

# COVID-19 | UPDATE APRIL 13TH

Dear Valued Client,

I am sure you have continued to focus on the health and safety of your employees, your family, and your community. While we are working diligently to ensure the continuity of our business during this challenging time, I want you to know that the well-being of our buying and selling customers, our partners, and our employees is IAA's highest priority.

The IAA family of companies are following the best practices outlined by the Center for Disease Control (CDC), the World Health Organization (WHO) and the Public Health Agency of Canada. I want our employees, partners, and customers to feel safe in continuing their day-to-day routine in the midst of the COVID-19 outbreak.

In an abundance of caution, we have implemented guidelines covering our employees, customers and facilities to limit interactions and prioritize the health and safety of everyone. While we will continue our daily auction schedule across all facilities, the following guidelines are in alignment with the CDC and reviewed daily:

- Preview days at all facilities are suspended and **NOT** available.
- All sales will be **LIVE ONLINE ONLY**, no buyers will be allowed in the building during the sale. We are encouraging all buyers to leverage and use our digital and online auction channels. Additional information can be found at [impactauto.ca](http://impactauto.ca).
- Public buyers – Bid, Buy and Pay Online, please contact [buyerservices@impactauto.ca](mailto:buyerservices@impactauto.ca).
- Buyer Payment Options:
  - **NO CASH** payments will be accepted at any Impact location.
  - **Impact Head Office is closed, no payments accepted.**
  - For convenience and efficiency we encourage all buyers to use one of the following methods of Payment:
    1. Pay online using Interac Online, Interac E-Transfer or wire transfer/EFT.
    2. Pay using [Telpay.ca](http://Telpay.ca) Business, register today. [Learn More.](#)
    3. Pay by debit for any amount and we're temporarily allowing credit card payments up to \$1,000 per sale, at no additional cost.
    4. If you prefer to pay in person, all Impact branch locations will accept check or bank draft. All locations are practicing social distancing for the safety of everyone. Please follow the guidelines when entering the branch and expect delays as we're restricting the number of people allowed inside.
    5. Please visit our website for more details on payment options, <https://www.impactauto.ca/Support/Payments>.
  - Implementation of CDC recommended cleaning guidelines at all 200+ facilities.

Our focused attention and swift actions will be part of a positive worldwide effort to slow the spread of the virus. Should you have any questions, please do not hesitate to contact Customer Support via [buyerservices@impactauto.ca](mailto:buyerservices@impactauto.ca) or call **289-374-3919**.

Sincerely,  
**John Kett**

President & CEO IAA, Inc.

# COVID-19 | BUYER FAQ'S

**AS AT APRIL 13, 2020**

	QUESTION	ANSWER
1	Are Impact locations still open? And if so, why?	<p>Impact is identified as an 'essential business' which allows our branch locations to remain open for business to support our industry and community of buyers and sellers.</p> <p>Our organization plays a key role in keeping our roadways clear and safe for travel, and assists in providing auto repair shops the parts needed to keep vehicles on the road.</p>
2	How can I get updates on what branches are closed?	While all our over 12 branches are open, we realize Provincial mandates are changing daily. We recommend calling the branch first before visiting.
3	Can I still go to preview a vehicle I want to purchase?	The safety of our customers and employees is our top priority. In accordance with the best practices recommended by the CDC and the Public Health Agency of Canada, preview days at all locations have been suspended.
4	Can I attend live auctions?	<p>The safety of our customers and employees is our top priority. In accordance with the best practices recommended by the CDC and the Public Health Agency of Canada, we have stopped all live auction attendance across all locations.</p> <p>Impact is continuing to host online auctions via the following platforms.</p> <ul style="list-style-type: none"> <li>• Every scheduled live online sale is hosted using <b>IMPACT AuctionNow<sup>TM</sup></b>, also available via an app.</li> <li>• Vehicles are posted every day for sale daily on <b>IMPACT Timed Auctions<sup>TM</sup></b></li> <li>• Vehicles can also be purchased for set price using <b>IMPACT BuyNow<sup>TM</sup></b></li> </ul>
5	Now that I need to buy online, do I have to pay internet fees?	We understand that buying online is a change for some Impact customers. Our standard fees will apply to all purchases made online. Please contact <a href="#">Impact Customer Support</a> (via phone or email) with any questions.
6	What are the various options to make payments?	<p>Effective Immediately NO CASH payments will be accepted. For convenience and efficiency, we encourage all buyers to pay using one of the following methods:</p> <ul style="list-style-type: none"> <li>• Pay online using Interac online or e-Transfer</li> <li>• Make online payments using Telpay.ca, visit <a href="http://impactauto.ca">impactauto.ca</a> for more information.</li> <li>• Wire transfer/EFT</li> <li>• Impact corporate office is closed, no payments accepted.</li> <li>• Although we discourage in-person payments, all Impact locations will accept check or bank draft. All locations are practicing social distancing for the safety of everyone. Please follow the guidelines when entering the branch and expect delays as we're restricting the number of people allowed inside. Bank drafts can also be couriered to your local branch.</li> <li>• Pay by debit for any amount and we're temporarily allowing credit card payments up to \$1,000 per sale, at no additional cost. Please visit our website for more details on <a href="#">payment options</a>.</li> </ul>

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7	I purchased a vehicle, but I am unable to pick it up. Will you be waving storage fees?	Impact will be reviewing each situation on a case by case basis. Please contact <a href="#">Impact Customer Support</a> (via phone or email) or your local branch, and we will look into your account and specific vehicle(s).
8	If the vehicle I buy online doesn't look like the pictures, can I return it/renege/back down?	<p>Please make sure to use all our tools to review vehicles prior to bidding and buying. Great information is available to our buyers FREE OF CHARGE including <b>IMPACT 360 View</b><sup>TM</sup> and 5MB HD images with zoom capability.</p> <p>If a vehicle does not have the 360 View feature and you are concerned about the quality of pictures, please feel free to contact the branch directly for additional information. The branch manager's email can be found on the branch location page.</p>
9	Are you practicing social distancing at the branch locations?	<p>Impact's family of companies are continuing to strictly follow the best practices outlined by the Centers for Disease Control (CDC), the World Health Organization (WHO) and the Public Health Agency of Canada.</p> <p>The safety and well-being of our employees, partners, and customers is our top priority amid the COVID-19 global pandemic.</p> <p>We have implemented new health and safety guidelines at our branch locations to align with government, Provincial and municipal protocols.</p>
10	What other safety measures are you taking in at the local branch locations?	All our Impact branch locations are strictly following cleaning guidelines outlined by the Centers for Disease Control (CDC), the World Health Organization (WHO) and the Public Health Agency of Canada. This includes limiting the number of individuals in the branch to one per Customer Service Representative, requesting anyone not feeling well to not enter the branch and providing ample cleaning supplies to allow for continuous cleaning of frequently touched surfaces in the branch.
11	I live in a different country-what if I can't get my vehicle shipped?	We are actively monitoring port closures and transportation issues across the globe. Impact will be reviewing each situation on a case by case basis. Please contact <a href="#">Impact Customer Support</a> (via phone or email), and we will look into your account and specific vehicle(s).