavius 2-6 - Promenade South

FRIDAY, MARCH 11

- 8:00am - 10:00am IARA Certification Testing
Octavius 19 - Promenade South

CAR CONFERENCE PROGRAM

NAAA Event

TUESDAY, MARCH 8

- 10:00am - 5:00pm Registration Open
Octavius Foyer - Promenade South
Sponsored by **OPENLANE™**
- 4:00pm - 6:00pm NAAA Executive Committee Meeting
Tuscany - Promenade South

WEDNESDAY, MARCH 9

- 7:00am - 8:00pm Registration Open
Octavius Foyer - Promenade South
Sponsored by **OPENLANE™**
- 9:00am - 10:00am NAAA Legislative Committee Meeting
Tuscany - Promenade South
- 11:00am - 12:00pm Eastern Chapter Board of Directors Meeting
Octavius 19 - Promenade South
- 11:00am - 12:00pm Midwest Chapter Board of Directors Meeting
Octavius 15 - Promenade South
- 11:00am - 12:00pm Southern Chapter Board of Directors Meeting
Octavius 16 - Promenade South
- 11:00am - 12:00pm Western Chapter Board of Directors Meeting
Tuscany - Promenade South
- 1:00pm - 1:30pm Pre-Conference Networking Break
Octavius Foyer - Promenade South
Sponsored by 
- 1:30pm - 1:35pm Welcome to CAR 2011
Octavius 10 - Promenade South
- 1:35pm - 1:45pm NAAA's Perspective of the State of the Auction Industry
Octavius 10 - Promenade South
- 1:45pm - 2:30pm Opening Keynote Address: NADA's Perspective of the State of the Automotive Industry
Octavius 10 - Promenade South
Sponsored by 
- 2:30pm - 3:15pm General Session:
Panel Discussion: Forecast of Residual Values 2011-2012
Octavius 10 - Promenade South
- 3:15pm - 3:30pm Networking Break
Octavius Foyer - Promenade South
Sponsored by 
- 3:30pm - 4:30pm Eastern Chapter All Member Meeting
Octavius 17-19 - Promenade South
- 3:30pm - 4:30pm Midwest Chapter All Member Meeting
Octavius 15-16 - Promenade South
- 3:30pm - 4:30pm Southern Chapter All Member Meeting
Octavius 20-22 - Promenade South

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Don't miss a panel discussion on the Next Generation of Online Remarketing Technology featuring OPENLANE CIO, Gary Edelstein.

Wednesday, March 9, 2011
4:30 PM - 5:15 PM

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SCHEDULE AT-A-GLANCE

CAR CONFERENCE PROGRAM continued

3:30pm - 4:30pm Western Chapter All Member Meeting
Milano 1 - Promenade Level

3:30pm - 4:15pm General Session: Panel Discussion:
Adjusting Dealership Operations:
Dealing with High Wholesale Prices
Octavius 10 - Promenade South

4:15pm - 4:30pm Networking Break
Octavius Foyer - Promenade South

4:30pm - 5:15pm Concurrent Session #1: Mythbuster:
How Important is Lane Position and
Time of Sale?
Octavius 1-4 - Promenade South

4:30pm - 5:15pm Concurrent Session #2: Panel
Discussion: Next Generation of Online
Remarketing Technology
Octavius 5-8 - Promenade South

4:45pm - 5:30pm NAAA Independent Auction Advisory
Committee Meeting
(NAAA Members Only)
Octavius 20-22 - Promenade South

5:30pm - 7:00pm Opening Networking Reception &
Expo
Exhibit Hall - Promenade South
Sponsored by



7:00pm - 8:00pm Comedy Show Starring Louie Anderson
Augustus Ballroom - Emperors Level

Sponsored by



THURSDAY, MARCH 10

7:00am - 7:00pm Registration Open
Octavius Foyer - Promenade South
Sponsored by **OPENLANE™**

8:00am - 9:00am Continental Breakfast and Expo
Exhibit Hall - Promenade South
Sponsored by



9:00am - 9:45am Keynote Address: From the Backseat to
the Frontseat: The Growing
Importance of Remarketing
Octavius 10 - Promenade South
Sponsored by



9:30am - 10:00am NAAA Finance Budget Meeting
(Invitation Only)
Tuscany - Promenade South

9:45am - 10:30am General Session: Panel Discussion:
Fleet Management Company
Strategies to Remarket
Higher-Mileage Inventory
Octavius 10 on the Promenade South

10:00am - 10:45am NAAA Auction Standards
Committee Meeting (Invitation Only)
Tuscany - Promenade South

10:30am - 10:45am Networking Break
Octavius Foyer - Promenade South
Sponsored by



10:45am - 11:15am Industry Award Ceremonies
Octavius 10 - Promenade South

11:15am - 12:15pm Town Hall Meeting:
Economic Forecast for 2011 - 2012
Octavius 10 - Promenade South

12:15pm - 2:15pm Lunch and Expo
Exhibit Hall - Promenade South
Sponsored by



2:15pm - 3:10pm General Session: Panel Discussion:
Key Issues Facing Factory Consignors
Octavius 10 - Promenade South

2:15pm - 4:15pm NAAA Membership Committee
Meeting (NAAA Members Only)
Octavius 18-20 - Promenade South

3:10pm - 4:00pm Concurrent Session #1: Panel
Discussion: Daily Rental Consignor's
Maximizing Efficiencies and Residual
Protection
Octavius 1-4 - Promenade South

3:10pm - 4:00pm Concurrent Session #2: Panel
Discussion: What Service Providers
Need to Do to Win the Business of
Major Consignors
Octavius 5-8 - Promenade South

4:00pm - 4:15pm Networking Break
Octavius Foyer - Promenade South

4:15pm - 5:00pm Concurrent Session #1: Impact of
Social Media on the Used Vehicle
Sales Channel
Octavius 1-4 - Promenade South

4:15pm - 5:00pm Concurrent Session #2: Panel
Discussion: Credit Union Repossession
Challenges and Solutions
Octavius 5-8 - Promenade South

5:00pm - 5:45pm Closing General Session: Auction
General Manager Roundtable:
Identifying Consignors' Best Practices
Octavius 10 - Promenade South

5:00pm - 6:00pm NAAA Board of Directors Meeting
(Invitation Only)
Tuscany - Promenade South

5:45pm - 6:00pm Consignor Awards Recognizing
Auction Partners
Octavius 10 - Promenade South

6:00pm - 7:30pm Networking Reception & Expo
Exhibit Hall - Promenade South
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Inventory Management System

FULL CONFERENCE SCHEDULE



Conference Program

TUESDAY MARCH 8, 2011

10:00am - 5:00pm
REGISTRATION OPEN.....Octavius Foyer - Promenade South
Sponsored by **OPENLANE™**

1:00pm - 3:00pm
IARA CERTIFICATION
TESTING.....Octavius 19 - Promenade South

3:00pm - 4:00pm
IARA STANDARDS AND TECHNOLOGY
COMBINED MEETINGOctavius 20 - Promenade South

4:00pm - 6:00pm
IARA BOARD OF DIRECTORS
MEETING Octavius 18- Promenade South

WEDNESDAY MARCH 9, 2011

7:00am - 8:00pm
REGISTRATION OPEN.....Octavius Foyer - Promenade South
Sponsored by **OPENLANE™**

7:30am - 9:00am
IARA BREAKFAST MEETING & KEYNOTE
ADDRESS: INDUSTRY TRENDS NOW AND
IN LATER YEARSOctavius 2-6 - Promenade South
What will impact the auto industry's future? Will it matter to remarketers?
Keynote Speaker: *Charlie Vogelheim, IntelliChoice*
(Breakfast served 7:30am - 8:15am. RSVP Required)

9:00am - 9:15am
IARA NETWORKING
BREAK..... Milano Foyer - Promenade Level

9:15am - 10:15am
IARA CONCURRENT ROUNDTABLE
DISCUSSION #1: BRAINSTORMING ON
INDUSTRY ISSUES..... Milano 2-4 - Promenade Level
Come join us during this open session as we discuss industry issues such as:
DWI locking devices in New York state; selling non-fleet vehicles in fleet
lanes; title obstacles to efficient selling; and more.
Presenters: *Les Lynott, EMKAY, and Doug Turner, J.D. Byrider*

9:15am - 10:15am
IARA CONCURRENT ROUNDTABLE
DISCUSSION #2: VEHICLE HISTORY
REPORTS Milano 5-7 - Promenade Level
What does vehicle history report data mean for the industry and what is the
impact of missing or incomplete data?
Presenters: *Gerry Bayer, CARFAX; Jim DesRochers, Dealers Auto Auction;*
Dave Sutton, CARFAX; Robert Wagner, Hyundai Capital America

10:15am - 10:30am
IARA NETWORKING
BREAK.....Milano Foyer - Promenade Level

10:30am - 11:30am
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impact of missing data or incomplete data?
Presenters: *Gerry Bayer, CARFAX; Jim DesRochers, Dealers Auto Auction;*
Dave Sutton, CARFAX; Robert Wagner, Hyundai Motor Finance Company

11:30am - 1:00pm
IARA CIRCLE OF EXCELLENCE AWARD
LUNCHEON AND KEYNOTE ADDRESS:
Remarketing - Past, Present, and Future -
Cowboys to Cubicles.....Octavius 2-6 - Promenade South
Ten years ago, dealers used to fight to get cars in the auction lane. Now they
sit back and buy online. Where are the men today?
Keynote Speaker: *D. Michael Hockett, Auction Broadcasting Company*
and Dealer Services
(RSVP Required)

FRIDAY MARCH 11, 2011

8:00am - 10:00am
IARA CERTIFICATION
TESTING Octavius 19 - Promenade South

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FULL CONFERENCE SCHEDULE



Conference Program

NAAA Event

TUESDAY MARCH 8, 2011

10:00am - 5:00pm

REGISTRATION OPEN Octavius Foyer - Promenade South

Sponsored by **OPENLANE™**

4:00pm - 6:00pm

NAAA EXECUTIVE COMMITTEE

MEETING Tuscany - Promenade South

WEDNESDAY MARCH 9, 2011

7:00am - 8:00pm

REGISTRATION OPEN Octavius Foyer - Promenade South

Sponsored by **OPENLANE™**

9:00am - 10:00am

NAAA LEGISLATIVE COMMITTEE

MEETING Tuscany - Promenade South

11:00am - 12:00pm

EASTERN CHAPTER BOARD OF DIRECTORS

MEETING Octavius 19 - Promenade South

11:00am - 12:00pm

MIDWEST CHAPTER BOARD OF DIRECTORS

MEETING Octavius 15 - Promenade South

11:00am - 12:00pm

SOUTHERN CHAPTER BOARD OF DIRECTORS

MEETING Octavius 16 - Promenade South

11:00am - 12:00pm

WESTERN CHAPTER BOARD OF DIRECTORS

MEETING Tuscany - Promenade South

1:00pm - 1:30pm

PRE-CONFERENCE NETWORKING

BREAK Octavius Foyer - Promenade South

Sponsored by



1:30pm - 1:35pm

WELCOME TO CAR 2011 Octavius 10 - Promenade South

Presenter: Sherb Brown, Bobit Business Media

1:35pm - 1:45pm

NAAA'S PERSPECTIVE OF THE STATE OF THE AUCTION INDUSTRY Octavius 10 - Promenade South

This presentation will recap auction activity in 2010 and highlight the progress made by the NAAA in 2010. It will also give a preview of what NAAA anticipates in 2011 and their goals for this year.

Presenter: Jay Cadigan, Manheim

1:45pm - 2:30pm

NADA'S PERSPECTIVE OF THE STATE OF THE AUTOMOTIVE INDUSTRY Octavius 10 - Promenade South

NADA Chairman Stephen Wade will present the major challenges facing dealers in 2011 and address how NADA and the remarketing industry can work more closely together to improve overall business.

Presenter: Stephen Wade, Stephen Wade Auto Center

Sponsored by



2:30pm - 3:15pm

GENERAL SESSION: PANEL DISCUSSION FORECAST OF RESIDUAL VALUES

2011 - 2012 Octavius 10 - Promenade South

What are the forecasts for the wholesale resale market for 2011-2012? A panel of residual forecasters gives their predictions of key trends in the wholesale resale market.

Moderator: Charlie Vogelheim, IntelliChoice

Panelists: Rene Abdalah, RVI Group; Jonathan Banks, NADA Used Car Guide; Ricky Beggs, Black Book; Eric Ibara, Kelley Blue Book; Eric Lyman, ALG

3:15pm - 3:30pm

NETWORKING BREAK Octavius Foyer - Promenade South

Sponsored by



3:30pm - 4:30pm

EASTERN CHAPTER ALL MEMBER

MEETING Octavius 17-19 - Promenade South

3:30pm - 4:30pm

MIDWEST CHAPTER ALL MEMBER

MEETING Octavius 15-16 - Promenade South

3:30pm - 4:30pm

SOUTHERN CHAPTER ALL MEMBER

MEETING Octavius 20-22 - Promenade South

3:30pm - 4:30pm

WESTERN CHAPTER ALL MEMBER

MEETING Milano I - Promenade Level

3:30pm - 4:15pm

GENERAL SESSION: PANEL DISCUSSION: ADJUSTING DEALERSHIP OPERATIONS: DEALING WITH HIGH WHOLESALE PRICES Octavius 10 - Promenade South

With today's high wholesale prices at auctions nationwide, dealers have had to make major adjustments in their dealership operations. How has this affected their buying/selling decisions? How has today's economic climate affected their inventory turn at the dealership? See how these independent dealers have made changes, not only at the dealership, but at the auctions as well.

Moderator: Michael Linn, National Independent Automobile Dealers Association

Panelists: Don Fincher, Fincher Motor Company; Chris Martin, E-Z Auto; Anthony Underwood, Anthony Underwood Automotive

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FULL CONFERENCE SCHEDULE

4:15pm - 4:30pm

NETWORKING BREAK Octavius Foyer - Promenade South

4:30pm - 5:15pm

CONCURRENT SESSIONS:

MYTHBUSTER: HOW IMPORTANT IS LANE POSITION AND TIME OF SALE? Octavius I-4 - Promenade South

Everyone knows that lane position and time of sale matter in achieving goals, right? Or do they? Is there money at the end of the sale? Is the seller important? Does reputation matter? Does consistency matter? Should your organization fly solo or be around like-minded sellers? Should your organization be in the same lane as your competition or in another lane? These are just some of the topics to be covered in Mythbuster 2011.

Co-Presenters: Ben Lange, America's Auto Auction and Les Lynott, EMKAY

PANEL DISCUSSION:

NEXT GENERATION OF ONLINE REMARKETING TECHNOLOGY Octavius 5-8 - Promenade South

A panel discussion will investigate the continued changes and improvements we have come to expect from the auction industry's technologists. What role will smartphones and mobile apps play one to three years from now in how we remarket and/or in the way dealers buy? Will the increases in the availability of broadband bring us video CRs? How is technology affecting liquidity in the lanes if we compare its effects from only 3 years ago to the present, and then try and understand what this might all look like in three to five years? How does our continued appetite for "more and better" technology affect our costs to remarket? Are those costs going up or down due to technology? This and much, much more will be discussed.

Moderator: Roger Laurendeau, The Web Guys

Presenter: Gary Edelstein, OPENLANE, Inc.; Jason Ferreri, ADESA; Scott Finkle, Auction Pipeline, Inc.; Lance Rigdon, Manheim Online Solutions

4:45pm - 5:30pm

NAAA INDEPENDENT AUCTION ADVISORY COMMITTEE MEETING Octavius 20-22 - Promenade South (NAAA Members Only)

5:30pm - 7:00pm

OPENING NETWORKING RECEPTION AND EXPO Exhibit Hall - Promenade South

Sponsored by 

7:00pm - 8:00pm

COMEDY SHOW STARRING LOUIE ANDERSON Augustus Ballroom - Emperors Level (RSVP REQUIRED)

Sponsored by     

THURSDAY MARCH 10, 2011

7:00am - 7:00pm

REGISTRATION OPEN Octavius Foyer - Promenade South
Sponsored by 

8:00am - 9:00am

CONTINENTAL BREAKFAST AND EXPO Exhibit Hall - Promenade South

Sponsored by 

9:00am - 9:45am

KEYNOTE ADDRESS: FROM THE BACKSEAT TO THE FRONT SEAT: THE GROWING IMPORTANCE OF REMARKETING Octavius 10 - Promenade South

Don Esmond will discuss the bright future of the auto industry and the role that Toyota will play.

Keynote Speaker: Donald V. Esmond, Toyota Motor Sales, U.S.A., Inc.

Sponsored by 

9:30am - 10:00am

NAAA FINANCE BUDGET MEETING Tuscany - Promenade South (Invitation only)

9:45am - 10:30am

GENERAL SESSION: PANEL DISCUSSION: FLEET MANAGEMENT COMPANY STRATEGIES TO REMARKET HIGHER-MILEAGE INVENTORY Octavius 10 - Promenade South

The panel includes remarketing managers from the leading commercial fleet leasing companies. With many lease clients holding vehicles for longer cycle times there has been a shift to higher mileage inventory for these companies to remarket. The discussion will focus on the shift in the inventory mix and the different strategies to remarket higher mileage units.

Moderator: Layne Weber, Citi Remarketing and Recovery Services

Panelists: Darrin Aiken, Wheels, Inc.; William F. Cieslak, PHH Arval; Bob Graham, Automotive Resources, International (ARI); Levi McCoy, LeasePlan USA; Paul J. Seger, GE Capital Solutions Fleet Services

10:00am - 10:45am

NAAA AUCTION STANDARDS COMMITTEE MEETING Tuscany - Promenade South (Invitation only)

10:30am - 10:45am

NETWORKING BREAK Octavius Foyer - Promenade South
Sponsored by 

10:45am - 11:15am

INDUSTRY AWARDS CEREMONIES Octavius 10 - Promenade South

- Consignor of the Year
- Remarketer of the Year
- NAAA Warren Young Fellowship Award
- IARA CAR Certification Graduates

FULL CONFERENCE SCHEDULE

11:15am - 12:15pm

TOWN HALL MEETING: ECONOMIC

FORECAST FOR 2011-2012 Octavius 10 - Promenade South

A panel of industry experts will tell you about what's ahead for the U.S. economy, the auto industry and the auction market. The results of the 2010 NAAA survey will be reviewed and the panelists will cover industry prices and detailed sales and volume data by type and segment.

Presenter: Frank Hackett, NAAA

Panelists: Tom Kontos, ADESA; Dr. Ira Silver, NAAA; Paul Taylor, NADA; Thomas Webb, Manheim Consulting

12:15pm - 2:15pm

LUNCH AND EXPO.....Exhibit Hall - Promenade South

Sponsored by



2:15pm - 3:10pm

GENERAL SESSION: PANEL DISCUSSION:

KEY ISSUES FACING FACTORY

CONSIGNORS Octavius 10 - Promenade South

Factory consignors discuss challenges in 2011 and share how they support the brands they represent. Remarketing service providers will learn what they need to know to better support factory consignors.

Moderator: Dave Sutton, CARFAX

Panelists: Jennifer Costabile, General Motors; Robert Fecher, Mazda North American Operations; John Manchin, Subaru of America, Inc.; Linda Silverstein, Ford Motor Company; Robert Wagner, Hyundai Capital America

2:15pm - 4:15pm

NAAA MEMBERSHIP COMMITTEE

MEETING Octavius 18-20 - Promenade South (NAAA Members Only)

3:10pm - 4:00pm

CONCURRENT SESSIONS:

PANEL DISCUSSION: DAILY RENTAL CONSIGNORS MAXIMIZING EFFICIENCIES AND RESIDUAL PROTECTIONOctavius 1-4 - Promenade South

What changes are coming to the rental car industry? How has rental car remarketing changed and what does it mean to auctions, wholesalers, and online sales activity? From rental car mergers to the impact the economy has had on the car that you rented today, we'll hear from the industry authorities on how your business will be affected.

Moderator: Don Elliott, Indiana Auto Auction

Panelists: Mike Bystrom, Enterprise; David Funston, Funston Fleet Services; David Stolt, The Hertz Corporation; Greg Thibault, Avis Budget Group

PANEL DISCUSSION: WHAT SERVICE PROVIDERS NEED TO DO TO WIN THE BUSINESS OF MAJOR CONSIGNORSOctavius 5-8 - Promenade South

What do auctions need to do to win the business of major consignors? Remarketers from various industry segments explain their needs and wants.

Moderator: Scott Kolb, The SKi Group, LLC

Panelists: Tom Cornellier, Ford Motor Company; Brent Huisman, Santander USA; Dan Kennedy, General Motors; Gus Xamplas, Donlen Corporation

4:00pm - 4:15pm

NETWORKING BREAK Octavius Foyer - Promenade South

4:15pm - 5:00pm

CONCURRENT SESSIONS:

IMPACT OF SOCIAL MEDIA ON THE USED VEHICLE SALES CHANNELOctavius 1-4 - Promenade South

This session will look at the effects of social media on the marketing, branding and sales of new and used vehicles..

Presenter: Donald Foy, Manheim DRIVE Center

PANEL DISCUSSION: CREDIT UNION REPOSSESSION CHALLENGES AND SOLUTIONSOctavius 5-8 - Promenade South

An experienced panel discusses daily collection challenges, including when to repossess, redemptions, bankruptcies, and various methods of disposing of repossessed collateral.

Moderator: Mark Rubino, South Bay Auto Auction

Panelists: Joel Bowen, CalTech Employees Federal Credit Union; Mary Hernandez, Pacific Oaks Federal Credit Union; Susan Marshall, Ventura County Credit Union; Art Sookazian, Xceed Federal Credit Union

5:00pm - 5:45pm

CLOSING GENERAL SESSION: AUCTION GENERAL MANAGER ROUNDTABLE – IDENTIFYING CONSIGNORS' BEST PRACTICES..... Octavius 10 - Promenade South

Auction general managers see it all, hear it all and will be sharing their thoughts on what the best practices of consignors are at the auctions. Ask questions and get answers. Do not miss this panel of expert auction general managers telling it like it is.

Moderator: Stephen Houston, Wells Fargo Dealer Services

Panelists: John E. Brasher, West Coast Auto Auctions; Jay Fahrendorff, ADESA Minneapolis; Stephanie Gingras, Dealers Auto Auction of the Southwest; Alan Willard, ABC Orlando Auction; Mark Willey, Manheim Tampa & St. Petersburg

5:00pm - 6:00pm

NAAA BOARD OF DIRECTORS MEETING (NAAA Members only)Tuscany - Promenade South

5:45pm - 6:00pm

CONSIGNOR AWARDS RECOGNIZING AUCTION PARTNERS.....Octavius 10 - Promenade South

6:00pm - 7:30pm

NETWORKING RECEPTION AND EXPOExhibit Hall - Promenade South

Sponsored by



INTERNET CAFÉ OPEN DURING CONFERENCE HOURS

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SPEAKER PROFILES



RENE ABDALAH
Vice President
RVI Group

Rene Abdalah is a Vice President at the RVI Group and is responsible for underwriting and risk management for all residual value insurance business in North America. He is also responsible for business and product development for RVI Analytical Services. Rene's area of expertise is in the analysis of the auto leasing market with particular focus on portfolio risk management. Before joining RVI, he was a Principal at The Campbell Group and prior to this spent four years at Standard & Poor's Global Automotive Group. Earlier in his career, he worked at World Omni's residual risk group, and the Federal Reserve's automotive group.



DARRIN AIKEN
Assistant Vice President of Vehicle Remarketing
Wheels, Inc.

Darrin Aiken began working for Wheels Inc. in 1989 in the Vehicle Remarketing Department as a Regional Sales Manager. In 1997 he was promoted to Director of Remarketing and in 1999 he was promoted to his current position of Assistant Vice-President of Vehicle Remarketing. Recently, Darrin has also taken on title maintenance and Vehicle Inventory Management departments and has successfully integrated them into the Remarketing Department. Darrin is a member of the International Automotive Remarketing Alliance, the Used Truck Association, National Association of Fleet Resale Dealers, and participates on both the Manheim Client Advisory Board, and the ADESA Advisory Board.



JONATHAN BANKS
Executive Automotive Analyst
NADA Used Car Guide

Jonathan Banks provides NADA's customers with market outlook guidance based on data collection and industry analysis to help NADA plan their operations. He helped establish processes and analyses that incorporate and maximize the value of NADA's industry leading vehicle transaction database to improve the accuracy and timeliness of NADA values. Jonathan previously worked as a senior director and manager at Automotive Lease Guide (ALG). He helped establish initiatives to improve the use of used-vehicle market and pricing data. Jonathan helped establish a formal consulting group at ALG and worked with clients to provide relevant market information tailored to their needs.



GERRY BAYER
Vice President of Data
CARFAX

Gerry Bayer joined CARFAX in 1994 and focuses on developing data models. Gerry and his teams secured 34,000 data sources that report information to CARFAX. Gerry's efforts expanded the CARFAX database from 40 million records to more than 8 billion. Gerry was previously manager of the Publication & Services Group with R. L. Polk & Co. The group was responsible for creating and marketing the Polk Motor Vehicle Registration Manuals, the Polk Driver License and License Plate Guides, the Polk Branded Title Database, and the Polk Fleet Find Program. He also served as Government Representative working directly with state motor vehicle personnel and legislators.



RICKY BEGGS
Vice President, Managing Editor
Black Book

Ricky Beggs has been a part of the Editorial Team at *Black Book* since 1981 and has been the Managing Editor since 1990. Ricky oversees all covered markets within Editorial including the semi-monthly collectible and exotic market in the CPI Value Guide, the motorcycle, ATV, powersport and snowmobile market and class 4-8 trucks and commercial trailer guides and the most recent addition, a Recreational Vehicle guide in electronic format. During the last 2 years Ricky has provided a weekly market overview with the Beggs On The Market videos.



JOEL BOWEN
Loan Resolution Manger
Caltech Employees Federal Credit Union

Joel Bowen joined Bank of America in 1988 as a quality control specialist in the card division. He then migrated into the credit union industry in the area of collections. Joel has over 20 years' experience in the collection arena. He was employed by California Credit Union for 13 years and is currently the Loan Resolution Manger for Caltech Employees Federal Credit Union overseeing the collection department. He has served as president of the California Credit Union Collectors Council, North Los Angeles Chapter for the past 9 years and is actively involved in planning educational seminars and workshops for credit union staff in the area of collection.



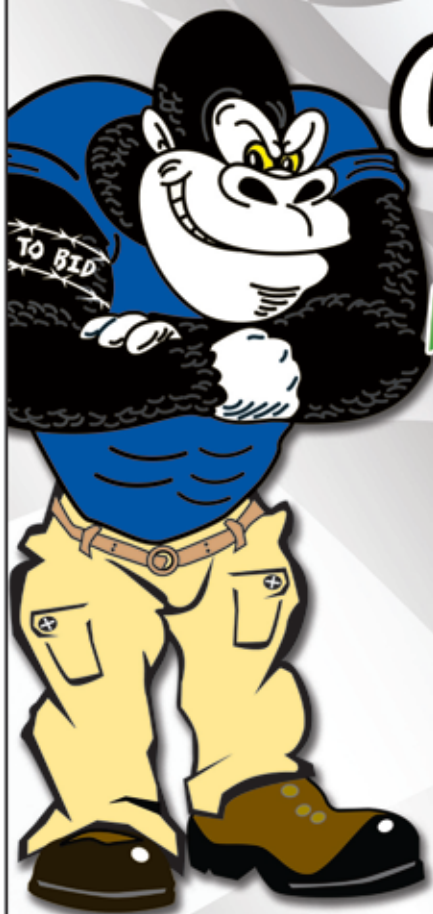
JOHN E. BRASHER
President, Co-Owner
West Coast Auto Auctions

John Brasher began his full-time auction career at Brasher's Portland Auto Auction as dealer sales representative, and later as finance manager and fleet/lease manager. In 2001 John moved to Brasher's Sacramento Auto Auction and served as National Accounts Manager for Brasher's Sacramento, Portland, Northwest and Reno Auto Auctions, before assuming duties as president of West Coast Auto Auctions in 2002. John has served on several NAAA Committees, and currently sits on the association's Standards Committee. He also serves on both ServNet's and AuctionPipeline's Board of Directors.



SHERB BROWN
Vice President and Group Publisher
Bobit Business Media

Sherb Brown is vice president and group publisher for Bobit Business Media's Auto Group. Sherb has covered the auto industry for more than 12 years in various positions with Bobit Business Media in Detroit and Los Angeles. Sherb is actively involved in several auto industry associations including the Automotive Fleet and Leasing Association (AFLA) and the American Car Rental Association.



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SPEAKER PROFILES



MICHAEL BYSTROM
Vice President of Remarketing Operations North America
Enterprise Holdings

Mike Bystrom began his Enterprise career in the daily rental division in Chicago in 1991. After joining the company's remarketing team in Chicago, he held progressively responsible positions in western New York State and the New York City-New Jersey-Connecticut markets. Bystrom moved to Enterprise's St. Louis headquarters in 2002 as Corporate Remarketing Manager for the north central operations and in 2004 was promoted to Assistant Vice President-Remarketing overseeing the same operations, a position he held until April 2008 when he was named Vice President of Remarketing Operations for North America.



JAY CADIGAN
Senior Market Vice President, Florida
Manheim

Jay Cadigan oversees the activities of 11 locations in Florida and six locations in the Southwest and Puerto Rico. He was previously vice president of sales and operations for the General Motors account for Manheim. Jay served as General Manager of Skyline Auto Auction, Director of Used Car Sales for AVIS, National Retail Manager for Hertz Car Sales, Vice President of Car Sales for U.S. Fleet Leasing, and Assistant General Manager of Golden Gate Auto Auction. Cadigan is currently the President of the NAAA and serves on the Executive Committee and Board of Directors. He is also a past president of the Eastern Auto Auction Association.



WILLIAM F. CIESLAK
Vice President, North American Remarketing
PHH Arval

William F. Cieslak is responsible for PHH Arval's remarketing operations of cars, light and heavy trucks, as well as managing PHH's network of new-vehicle dealers. Bill joined PHH Arval in 1986 when PHH acquired Avis Leasing Corp., and has been a driving force behind the consistent excellence of PHH Arval's remarketing results. He is a recognized industry expert in the marketing of used vehicles, residual forecasting/realization, and supplier management.



TOM CORNELLIER
Manager, Auction Operations & eBusiness, Vehicle Remarketing
Ford Motor Company

Tom Cornellier is the manager of Auction Operations and eBusiness for Ford Motor Company's Vehicle Remarketing department, a position he has held since 2008. He is responsible for all operational and strategic aspects of Ford's physical and online vehicle remarketing initiatives. Tom joined the Ford remarketing team in 2001 as the eBusiness Manager responsible for the development and implementation of Ford's eBusiness strategy. From 2007 through 2008, Tom also managed the Ford and Lincoln Mercury Certified Pre-Owned program. Tom has been with Ford Motor Company for 25 years in a variety of field, marketing, sales, and operational positions.



JENNIFER COSTABILE
General Director, Used Vehicle Activities and Marketing, Fleet and Commercial Operations
General Motors

Jennifer Costabile is responsible for GM's remarketing activities and certified used operations, and leading the Fleet and Commercial organization's advertising and marketing. In a career spanning more than 25 years, Jennifer has predominately worked in the fields of sales, service and parts, as well as directly with dealers. Jennifer previously served as General Sales Manager of Buick/GMC, and was responsible for sales and dealer interaction. Jennifer has served in a variety of leadership roles throughout GM, including Zone Manager, District Manager, Regional Manager and Regional Marketing Manager. She has worked for every division of GM, as well as the Service and Parts Organization.



JIM DESROCHERS
Vice President and General Manager
Dealers Auto Auction-Phoenix

Jim DesRochers is the Vice President and General Manager for Dealers Auto Auction -Phoenix. He is also the past president of the National Auto Auction Association and Western Auto Auction Association. Prior to Dealers Auto Auction, he worked as the Manheim General Manager for Phoenix, Fresno, and Los Angeles and performed this role in Anaheim and San Francisco from 1988-2006. He is chairman of the Remarketing Technology Committee for IARA and founding Director of Mexican Advocacy LLC.



GARY EDELSTEIN
Vice President - Chief Information Officer
OPENLANE, Inc.

Gary Edelstein is responsible for all engineering and technology services at OPENLANE and leads the technical teams for software development, software quality assurance, technology operations, data services, project management and business analysis. Gary previously consulted on enterprise-wide SAP software implementations in mid-market companies with Optimum Software Solutions. He started his professional career with Ernst and Young's Management Consulting Services in South Africa, working on client implementations requiring business process innovation, technology enablement and software package-enabled re-engineering. He then moved to London where he consulted as an independent, senior IT Business Analyst to high-growth companies in the newly deregulated European telecommunications industry.



DON ELLIOTT
National Accounts Manager
Indiana Auto Auction

Don works closely with auto auctions, banks, rental companies, repossession businesses and car dealers to provide value and efficiency within the used car sales cycle. He is very active with several trade organizations including NIADA, NADA, NAFA, and NAAA. Don was a Vice president of Sales and Marketing for ADESA and, prior to that, managed Mazda Motor of America's national fleet sales, certified used car program and auction operations. He has, at various times in his career, worked at the retail, wholesale, and third party servicer levels of the car business..

SPEAKER PROFILES



DONALD V. ESMOND
Senior Vice President
Toyota Motor Sales, U.S.A., Inc.

Donald Esmond is responsible for all TMS automotive operations, including the Toyota Division, the Lexus Division, sales administration, Toyota Logistics Services, Toyota Motor Sales de Mexico and Toyota de Puerto Rico. Esmond served as corporate fleet and truck manager, and national fleet manager. He became vice president of field sales for Lexus. He later served as vice president of the large car sales team. He was group vice president of the Toyota Sales Division and most recently senior vice president and general manager, Toyota Division. Prior to joining Toyota, Esmond had a 12-year career with Ford Motor Company, where he held various field positions.



JAY FAHRENDORFF
General Manager
ADESA Minneapolis

Jay Fahrendorff has more than 33 years' experience in the used vehicle industry. Beginning in the late '70s as the owner-operator of a used-vehicle retail facility, he gained further experience with 20 years in the fleet management industry marketing, directing the marketing of and designing and implementing marketing strategies for commercial fleet vehicles for Gambles C & M Leasing, Dart & Kraft Leasing and Associates Fleet Services. Jay has been in his current position in ADESA's Minneapolis facility since 2000. He is an active member in several trade organizations including the National Auto Auction Association and International Automotive Remarketers Alliance



ROBERT FECHER
National Manager, Portfolio Valuation & Remarketing
Mazda North American Operations

Robert Fecher is a 26-year veteran of Mazda, having joined the organization in 1984. Robert has held a multitude of Western Region positions including Distribution Manager, Sales Promotion Manager and Zone Sales Manager. Robert joined Mazda's National Fleet Operations Department in 2005. In his current position, he oversees the remarketing of all Mazda owned vehicles, develops pricing for the remarketed vehicles and coordinates remarketing activities with Mazda's business partners, particularly the rental companies. Further, Robert interacts with Mazda Capital Services to establish coordinated remarketing activities of their lease portfolio.



DON FINCHER
Owner
Fincher Motor Company

Don Fincher is the owner of Fincher Motor Company in Houston, Texas. A second generation dealer, he is a Past President of the Houston IADA Local Chapter and Past President of the Texas IADA. Don is a NIADA Certified Master Dealer and is currently President-Elect of NIADA.



SCOTT FINKLE
President
Auction Pipeline Inc.

Scott began in the automotive remarketing industry at DAA Northwest as Director of Information Technology. Scott played a key role in the building of Auction Pipeline which launched in early 2005. In 2008, Scott became President of Auction Pipeline and has since grown the network from 16 independent auctions (end of 2007) to 45 in 2010. Scott was the chief architect and developer of ASIExec, a software program that provides an interface between the ASI auction management system and AuctionPipeline.com. Scott served as a member of the NAAA technology committee and worked on standards and universal data access for member auctions.



DONALD FOY
Executive Director
Manheim DRIVE Center

Donald Foy developed products for Landmark Publishing in the newspaper and targeted media business. He joined Cox Enterprises in 1992 and developed the preprint program at the *Atlanta Journal Constitution*. As program manager for manheim.com, Donald's team sold the first used car online through wholesale transaction in 1995. Donald became Director of Operations for Manheim's DRIVE Center in 2004, and was promoted to Executive Director in early 2006. He guides the exploration of the future of dealer business and wholesale remarketing. Donald is involved with Cox Enterprises' committee for environmental sustainability, and at Manheim DRIVE has hosted events for the Henry County Chamber and Clean Cities Atlanta.



DAVID FUNSTON
President
Funston Fleet Services

David Funston is President of Funston Fleet Services, Inc., a consultancy he formed in 2002 to assist dealers, rental companies, OEMs and finance companies with fleet vehicle sourcing and remarketing strategies. His career in the automotive industry includes senior fleet & remarketing positions with American Isuzu, Hyundai Motor America and DriveTime Auto Sales & Finance. Additionally, he has held positions with Chevrolet Motor Division as well as several retail dealer groups in Southern California.



STEPHANIE GINGRAS
Manager
Dealers Auto Auction of the Southwest

Stephanie Gingras reflects the new direction of young auction management. Extensive operational experience, combined with leading edge technological skills. As Committee Chair of IARA's Technology Committee, she is working on the development of the Association's new website, along with completing her Certified Remarketers courses. A member of NAAA and the ServNet group, Stephanie's experience with both Manheim and now Independent Auctions, reflects the direction of the auction industry going forward.

SPEAKER PROFILES



BOB GRAHAM
Director, Vehicle Remarketing
Automotive Resources International (ARI)

Bob Graham joined ARI in 1973. Throughout his career, he has been involved in most phases of the leasing business. He started in the New Vehicle Ordering area, moved to the Maintenance Management Department, then to Used Vehicle Sales, where he

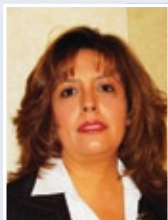
became Manager, and finally to his present position as Director of Vehicle Remarketing. Bob was instrumental in moving ARI's remarketing program to a web-based environment, which led to ARI AutoDirect, ARI's Virtual Market and other industry-leading programs. Bob is active in the industry and in 2009 was named President of the International Automotive Remarketers Alliance (IARA).



FRANK HACKETT
Executive Director
National Auto Auction Association

Frank Hackett is the executive director of the National Auto Auction Association, a position he has held since 2004. His prior experience includes 20 years in law enforcement, serving three-terms as sheriff of Kennebec County, Maine. He has also

served as president and CEO of Volunteers of America Oklahoma and executive director of the American Society for Law Enforcement Training.



MARY HERNANDEZ
Collection Administrator
Pacific Oaks Federal Credit Union

Mary Hernandez been affiliated with Federal Credit Union industry in Southern California since 1983, holding several positions. She is currently the Collection Administrator and has worked in the Collections Department since 1998. She served on the

State Board of California Credit Union Collection Council since 2000 and has held several different offices. Mary currently holds the position of Treasurer and Co-Chairman for the 2011 CCUCC Conference. She has been a member of the National Notary Association since 1991 and is a notary. Mary has been the liaison between the Hispanic community and credit union matters in the weekly *Ventura County Star* newspaper.



D. MICHAEL HOCKETT
Founder and CEO of Auction Broadcasting
Company
Co-Founder of Dealer Services

Michael Hockett has over 45 years of experience in the wholesale auction business. Michael was founder and CEO of ADESA Corporation, formerly trading over NASDAQ. Previously Michael founded Auto

Dealers Exchange throughout the Midwest and Southeast until its transformation into Auto Dealers Exchange Services of America. Other ownership interests include Diversified Vehicle Services, a repossession, title, and registered importing company; Xcira, an Internet auction facility; and Monument Advisors, an investment firm. Michael serves on the boards of numerous charitable organizations and has traveled to many countries.



STEPHEN HOUSTON
National Vice President, Vehicle Remarketing
Wells Fargo Dealer Services

Stephen Houston joined Wells Fargo Dealer Services in his current position in 2001. Stephen spent more than 20 years in the Seattle area as a partner and owner of family-owned new-car dealerships, but relocated to Southern California in 1993. He man-

aged several large dealership groups, including the Paulson Automotive Group of Beverly Hills and left the retail side of the business in 1999 to pursue used cars, auctions, and remarketing. He is also the former President of IARA and later Chairman. He remains an active Board Member. Stephen is also a 2008 NAAA Hall of Fame recipient and 2007 CAR Conference Consignor of the Year.



BRENT HUISMAN
Vice President, Asset Remarketing
Santander Consumer USA

Brent Huisman started his remarketing career in 1998 with GE Capital in Chicago, IL where he was in charge of the Dealer Sales program in the southeast and also helped create GEAutoDirect.com. From there Brent went to run the Dealer Sales program

with Bank One Credit Company in Phoenix, Arizona until he was brought over to ADESA first in operations at ADESA Phoenix then became VP of Dealer Sales North America for five years. Brent then became VP of Remarketing for HSBC and is now VP of Asset Remarketing for Santander Consumer, USA.



ERIC IBARA
Director, Residual Value Consulting
Kelley Blue Book

Eric Ibara is responsible for directing the residual value practice at Kelley Blue Book. This includes forecasting residual values based on the output from the residual forecast model, analyzing activity in the used-car market, and incorporating vehicle

attributes into Kelley Blue Book Residual Values. Prior to joining Kelley Blue Book, he directed the financial planning department at Mitsubishi Motors, where he architected the forecasting of residuals values for the lifecycle of vehicle models and improved incentive cost forecasting.



DAN KENNEDY
National Sales Manager, GM Remarketing
General Motors

Dan Kennedy began his career with General Motors in 1978 and has been a member of the GM Remarketing organization since 1986. He has been the National Sales Manager for GM Remarketing since 1999 and is responsible for devising and instituting all pro-

cesses and programs associated with GM's vehicle remarketing activities. Previously, Dan served as the Finance Manager for GM Fleet Operations where he oversaw of all departmental operating budgets. Dan was also a Special Project Manager within GM's Fleet Redistribution Staff where he served as the departmental interface with GMAC for auctions and sales consolidation and was responsible for coordinating the GM auction participation of GM's overseas dealers.

SPEAKER PROFILES



SCOTT KOLB, CAI
Managing Director and Founder
The SKi Group, LLC

Scott Kolb, CAI is the Managing Director and Founder of The SKi Group, an automotive consultancy with auction, dealer, technology, and investment clients nationwide. The firm provides analysis of the wholesale, OEM, and retail auto sectors, focusing on the auction industry, public dealer groups, lenders and Tier 1, 2 and 3 suppliers, as well as expert witness testimony. Scott has wholesale and retail auto experience including auction and dealership evaluation, mergers and acquisitions. He holds the highest designation in the auction industry, Certified Auctioneers Institute (CAI) and is a nationally featured speaker and trainer.



TOM KONTOS
Executive Vice President, Customer Strategies and Analytics
ADESA

Tom Kontos plays an integral role in developing remarketing strategies and providing timely information on economic trends for ADESA customers, industry analysts and the media. He provides analytical information in the form of annual market reports, periodic used-vehicle price trends, Web-based information, dealer surveys and other strategic studies. Tom is the author of *Global Vehicle Remarketing* and *Pulse*, which provide a comprehensive analysis of strategic trends and issues relating to the vehicle remarketing industry. He has more than 25 years of experience in market research, financial analysis and strategic planning.



BEN LANGE
President and Chief Operating Officer
America's Auto Auction Inc.

Ben Lange oversees all aspects of the company's operations, business development, acquisitions, and strategic initiatives. Lange joined America's as President/COO in 2006, when the corporation purchased his independently owned auto auction also called America's Auto Auction (of Dallas), which he founded in 1999. With a history of working for auto dealerships from a young age, Lange's automotive industry background includes General Manager positions at several new-car franchise dealerships for Ford, Nissan, Cadillac, and Oldsmobile. Prior to starting his own auto auction, Lange held the position of Executive Vice President/COO of PAACO, which was a 13 location 'buy/here – pay/here' dealership operation.



ROGER LAURENDEAU
Founder
The Web Guys

Roger Laurendeau is founder of The Web Guys, an Internet marketing services firm that creates Web sites and provides SEO and e-mail marketing services. His sales, marketing and strategic business development expertise allow his firm to professionally serve companies like independent auctions, car dealers, and power sport and RV rental companies. During his seven-year employment with ADESA, he managed and grew their Internet business platforms (including Toyota Dealer Direct, GMAC Smart Auction Canada, DealerBlock and LiveBlock), led the delivery of ADESA's CRM system, initiated their targeted e-mail marketing efforts and completed his MBA.



MICHAEL R. LINN
Chief Executive Officer
National Independent Automobile Dealers
Association

Michael Linn, with over 23 years' experience with automotive industry associations, is the CEO of NIADA. By adding significant value to the used motor vehicle industry with an increased legislative/regulatory presence in the nation's capital, along with educational offerings, membership has risen beyond 20,000 members nationwide. Association programs include the Certified Master Dealer Program, NIADA Certified (NIADA's Certified Pre-Owned Program) and the Educational Television Network NIADA-TV.



ERIC LYMAN
OEM Practice Director
ALG

Eric Lyman leads ALG's Client Partner group and serves as the ALG industry and media spokesperson. Eric also works closely with the editorial, forecasting and consulting groups, helping to drive the direction and strategy of ALG products, services and residual value forecasts. Eric joined ALG in 1999 as a member of the Editorial staff and throughout his tenure with the company has held a variety of senior level positions.



LES LYNOTT
Manager, Vehicle Remarketing
EMKAY

Les Lynott is currently Manager of Vehicle Remarketing and Fleet Analytics for EMKAY. Les is very active in the industry serving on numerous committees including American Automotive Leasing Association's State Tax and License & Title Committee, International Automotive Remarketing Association's Education and Membership Committees, as well as ADESA and Manheim's client advisory boards. He also currently serves as the Vice President for IARA. Prior to joining EMKAY, Les has held many management positions in sales and operation management across the gamut of startup organizations to Fortune 100 within several different industries; including telecommunications, bio-pharmaceutical, medical device, retail and airline catering.



JOHN M. MANCHIN
National Fleet Remarketing Manager
Subaru of America, Inc.

John Manchin began his career at Subaru in 2001 as Remarketing Manager for Subaru Auto Leasing with the responsibility of liquidating the consumer off-lease portfolio. John introduced and incorporated multi-channel, upstream remarketing by designing and implementing SubaruSOLD. Since 2006, John has filled the positions of Corporate Vehicle Manager, Sales Manager and Commercial Fleet Finance Manager. Prior to joining Subaru, John spent 14 years at First Union Auto Finance as the Remarketing Manager, Lease Renewal Manager and Regional Sales & Marketing Manager. Prior to this, John spent 12 years in the automobile retail environment as a Fleet & Leasing Manager at the dealership level.

SPEAKER PROFILES



SUSAN MARSHALL
Collection Manager
Ventura County Credit Union

Susan retired from Pacific Capital Bancorp in February 2008 after 30 years of service. She started her career with the bank as a Consumer Loan Officer in 1978 and was promoted to Collections Manager, Consumer Credit Administrator and Vice President

Recovery Manager. Susan retired as Vice President Senior Risk Officer. Susan joined Ventura County Credit Union as the Collection Manager in 2008 and oversees all department activities including the collection of a variety of delinquent portfolios, repossessions, liquidations, auction sales, foreclosures, and collection agency oversight. She is also currently Vice President and co-owner of Best In Show Realty and Best In Show Estate Properties.



CHRIS MARTIN
Owner
E-Z Auto

Chris Martin is the owner of E-Z Auto in Fayetteville, North Carolina. He was the first dealer in the Carolina's to receive NIADA's Certified Master Dealer designation and was their Quality Dealer of the Year in 2003. Chris is also a Past President of the Carolina's IADA and is currently Senior Vice President of NIADA.



LEVI MCCOY
Director, Remarketing
LeasePlan, USA

Levi McCoy serves as director, remarketing for LeasePlan. In this role, Levi and his team are responsible for end-of-lease auction, employee and online sales channels. Levi is a member of several key industry organizations including National Auto Auction Association, Conference of Automotive Remarketing and International Automotive Remarketers Alliance. He also serves on the Manheim and ADESA Auctions client advisory boards.



LANCE RIGDON
Senior Director of Technology
Manheim Online Solutions

Lance Rigdon is responsible for technological underpinnings of Manheim's key online properties - Manheim.com, OVE.com and Manheim Simulcast. Prior to Manheim, Lance was Director of Enterprise Architecture at AutoTrader.com the Internet's leading auto classified web site. In this role, he gained valuable supervisory and technical expertise while working to translate business requirements into the systems and strategies that supported the company's operational strategy and long-term goals. Prior to AutoTrader.com, Lance was a consultant specializing in Microsoft, Oracle and Unix technologies. He has over 25 years of experience in all aspects of IT including management, development, support and operations.



MARK RUBINO
Sr. Vice President of Operations & Remarketing
South Bay Auto Auction

Mark Rubino has over 30 years of experience in the automotive industry, including an extensive financial services background. Mark's responsibilities throughout his career have included marketing, loan originations, collections, audit, and risk management.

Prior to joining South Bay Auto Auction in 2001, Mark spent 10 years as Operations Chief of Staff and a Regional Manager for Fidelity Financial Services and Wells Fargo Financial Services. His duties there included hiring and training management personnel as well as auditing field operations and due diligence of pending acquisitions.



PAUL J. SEGER
Vice President of Asset Remarketing
GE Capital Solutions Fleet Services

Paul has been with GE for 29 years. For the last 22 years he has held multiple positions within the Fleet Services and Consumer Finance vehicle remarketing divisions. During this time, he was instrumental in navigating the Consumer business through one of

the most challenging cycles in automobile leasing industry. He and his team were responsible for mitigating millions of dollars of forecasted residual value losses while establishing a remarketing growth strategy for Fleet Services. In addition, Paul is a qualified Six Sigma Green Belt within the organization and has participated in multiple quality improvement projects.



DR. IRA SILVER
Economist
National Auto Auction Association

Dr. Ira Silver has been in the field of business & economic analysis for over 30 years. He is an Associate Professor in Managerial Economics at TCU's Neeley School of Business and Economist for the NAAA. Before coming to The Neeley School of Business, he

was Chief Economist and Director of Strategic Planning at the JCPenney Company. Earlier in his career, Dr. Silver was an Assistant VP and Senior Economist at The Bank of New York. He has taught at several universities and has been quoted in publications including *The Wall Street Journal*, *The New York Times*, the *Fort Worth Star-Telegram*, and the *Dallas Business Journal*.



LINDA SILVERSTEIN
Manager, Remarketing and Rental Operations
Ford Motor Company

Linda Silverstein has been responsible for vehicle remarketing since 2002. In 2005, her responsibilities expanded to include Certified Pre-owned Vehicles and in 2007 Rental Operations were added. Silverstein joined the Ford Motor Company in 1982

as an analyst in Ford Division's Detroit District Sales Office. During her six years in the Detroit office she held various positions including Truck Merchandising Manager, Market Representation Manager, Distribution Manager and Field Manager. Silverstein was named Auction Department Manager in 2001. Prior to that, she was the head of Automotive Remarketing Services and had the opportunity to start a new business venture for Ford.

SPEAKER PROFILES



ART SOOKAZIAN
Director of Collections
Xceed Financial Credit Union

Art Sookazian got into the captive finance industry working at Isuzu Motors Acceptance and went on to work at Toyota Financial Services. Art served as the Collections Manger at LA Financial Credit Union. During this time, Art actively engaged in the "credit union movement" while attending many Collector's Council meetings and other events where credit union professionals meet to share ideas and successes. Art currently serves on the Board of Directors for the LA North California Credit Union Collector's Council. Most recently, Art moved to Xceed Financial Credit Union and serves as the Director of Collections.



DAVID STOLT
Senior Director Car Sales Operations
The Hertz Corporation

Currently Senior Director Remarketing at The Hertz Corporation since August 2003, David is responsible for all remarketing process and strategies in the US. Prior to this position, he spent 18 years in various positions with The Hertz Corporation in rental operations throughout the US. David earned a Master of Arts degree in Economics from DePaul University in 1983 and a Bachelor of Science degree in Economics from University of Missouri Rolla in 1980.



DAVE SUTTON
National Director Data Acquisition
CARFAX

Dave Sutton's current responsibility is to lead CARFAX's data acquisition efforts with auctions, OEMs and remarketers. 2004 – 2009 Volkswagen of America: Responsible for auction logistics, sales and technical operations for VW and Audi in North America recognized as Consignor of the Year in 2008. He is a past member of the IARA Board of Directors and Chairman of the Standards Committee and a Certified Automotive Remarketer, 2008. From 1994 – 2004, Dave worked as a business strategist supporting EDS, General Motors, IBM, Cadbury-Schweppes and Volkswagen.



PAUL C. TAYLOR, PH.D.
Chief Economist
National Automobile Dealers Association

Dr. Paul Taylor served as senior economist for financial trade associations and for U.S. Congress' Joint Economic Committee, and as a financial analyst for the U.S. International Trade Commission. Paul holds an M.A. and Ph.D. in economics from Virginia Tech.

Paul has published both scholarly and general interest articles in finance and economics, and is widely quoted in national newspapers and business publications. Paul's doctoral research was conducted under the direction of the 1986 Nobel Laureate in Economics, Professor James M. Buchanan. Paul has taught on the graduate faculty at the University of Rochester, Graduate School of Management and at American University.



GREG THIBAUT
Vice President Fleet Disposal
Avis Budget Group

Greg Thibault has over 28 years of rental industry experience, more than 20 years in the fleet side of the business. His experience includes 13 plus years with Avis Budget Group, majority of it spent at ABG Headquarters in Fleet Administration. Greg's responsibilities include overseeing the remarketing, damaged vehicle disposal and manufacturer repurchase turnbacks of all of Avis Budget Group fleet vehicles.



DOUG TURNER
Director of Asset Management
J.D. Byrider

Doug Turner joined J.D. Byrider in 1999 with responsibility for the operations of the Company Store Service Departments. In his current position, Doug's responsibilities include the acquisition and liquidation of all vehicles for J. D. Byrider and CNAC within Company Store Operations. Doug is instrumental in the creation, design and support of the Vehicle Inventory and Service modules within the Discover Computer System which is the proprietary software for Byrider Systems. Doug previously spent seven years with Sears Automotive Centers where he managed a Tire America, a National Tire and Battery Center, and a Sears Automotive Center.



ANTHONY UNDERWOOD
Owner
Anthony Underwood Automotive

Anthony Underwood is the owner of Anthony Underwood Automotive in Bessemer, Alabama. He is a President of the Alabama IADA and a past recipient of the State Quality Dealer Award. In 2003, he was chosen NIADA's National Quality Dealer of the Year. He is a NIADA Certified Master Dealer and is currently President of NIADA.



CHARLIE VOGELHEIM
Executive Editor
IntelliChoice

Charlie Vogelheim has been involved in the automotive industry for over two decades. Most recently, Charlie was Vice President of Automotive Development at J.D. Power and Associates. He was responsible for the International Automotive Roundtable. Prior to joining J.D. Power and Associates, Charlie spent 20 years at Kelley Blue Book as the executive editor of Kelley Blue Book's extensive used-vehicle database. He was an original contributor to the development and implementation of several other automotive websites including the automotive sites at AOL, Microsoft, Yahoo, Google and e-Bay. Additionally, Charlie was chairman of the Automotive Internet Standards Committee.

SPEAKER PROFILES



STEPHEN W. WADE
President
Stephen Wade Auto Center

Stephen Wade has been a new car-dealer and a NADA member since 1973 and is currently Chairman of NADA. Previously, he has served as NADA's region IV vice chairman and on the Policy and Bylaws, ATAE/NADA, Finance, and Government Relations committees. He also served as president of the Utah Automobile Dealers Association. Wade has owned more than 20 franchises throughout Utah and has served on numerous automotive factory committees, boards and associations. Wade is presently chairman of the Board of Trustees of Dixie State College and founder of Sun Trust Bank of St. George. He also recently became the owner of Southern Utah's only TV station, KCSG.



ROBERT WAGNER
Associate Director – Asset Remarketing
Hyundai Capital America

Rob Wagner manages the asset remarketing for the captive finance arms of Hyundai and KIA under the brands Hyundai Motor Finance and KIA Motors Finance. Rob supports all retail and lease processes to optimize the business and improve dealer relations. He recently launched HyundaiDealerDirect.com and KIAMotors-FinanceDealerDirect.com as an exclusive channel for Hyundai and KIA dealers. This channel provides lease grounding, upstream online auction and marketing to the dealers. He has over 25 years in automotive, service from GE Capital, Kelley Blue Book, TRIAD, and DealerTrack. Rob was also owner/dealer principle for three years of Thrifty Car Sales, a franchise in Southern California.



THOMAS C. WEBB
Chief Economist
Manheim Consulting

Thomas Webb provides analysis of used car market activity based on data from all of Manheim's operating locations and associated businesses. Summaries of his findings are published in Manheim's Used Car Market Report. He also publishes monthly commentary on www.manheim.com/consulting, produces the Auto Industry Brief monthly and hosts a quarterly conference call for industry analysts. In the fall of 2001, Webb introduced the Manheim Used Vehicle Value Index. Prior to joining Manheim, Webb spent 26 years with NADA, where he served as a spokesman and analyst. In 1999, Webb became a senior manager in PricewaterhouseCoopers' automotive practice. He joined Manheim as chief economist in 2000.



LAYNE WEBER
Vice President of Remarketing Sales
Citi Remarketing and Recovery Services

Layne Weber has spent over 30 years in the automotive industry and started his career with McCullagh Leasing handling the sales of lease returns. He then took a remarketing territory position with GE Fleet and his final role was Customer Service Manager for Small Fleet Services. Layne then worked as Customer Service Manager with Donlen Corporation. He moved back into remarketing and advanced to Vice President. In 2007, he began with CitiFinancial Auto as Vice President of Remarketing Sales. Layne has served as a board member, VP, and President of the International Automotive Remarketers Alliance (IARA) and is currently chairman of the board of directors.



ALAN WILLARD
General Manager
ABC Orlando Auction

Alan Willard is an auction veteran with more than three decades of industry experience in both the automotive retail and wholesale industry. Alan has served in several senior management roles as partner, owner, consultant and manager with Manheim, The Greater Group, Copart, and ABC Auctions through his tenure. In his current role Willard serves as General Manager of ABC Orlando Auction and works for South Florida Auto Auction on Fleet/ Lease and National accounts. Outside of those responsibilities Willard is active in the Make-A-Wish Foundation.



MARK WILLEY
General Manager
Manheim Tampa and Manheim St. Petersburg

Mark Willey is the General Manager for two Manheim facilities, Manheim Tampa and Manheim St Petersburg. Manheim Tampa also includes a TRA (Total Resource Auction) facility. Prior to joining Manheim, Mark was a regional V.P. for AD-ESA. Before entering the auction industry he was co-owner of a new car franchise in the mid-west. Mark is a 23 year veteran in the auction industry.



GUS XAMPLAS
Vice President, Remarketing
Donlen Corporation

Gus Xamplas is responsible for the sale of all off-lease vehicles including employeepurchases.com and auction sales, valuation of vehicles, and review of residuals. With more than 30 years' experience in the auto finance and leasing industries, Gus has deep industry knowledge and uses that to create solutions that benefit Donlen's customers during the entire remarketing process. Prior to Donlen, Gus was vice president of credit risk management for Wells Fargo Financial, former senior vice president of consumer leasing at Bank of America, and senior vice president of retail credit at First of America.



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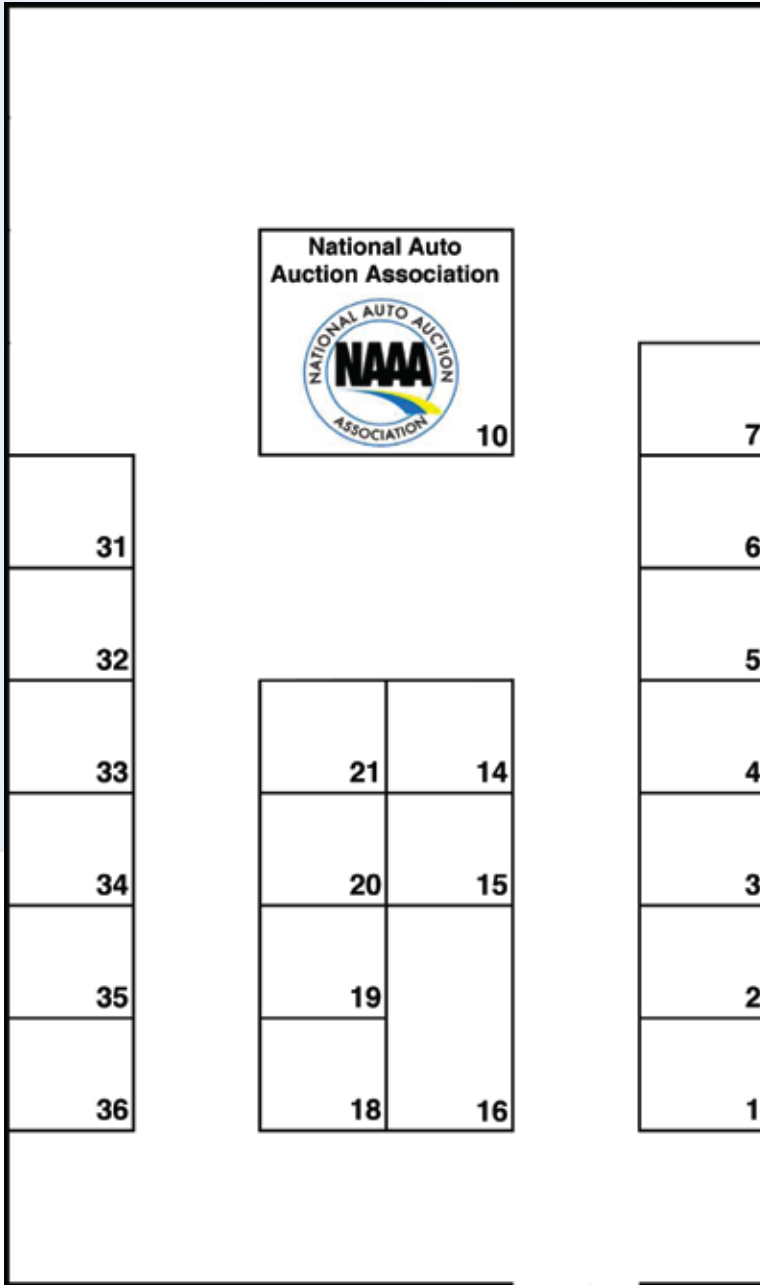
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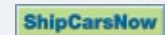
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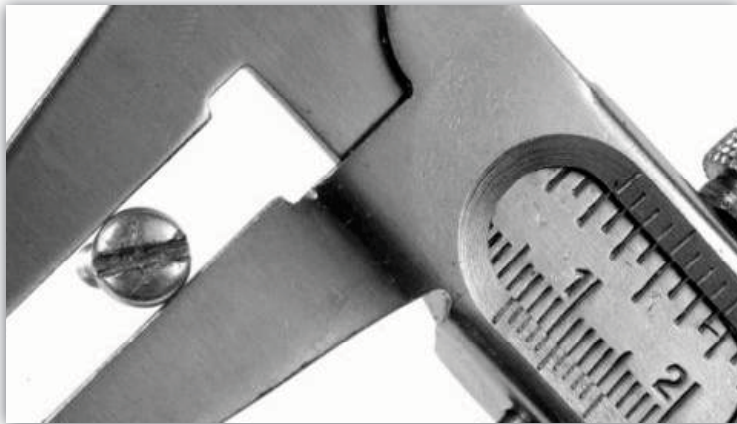


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If you were one of the more than 800 people who attended last year, then you know that CAR offers a single forum where the very best in our business gather to exchange ideas, share experiences, establish common practices and promote professional development.

For those new to the conference, we think you'll find the program packed with valuable business tools and tips that can benefit all in the remarketing chain — buyers and sellers, as well as member auctions and their employees.

And this year promises more energizing content with 22 education seminars, five networking events and dozens of exhibitors. You'll gain more strategic insight from the stimulating presentations of industry experts as well as discover many new products and services displayed on the show floor.

You're also guaranteed some time to relax and enjoy the attractions of Las Vegas — plus an evening filled with laughter! On Wednesday night, we present exclusively for CAR attendees a show by the multi-talented, two-time Emmy winning comedian and actor Louie Anderson.

So whether you've been here before or it's your first time, we encourage you to take advantage of all the opportunities this event has to offer for enriching your knowledge and enhancing your contacts with leaders of the remarketing profession.

Now 15 years strong, CAR has built a sterling reputation as the original remarketing conference, thanks to founder Ed Bobit. On behalf of NAAA, we'd like to applaud him for CAR's achievements and congratulate Bobit Business Media on celebrating 50 years of publication. We truly appreciate being part of this event as a tangible demonstration of our commitment to strategic cooperation and teamwork, which we believe is the key to shared success for all in the auto auction industry.


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BOB GRAHAM

Reviews the IARA's Accomplishments in 2010

The IARA president Bob Graham discusses the association's membership growth, value-added content, and ongoing educational efforts.



Since beginning his role as president of the International Automotive Remarketers Alliance (the IARA) on August 18, 2009, Bob Graham set out to help grow membership, ensure the association's financial stability, and raise the bar for the IARA's meetings and roundtables by promoting professional and value added content.

He also has worked to move forward with technology initiatives, increase the visibility of the IARA, and finalize the continuing education piece for the certified program.

Graham has been extremely happy with the progress made on these initiatives in 2010.

"The IARA takes a lead role in identifying key issues and working with its membership to affect changes that will benefit not only remarketers, but the auctions and buyers as well," Graham said. "Through education, cooperation, and open communication with all industry partners, the IARA drives value to the bottom line of its members."

During the past year, the IARA appointed two directors and two vice presidents to the Board of Directors, welcomed several new members to the association, and hosted the August Roundtable Meeting in Denver, which set an all-time record for attendance at an IARA roundtable. The IARA also recognized AmeriCredit's Dan Heinrich with a Special Achievement Award and Stuart Angert with the Circle of Excellence Award.

NEW OFFICERS AND DIRECTORS JOIN THE IARA IN 2010

Last year, the IARA Board of Directors appointed the following officers and directors to the governing board during the IARA's annual meeting in Denver, Colorado.

Appointed as new Directors were Jeannie Chariomonte, VP,

National Remarketing Manager, Bank of America, and Les Lynott, Manager, Vehicle Remarketing, EMKAY.

Appointed as new Vice Presidents were Robert Wagner, National Manager, Asset Remarketing, Hyundai Capital America, and Les Lynott, EMKAY.

The following officers were reappointed to a one-year term: Bob Graham, President, ARI; Layne Weber, Chairman, CitiFinancial/Auto; Jeff Bescher, Treasurer, Adesa; and Mike Antich, Secretary, Bobit Business Media.

In addition to the new directors and board members, the IARA had the pleasure of welcoming several new members to the association, including Hyundai Capital America's Rob Wagner; Remarketing of America; Synergy Transport; and Flexco Fleet Services Company.

2010 IARA ROUNDTABLE SETS AN ALL-TIME RECORD FOR ATTENDANCE

The IARA hit a milestone in August 2010, when attendance at the association's Roundtable Meeting in Denver set an all-time record, with 163 attending.

Graham said that the strong attendance was a result of the strength of the IARA Roundtable program content and the fact that the IARA is working closer with the NAAA on several industry issues. In fact, the IARA recently partnered with NAAA to help standardize the arbitration policy and the multitude of vehicle certification programs.

According to Tim Martin, senior VP and COO, Corporate Fleet Division of LeasePlan USA, the roundtable allowed him to continue creating strong partnerships with those in the industry.

"By keeping the focus of the meeting content to topics of interest to a wide variety of consignors, I've gained a better understanding

of where we as consignors have different needs and requirements for a service," Martin said. "And more important, it allows us to work together to form a consensus that benefits us all and results in improved efficiency for the consignors and our remarketing partners."

Don Elliott, National Sales Manager Indiana Auto Auction agrees with Martin.

"I have found the IARA Roundtable meetings to provide a unique opportunity for remarketers to solve problems collectively, talk about challenges, and share ideas to improve the industry beyond what is good for just each participant's company," he said. "As a smaller industry event, it is easier to talk one-on-one with key decision makers in a less formal setting than our normal business settings."

THE IARA'S CAR PROGRAM UTILIZED BY REMARKETERS TO GAIN EXPERTISE

Since mid 2007, the IARA Certification Program has offered remarketing associates insight into the industry through a comprehensive, thought provoking curriculum. Professional remarketers participating in the program strengthen their core knowledge of remarketing principles, enhancing their professionalism and ability to better serve their clients.

"The mission of CAR is to enhance and promote the profession of vehicle remarketing by providing the premier credential in the industry," Graham said. "Our curriculum includes 20 courses in five units, including Remarketing Channels, Pre-sale Activities, Actual-sale Activities, Post-sale Activities, and Legal, Ethics, and Terminology."

Candidates must have a minimum of three consecutive years of experience in the vehicle remarketing segment or support of that segment prior to taking a test. The IARA Certification Board evaluates candidate applications and determines eligibility. Applications and courses are available online. Recipients of the CAR designation are recognized at IARA National Meetings.

The IARA Certification Program requires that each applicant pass all 20 course exams. To date, 34 remarketing industry professionals have participated in its Certified Automotive Remarketer (CAR) Program.

During 2010, EMKAY Inc.'s vehicle remarketing team - Les Lynott, Manager Vehicle Remarketing and Fleet Analytics Department; Mona Spoon, Territory Manager; Dave Thomson, Territory Manager; and John Elizaga, Territory Manager - became certified through the IARA's Certified Automotive Remarketer Program.

"EMKAY is the first fleet management company where all remarketers have achieved this premier designation," Graham pointed out. "EMKAY's remarketers are four of seventeen people in the world to have achieved this distinguished honor."

According to Les Lynott, one of the recently certified EMKAY associates, the team believes it is paramount to the success of the remarketing industry, and to their business, to continually advance the knowledge base.

"The IARA certified program falls directly in line with our culture of representing ourselves in the most professional and credible manner to our clients and within the industry," Lynott explained.

He also stressed that the innovative program content allowed the team to improve its proactive consultation to clients, ultimately enhancing the customer experience.

THE IARA PRESENTS AMERICREDIT'S DAN HEINRICH WITH SPECIAL ACHIEVEMENT AWARD

MT.ARLINGTON, NJ—On August 11, the International Automotive Remarketers Alliance (IARA) presented its Special Achievement Award to Dan Heinrich, vice president of Asset Remarketing for AmeriCredit, at its Summer Roundtable in Denver.

According to Graham, the association's Special Achievement Award is handed out to individuals who give back to the industry. "The IARA was founded on a desire to give back," Graham said. "And people who give back are inspirational and special!"

For the past 17-plus years, Heinrich volunteered at his local Fort Worth, Texas, Ronald McDonald House, cooking meals for the parents and siblings of hospitalized children. For seven of those years, Heinrich actively served as a Board member at the House. He also served as President of Board Development and spent time helping to fundraise for the charitable organization.

Heinrich also donates time to his local church, including taking part in mission trips to Belize in an effort to focus on Bible studies, building a playground, conducting a community health clinic, holding worship services, and providing children with a Vacation Bible School. And his membership with the church's "Gate Keepers" organization allows him to be a first responder in middle school, high school, and college ministries.

Heinrich has been with AmeriCredit for more than eight years in several roles, including Marketing, eServices, Project Management, and Product Development. In his current role, he leads a team responsible for the liquidation of repossessed assets through the utilization of auto auctions across the United States and Canada. Heinrich is currently serving a two-year term on IARA's Board of Directors.

Earlier in the year, Stuart Angert was awarded the International Automotive Remarketers Alliance (IARA) Circle of Excellence Award in a presentation at the IARA Conference, March 3, 2010.

FUTURE PREDICTIONS FOR THE IARA

As the IARA continues to move forward in 2011, the association's focus will be on taking the CAR certification to the next level through accreditation. This will add even more value to its recipients, according to Graham. Additionally, The IARA continues to work toward standardizing the "remote rep" technology so that consignors have the best tools available to help remarket vehicles when they can't be there in person.

"We are also looking at the industry issues surrounding the vehicle history companies to determine if the IARA can take any role to improve some of the challenges faced by remarketers and their buyers," Graham added.

August 2011 marks the 10th anniversary of the IARA. The association will celebrate the milestone at its summer roundtable meeting in Dallas, Texas, August 16 & 17, at the Westin Galleria.

"There has never been a better or more important time to join the IARA and add your voice to making the remarketing industry better," Graham concluded.

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C.A.R. Graduates



Ricky Beggs
Black Book



Scott Braidwood
ARI



John Elizaga
Emkay



Jim Jackson
ARI



Steve Johnson
ARI



Les Lynott
Emkay



Brian McBrearty
ARI



Jennifer Schade
ARI



Dave Seher
ARI



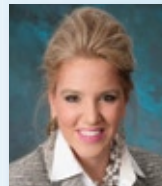
Chris Slaughter
ARI



Mona Spoon
Emkay



Dave Sutton
CARFAX, INC.



Jill Tarallo
OVE



Sal Terranova
Carolina Auto
Auction



David Thomson
Emkay



Chris Wise
Charleston Auto
Auction



John Wright
ARI

SOON TO COMPLETE

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- Fred Uhter, America's Auto Auction Chicago
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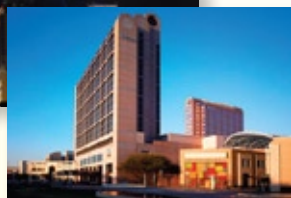
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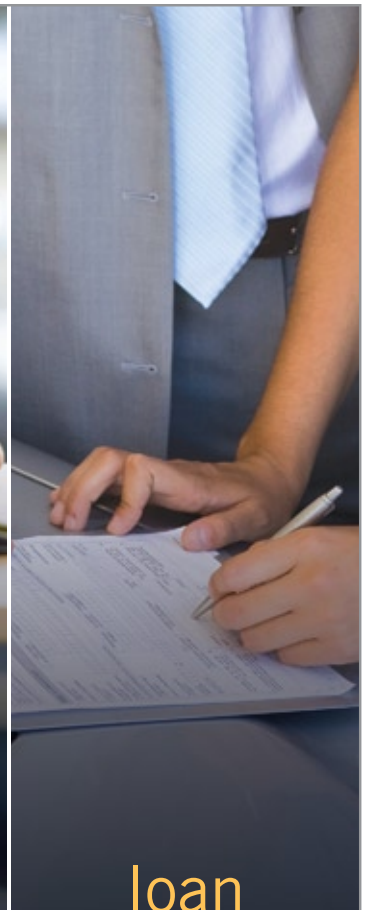
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