



Frequently Asked Questions

About IAA

1. Who is Insurance Auto Auctions?

Insurance Auto Auctions (IAA) is a leading auto auction company selling all kinds of cars, trucks, SUV's and motorcycles. We combine live auctions with live internet bidding to sell drivable vehicles, lightly damaged and repairable vehicles, theft recovered vehicles, parts vehicles and donation vehicles at over 150 auction centers across the United States.

2. How do I contact IAA?

IAA has a team of people dedicated to helping buyers. Buyer Services can answer any questions regarding registration, our website, or any matters relating to your account. Contact Buyer Services by phone (1-877-937-4243 or 1-708-492-7080) or via email: cservice@iaai.com.

3. How do I get started?

Search for vehicles, then register as a buyer or work with a licensed broker. A "New To IAA?" page is available to introduce our services, provide video tutorials and simplify the registration process.

4. Common Industry Terms

- **ACV** - Actual Cash Value (ACV) is the estimated retail value of a vehicle if it were in an undamaged condition. This information is based on industry resources such as Kelley Blue Book, Black Book, or an independent valuation service.
- **Additional Bidders** - Additional bidders are Employees, Brokers/Agents, or Partners who are authorized to bid under the owner's account. The owner is responsible for the actions of his additional bidders.
- **Broker/Agent** - When a business does not pay taxes on wages earned, this person is considered a broker/agent.
- **Employees** - An additional bidder that has a tax relationship to the business. If the business pays taxes on wages earned, this additional bidder is considered an employee.

- **Partners** - Many businesses legally have more than one owner. With IAA all owners of a business are considered partners, except for the primary owner.
- **Primary Owner** - A primary owner is a legal owner of the business. In the case where there is more than one owner, the primary owner is the partner that signs the registration documents and assumes responsibility for the account. There can only be one primary owner per business account. When a business has several partners, the partners must decide who should act as the primary owner with IAA. The primary owners' unique login allows them to manage all additional bidder access to the Auction Center. Managing includes giving and removing permissions at any time, removing an additional bidder all together, registering new bidders and renewing existing ones via the Internet. The \$200 annual registration fee activates the primary owner. If the primary owner on an account is inactive, the additional bidders are blocked from placing bids. This means when renewal time comes around, it is imperative to renew the primary owner so that the renewal of the additional bidders is not affected.
- **Sale Document** – A sale documents is the legal document that a vehicle is sold with, i.e., salvage title. TBD - To Be Determined.

5. How can I sell a vehicle at Insurance Auto Auctions?

- **Insurance Total Loss Sellers:** If you represent an insurance company and would like to sell a total loss vehicle, please contact our corporate office 800-821-4596 or via email at info@iaai.com.
- **Vehicle Consignments, Rental or Fleet Sellers:** To consign a vehicle please contact our National Remarketing Center at 888-839-4220 or groupnrc@iaai.com.

6. Will IAA purchase my vehicle from me?

IAA purchases vehicles from U.S. households. I want IAA to buy my car.

- Title must be free and clear.
- Limit one per household.
- Not available in all areas

7. Troubleshooting?

To get help with any trouble you experience with the Auction Center, please contact Buyer Services, by phone at 1-877-937-4243; 1-708-492-7080 or via email at cservice@iaai.com.

About Registration

1. How do I register?

At IAA, you can register as a licensed business, a public buyer or a guest.

- *Licensed Business Buyer Registration:* Buyers that hold the appropriate license for purchasing vehicles in their state may register by completing the online form and then submitting the necessary documents via fax, e-mail or mail. If you are not sure, contact Buyer Services to see if you have the appropriate license to purchase in your state.
- *Public Buyer Registration:* Buyers that do not have a dealer or auto recycling license but still want to purchase in states that allow public buying may register by completing the online form and then submitting the necessary documents via fax, e-mail or mail. Contact Buyer Services to verify if public buying is allowed in your state.
- *Guest Registration:* To view our auctions as a guest, complete the online form and submit your email address. You will be given the ability to view auctions without the ability to bid.

To learn more about our various registration types, please go to our Registration Page.

2. What are the differences between Guest, Public and License Business Buyer accounts?

The type of account you have with us determines your buying capability and Auction Center access.

- **Guest** registration gives you access to the Auction Center and its non-bidding functions. You can view auctions without the ability to bid on vehicles.
- **Public Buyer** registration allows you to bid at facilities open to the public and on inventory available to the public. The cost of registration for a Public Buyer account is \$200 per year.
- **Licensed Business Buyer** registration allows you to bid at all locations where you meet licensing requirements. A Licensed Business Buyer account has an annual fee of \$200. Additional bidders can be added to a Licensed Business Buyer account for an annual cost of \$75 per additional bidder.

3. How do I qualify as a Buyer?

Qualification is based on the type of account you wish to open. To become a public buyer we require the completed and signed registration form, two forms of ID with signature (one has to be a Government issued photo ID), and the registration payment. To become a Licensed Business Buyer, you need to submit the completed and signed registration, government-issued photo ID with signature, and all licenses on which you wish to base your bidding privileges, and the registration payment. Learn more about becoming a registered Buyer.

4. What licenses do I need?

- As a Licensed Business Buyer, you can bid on all vehicles for which you hold the proper license. Contact Buyer Services to verify if you have the proper licensure to bid in your state.
- As a Public Buyer, you do not need a business license. You will be able to bid at facilities that are open to Public Buyers, on vehicles that can be sold to public buyers. Remember, even if a facility is open to the public, it does not mean that all inventory is available to be bid on by the public.

5. How long does it take to register?

Applications are processed in the order they are received. The time to set up your account may vary depending on the volume of applications at the time you register and completeness of the registration documents submitted. Please contact Buyer Services to check the status of your registration.

6. I submitted a request for login info this morning, why don't I have it?

Auction Center Login ID requests are processed in the order they are received. All login information is sent via e-mail. Please also check your spam folder to ensure our e-mail has not been diverted there.

7. How can I add bidders to my account?

Licensed Business Buyers have the ability to add additional bidders to their IAA Buyer account. Additional bidder registration requires the completion of the additional bidder request form (signed by the owner and additional bidder), a copy a government-issued photo ID for the additional bidder, and the \$75 annual registration fee. Each additional bidder is provided a unique login ID and password. Account owners have the ability to extend and restrict additional bidders' access on their account.

8. Why must my registration be finalized by fax, email or mail?

We need a signed registration form as well as all other required registration documents.

9. I forgot my password – now what?

To retrieve your password, follow the "Forgot my password" link that appears when you enter an incorrect password and answer your secret question, or contact Buyer Services. They can e-mail a new password to the e-mail address on file.

10. How will I know when my account needs to be renewed?

At any time throughout the year, you can see your account's expiration date in the Profile section of the My Auction Center page.

About Vehicle Bidding

1. What is the process to bid and purchase a vehicle?

1. Register as a Buyer with IAA.
2. Search for and research the vehicles you want to buy.
3. Use any of our flexible bidding options to participate at the auctions where you meet licensing requirements. Or, purchase any vehicle from the I-Buy Fast list.
4. When you purchase a vehicle, pay with any of our flexible payment options.
5. Claim your vehicle and transport it yourself, or use the services of one of the transportation and shipping vendors listed on our site for your convenience.

2. How do I bid on vehicles that have been set for sale?

At IAA, we offer flexible bidding options:

- **Proxy Bidding:** Pre-bid online up to ONE HOUR (local time) before the auction with proxy representation of the winning pre-bid at the live auction.
- **Live Bidding:** Bid live, in person, at any of our nationwide auction facilities where you meet licensing requirements.

3. What is a public auction?

A public auction is an auction at which any Public Buyer can participate and bid on inventory available to them. Public auctions are indicated with a Public Auction icon found on the Auctions page.

4. What if I don't have a license to buy a particular vehicle?

IAA lists a number of Licensed Brokers on our site to help you buy vehicles where you may not be eligible to bid. These brokers are licensed in all 50 states and can also help with transportation and shipping. They typically charge a fee for their services and may also require a security deposit.

5. What is pre-bidding?

You can place pre-bids (also known as proxy bids) online once a vehicle has been assigned a sale date. To pre-bid, enter a starting bid and a maximum bid amount. An automated system manages the bids up until the pre-bidding period ends one hour (local time) before the live auction. The winning pre-bid will then be represented by proxy at the live local auction. Your maximum bid amount is not known to the auctioneer. If bidding ends before you reach your maximum, you will be awarded the vehicle at the price where bidding stopped.

6. How do I bid online during a live auction?

Live internet bidding is available through I-bid LIVE. Through any Internet connection, I-bid LIVE technology allows you to bid in real time along with live local bidders and other Internet bidders—just as the auction is happening. Click on any I-bid LIVE icon on an auction list or IAA Branch Location page during the scheduled auction to join the live event.

7. How does I-bid LIVE work?

I-bid LIVE enables registered Buyers to join a live auction through any Internet connection and bid in real time along with the live local bidders and other internet bidders.

To bid in real time, registered Buyers must log in to the IAA Auction Center and click on an I-bid LIVE icon just

before or during a live auction. Once connected, the Bidder's Screen will provide all of the information needed to bid in real time along with the live local auction.

8. I-bid LIVE Support

I-bid LIVE is a Web Browser based program. No installation required

- **Login Prompt**
The same login information you use to access the Auction Center and place proxy bids also allows you to participate in I-bid LIVE. If you ever receive a prompt to login to I-bid LIVE, you will need to log out of the website altogether and then re-log back into the website before trying to access I-bid LIVE again.
- **Other**
For additional help with I-bid LIVE please contact Buyer Services.

9. What is I-Buy Fast?

I-Buy Fast is an immediate online purchasing option that allows you to buy select vehicles for a set price. These are vehicles that have run through at least one auction, but have not yet been sold. You can purchase these vehicles anytime up to 8:00 p.m. the night before the vehicle's next scheduled auction. View the I-BUY Fast list here. Simply accept the stated price and the vehicle will be instantly invoiced to your account. All standard buyer fees apply.

10. Can I inspect vehicles prior to auction?

Yes. Preview dates and times are identified on the Branch Information page for each auction facility.

11. Can I cancel a bid?

- You can only cancel bids placed for sealed bid sales.
- You cannot cancel a bid placed for an auction, but you can lower your maximum bid if the pre-bidding period has not closed and your maximum bid exceeds the current high bid.
- You cannot cancel a bid or lower your maximum bid at any time during the auction.
- You cannot cancel a bid placed and accepted for an I-Buy Fast purchase.

12. What does 'Award Pending' mean?

'Award Pending' is the term used when you have the high bid for a vehicle, but we need to secure seller approval for your bid before the vehicle is officially sold and invoiced to your account.

13. I won the vehicle, why is it not in my account?

The reasons for a vehicle not showing in either your Award Pending or To Be Paid listing may be that conflicting bid entries have been entered by our auction clerks and need to be verified.

14. I'm the high pre-bidder, why wasn't I awarded the vehicle?

As the high pre-bidder, your winning bid will be represented at auction by proxy. If someone at the live auction out-bids you, you will not be awarded the vehicle.

15. How can I obtain a copy of the auction rules?

Our auction rules reside on our Web site. To review them, simply click here.

About Pay and Claim

1. How long do I have to pay?

Payment is due by 4:30 p.m. local time on the second day after the auction. For instance, if the auction is on a Monday, payment is due by 4:30 p.m. local time on Wednesday.

2. How do I pay?

We offer flexible payment options:

- In person at any IAA location.
- Mail your payment to Buyer Services or any IAA location.
- Bank Wire your payment. Instructions are available to registered buyers in the Useful Documents and Forms section of our Web site.
- Pay online using I-Pay, the most efficient way to pay.

3. What is I-Pay?

I-Pay is a service that enables qualified Buyers with company check-writing privileges to make payments to IAA via the Internet. This convenient, secure tool is available to domestic Licensed Business Buyers with a U.S. bank account. After logging in to the Auction Center, you can make payments directly from your U.S. based bank account. To be eligible for company check-writing privileges, you must have a bank approval letter on file with IAA.

4. Where is the wire transfer information?

Wire transfers are a quick and secure way to submit payment for vehicles awarded at auction. Registered Buyers can learn more about wire transfers in the Useful Documents and Forms section of our Web site. (You must be logged in to obtain the wire transfer information.)

5. What is my account balance?

Your account balance is a credit on your account and is identified under Available Funds on My Dashboard.

6. Why am I required to pay sales tax?

Sales tax exemption requirements vary from state to state. The majority of the states require validation in the form of a tax license and a resale form to qualify for tax exemption on purchases within their state. There are some states that do not allow tax exemption for foreign Buyers. Other states require foreign Buyers to pay the sales tax, but allow refund upon proof of export and meeting their guidelines.

Some states allow tax exemption for foreign Buyers, but proof of export is required. If proof of export is not provided, sales tax will be charged retroactively. Some states charge sales tax on service fees which is not refundable.

7. What is a resale or tax-exemption form?

While some states issue an annual resale certificate, others require us to collect the state issued tax license and the resale form approved by the state in order for us to allow tax exemption. Those states that do not issue a tax license, but charge sales tax at the point of sale, still require us to collect the state approved resale form in order to allow tax exemption.

For a complete listing of state approved resale forms, please click on resale certificates located in the Useful Documents and Forms section of our Web site.

8. Does IAA deliver?

Some of our facilities offer outbound towing. The Auction Center also features a list of transportation and shipping vendors that can help you move your purchases to their final destination – either across town, or across the ocean.

9. How long do I have to pick up my vehicle?

Standard IAA pickup policy allows auction day plus 4 business days to pick up vehicles. For instance, if the auction is on a Monday, vehicles have to be picked up by 4:30 p.m. local time on Friday to avoid storage charges.

There are exceptions to this policy. Due to space constraints, some facilities have reduced the pickup time to the auction day, plus two business days. In these cases, if the auction is on Monday, vehicles must be picked up by 4:30 p.m. local time on Wednesday to avoid storage charges.

Tips and Tricks

1. Avoiding Late & Storage Fees

The first step to avoiding late and storage fees is to know when these fees will be assessed. To determine how long you have to pay for and pick up each vehicle, simply go to your 'Won Vehicles: To Be Paid' list. Generally speaking, you have two business days plus the auction day to pay for a vehicle, and you have four business days plus the auction day to pick up your vehicles. Timing does vary between branches, as market conditions dictate. For example, auction yards with little room for extra inventory are not able to allow four days after the auction to pick up a vehicle.

Payment: It doesn't matter when your payment is sent; it only matters when the payment is posted to your account. Know your different payment options and allow yourself ample time to pay:

- I-Pay is the fastest way to pay as it's the only payment method that posts immediately.
- If sending a wire transfer, please keep in mind that although you may have a receipt stating that your bank has processed the wire transfer, IAA cannot post this wire transfer to your account until we receive notification from your bank that funds were collected.

2. Confirm your payment before sending your tow truck or transporter

Many buyers send their tow truck once they wire funds, but vehicles cannot be released until those funds are received and posted to your account. IAA will not release a vehicle until the funds are confirmed (varies by payment method). Avoid paying for your transporter to spend a night in a hotel by understanding your options in advance and submitting payments as soon as possible.

3. Tips on Bidding

IAA offers 3 ways to bid, but you can always pre-bid on a vehicle prior to an auction and then either attend the sale in person or bid via I-bid LIVEsm. We recommend that you use our robust search tool to find every vehicle you are interested in and place a minimum and a maximum pre-bid.

By pre-bidding, you can:

- Lock in your bids prior to an auction. By doing so you will be able to bid on a wide variety of vehicles at multiple branches. Once you have placed a pre-bid, your 'Pre-Bids: Open' list is a quick way to identify the vehicles on which you are the high bidder and on which ones you have been out-bid.
- When you pre-bid you don't have time constraints, so you can submit more bids, on more vehicles and increase your chances of obtaining the best deals.
- IAA understands that every buyer has a slightly different business model. Take advantage of the unique bidding options at IAA, by trying all three bidding methods to see which ones work best for your business.