

MITSUKOSHI MOTORS PHILIPPINES, INC.		
POLICY AND PROCEDURE		
POLICY TITLE :	REPOSSESSED MOTORCYCLE CHECKLIST	Ref. No.
DEPARTMENT :	OPERATIONS SUPPORT DEPARTMENT	OPS 15-11-010
TO :	ACCOUNT COUNSELOR / CREDIT SUPERVISOR / BRANCH MANAGER	December 1, 2015

## OBJECTIVE

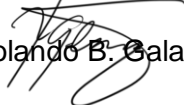
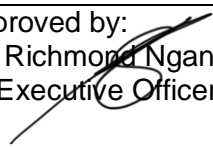
1. To guide the branch in proper filling up Repossessed Motorcycle Checklist.
2. To provide the branch method in receiving repossessed motorcycle unit and gathering necessary information and data in establishing the actual condition of a repossessed unit received by the branch.

## POLICIES

1. Any repossessed unit received by the branch from the customer, other branch or department, an ocular inspection of the motorcycle unit must be conducted to establish its actual physical and engine condition which must be shown in Repossessed Motorcycle Checklist.
2. Every Pull-Out Order issued by the branch must be covered a Repossessed Motorcycle Checklist.
3. The Repossessed Motorcycle Checklist must be duly signed by the customer or his/her representative upon pulled out of the financed motorcycle unit by the branch.

## PROCEDURES

1. Field Personnel (Account Counselor/Credit Supervisor)
  - 1.1. During the repossession schedule, request for a set of Pull-Out Order (POO) and Repossessed Motorcycle Checklist (RMC) from the cashier securing approval from the Branch Manager.
  - 1.2. Visit customer and demand settlement of the overdue amount of the outstanding balance of the financing contract.
    - 1.2.1. If the customer pays the overdue amount or material portion of the overdue amount, defer repossession and proceed with the rehabilitation of the account by asking the customer for a payment arrangement.
    - 1.2.2. If the customer failed to pay the overdue amount, proceed with the repossession of the financed motorcycle unit.
  - 1.3. Check physical and engine condition of the financed motorcycle unit using the RMC and if everything is in order; fill-up all pertinent

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information in the POO and obtain signature of the customer or the latter's representative in the POO and RMC to evidence voluntary surrender and actual condition of pulled out financed motorcycle unit.

1.3.1. If the customer refuses to sign in the POO and RMC, indicate in the remark portion "Customer Refused to Sign".

3.4.2. Sign in the following;

3.4.2.1. "Prepare by" portion of the RMC to evidence that the physical and engine conditions of the repossessed financed unit were checked;

3.4.2.2. "Unit Picked Up/Inspected by" portion of the POO to evidence receipt of the financed motorcycle unit from the customer.

1.4. Give the original copy of the POO to the customer and attach the Voluntary Surrender and RMC in the Accounting (blue) copy.

1.5. Surrender the repossessed unit to the branch with duly filled up RMC for verification of the mechanic within the same day of repossession.

## 2. Mechanic

2.1. Receive repossessed motorcycle unit from the field personnel and validate the physical and engine condition as indicated in RMC.

2.2. Affix signature in the "Verified by" portion of the RMC and forward to the cashier with the POO and Voluntary Surrender.

2.3. Store checked repossessed motorcycle unit in a safe place protected from bad elements.

## 3. Cashier

3.1. Receive Accounting and branch copies of POO together with Voluntary Surrender and RMC from the mechanic.

3.2. Post detail of RMC and POO in the Branch Monitoring System (BMS).

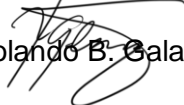
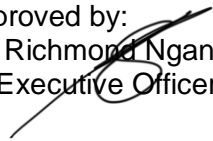
3.3. File duly filled up RMC to the Customer's Loan Folder.

## 4. Inter-Branch Transfer

4.1. The cashier of the transferring branch must include the RMC in the Delivery Receipt for comparative purposes of the condition of the repossessed motorcycle unit during repossession and upon transfer.

4.2. The receiving branch of the transferred repossessed motorcycle unit must validate and compare its original condition at the time of repossession as mentioned in the RMC against its present condition.

4.2.1. The mechanic of the receiving branch must prepare a new RMC to evidence the results of his inspection.

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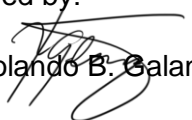
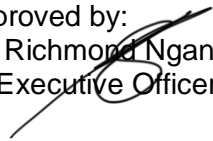
- 4.2.2. The transferee branch must explained discrepancy/ies and clarifies any issue at the time of transfer. This includes change in physical condition due to exposure to elements and mishandling of repossessed motorcycle unit.
- 4.2.3. Any missing accessory/ies, TBAs or parts previously included in the RMC and missing during the transfer shall be charged to the originating branch.
- 4.2.4. If during the ocular inspection, the branch established substantial part/s was removed or missing or part/s have been replaced with inferior quality, e.g. new parts by an old parts, not compatible or a genuine parts replaced by a replacement parts. It is the responsibility of the receiving branch to report the matter to Operations Support Department thru their Area Manager and Regional Manager.

#### 5. Form Explanation- Repossessed Motorcycle Check List

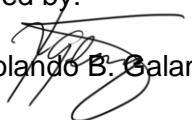
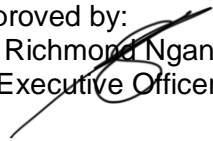
The check list is divided into five (5) sections;

- 5.1. Engine Section
- 5.2. Electrical Section
- 5.3. Steering Section
- 5.4. Top and Side Section
- 5.5. Rear Section

Particulars	Description
5.6. Dealer	: Name of dealer.
5.7. Branch	: Name of the branch.
5.8. Name	: Complete name of the customer to whom the MC unit was repossessed.
5.9. Account No.	: Assigned customer's account number.
5.10. Date	: Date the repossession and inspection of purchased the MC unit.
5.11. Brand	: Brand of the repossessed MC unit.
5.12. Model	: Model of the repossessed MC unit.
5.13. Color	: Color of the repossessed MC unit.
5.14. Engine No.	: Engine number of the repossessed MC unit.
5.15. Chassis No.	: Chassis number of the repossessed MC unit.
5.16. POO No.	: Covering Pull-Out Order of the repossessed MC unit.
5.17. With	: Check box if the particular motorcycle part is existing but defective.

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- 5.18. Without : Check box if the particular motorcycle part is missing.
- 5.19. Remarks : Any pertinent information about the particular being inspected, e.g. rusty, with dent, with scratches, etc.  
The "Remarks" in the lower part portion of the form, pertain to information about the result of the ocular inspection of the MC unit.
- 5.20. Surrendered by : Name and signature of the customer or his authorized representative during the time of repossession or name and signature of the transferee branch.
- 5.21. Prepared by : Name of authorized personnel who pulled out the motorcycle unit and prepare the RMC.
- 5.22. Verified by : Name of the mechanic who verified the checklist.

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Dealer

Branch

**REPOSSESSED MOTORCYCLE CHECK LIST**

Name : \_\_\_\_\_ Account No. : \_\_\_\_\_ Date : \_\_\_\_\_  
Brand : \_\_\_\_\_ Model : \_\_\_\_\_ Color : \_\_\_\_\_  
Engine No. : \_\_\_\_\_ Chassis No. : \_\_\_\_\_ POO No. : \_\_\_\_\_

**ENGINE SECTION**

	With	W/out	Remarks		With	w/Out	Remarks
Cylinder Head				Cylinder Block			
Oil Pump				Carburetor			
Clutch Housing				Magneto			
Crank Case				Others			

**ELECTRICAL SECTION**

CDI Unit Assembly				Winker Relay			
Battery				Rectifier			
Ignition Switch				Tail Light Switch			
Primary Coil				Light Coil			
Winker Assembly				Tail Light Assembly			
Electrical Harness				Head Light Assembly			
Speedometer				Pilot Lights			
Horn				Others			

**STEERING SECTION**

Clutch Lever Assembly				Brake Lever Assembly			
Clutch Cable				Brake Cable			
Steering Bar				Front Fender			
Brake Hub				Hub Cover			
Speed Cable				Brake Shoe			
Front Rim				Spokes			
Left View Mirror				Right View Mirror			
Front Tire				Inner Tube			
Front Cover Shock (Top)				Front Shock Cover (Bot)			
Left Shock Absorber				Right Shock Absorber			
Ball Race				Others			

**TOP AND SIDE SECTION**

Fuel Tank				Fuel Tank Cap			
Lube Chamber				Air Cleaner Assembly			
Right Cover				Left Cover			
Saddle				Fuel Cock			

**REAR SECTION**

Rear Fender				Swing Arm			
Rear Hub				Hub Cover			
Rear Sprocket				Chain Cover			
Right Shock Absorber				Left Shock Absorber			
Brake Rod				Brake Pedal			
Side Stand				Center Stand			
Back Rim				Spokes			
Brake Shoe				Others			

Remarks : \_\_\_\_\_

Surrendered by : \_\_\_\_\_ Prepared by : \_\_\_\_\_ Verified by : \_\_\_\_\_  
Name & Signature Name & Signature Name & Signature

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Richmond Ngan  
Executive Officer

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