



COVID-19 Red Light Policy Update

Effective August 10, 2020

During the month of March 2020, normal life suddenly changed for us all and we experienced a shift in how we live, operate, and approach business. Like so many other industries, the auction business became unpredictable, requiring us to adapt, identify, and recognize the pressures and restrictions our customers would be facing.

At McConkey Auction Group (DAA Northwest and DAA Seattle) we quickly realized that we would be in a constant state of evaluation and re-evaluation. We embraced the opportunity to serve our dealer community, realizing that we needed to maintain a continuous understanding of our dealers' needs and challenges. We commit to continue recognizing and implementing policies and procedures that provide our employees and customers with safe business interactions while maintaining effective, efficient policies.

When we initially reopened in mid-May to a Simulcast-only reality, we were mandated that customers could not visit the facility. In recognition of the fact we needed to serve the trade and AS-IS segment of buyers who could not physically evaluate a potential purchase, we elected to provide a temporary limited guarantee policy in an effort to bring some level of confidence to the buyers in the AS-IS sector.

Now that customers are allowed on our lots to inspect these units, we have elected to discontinue the temporary "COVID-19 Red Light Policy" that has been in effect for the past two months. Effective the week of August 10th and beyond, there will be no guarantee or limited DAA Buyer Protection Option on Red-Light AS-IS units. AS-IS Red Light units are still eligible for arbitration and/or inspection as outlined in McConkey Auction Group's policy matrix.

It is important that we perform to a level of predicted expectation in every facet of our organization. Dealer trade, AS-IS and older vehicle buyers are critical to the health of our dealer community. We often ask ourselves how we can maintain service at a level that offers fair and ethical trade for our customers' assets while providing competitive market evaluations.

In response to providing continued support and meeting your needs, we will maintain and improve our efforts in the following areas by:

- Providing comprehensive condition reports online with multiple photos including any damage
- Verifying the vehicle engine starts and exercising the transmission to its spot
- Extending on-sight dealer access for preview and self-inspection on sale day at both DAA Northwest and DAA Seattle
- Dealer access will be limited to outdoors on the lot during the auction
- Vehicle bidding and purchasing will remain available only via Edge Simulcast.

With the continued spread, health threat, and government mandates associated with COVID-19, it seems like we will be operating this way for the foreseeable future. We will continue to evolve, gain perspective, listen, and identify how best to navigate during these unique times. It is an overused phrase, but it is true —"We are all in this together" and together we will be OK.

A handwritten signature in black ink that reads "Bob McConkey". The signature is written in a cursive, slightly slanted style.

Bob McConkey