

SPECIAL FINANCE

175



Sponsored by

**BLACK
BOOK**



No need to count ballots, these providers are clear winners in the industry



It's an election year, meaning excitement for some folks and dread for others.

But there's one thing in automotive that can generate clear votes of approval.

The position of the Special Finance 175.

Cherokee Media Group orchestrates this project to place an emphasis on the finance

companies, service and technology providers and other organizations that take the most risk and still flourish in this segment of auto financing. These firms continue to complete vehicle installment contracts with consumers with checkered credit backgrounds and help to support companies and dealerships with sound guidance and tools to navigate ever-changing regulatory demands and potential buyer tastes.

In summary, this feature is meant to reiterate the "good work" that's being completed — a retort to the consumer zealots who offer sometimes disparaging assertions about what it means to flourish in subprime auto financing, especially nowadays when conspiracies sometimes run wild.

Especially in the political arena.

To the companies included, let this issue be a salute to each of you, your management teams, your representatives in the field and your support systems that go well beyond brick-and-mortar buildings and communications infrastructure.

Congratulations, and all the best to you, your family, friends, colleagues and clients to remain safe and healthy.

Please keep in touch so this publication can keep telling the stories of your successes.

Nick Zulovich is senior editor at Cherokee Media Group and can be reached at nzulovich@cherokeemediagroup.com.

THIS YEAR'S HONOREES

700Credit	700credit.com	Challenge Financial Services	cfsnow.com
ABCoaDeal Pack	dealpack.com	Chase Auto Finance	chase.com
ACI Worldwide	aciworldwide.com	Citi Financial	citi.com
ADESA	adesa.com	Clarity Services	clarityservices.com
Advance Remarketing Services	arscars.com	Clearplan	clearplan.io
Advantage Automotive Analytics	advantagegps.com	Coastal Finance Company	coastalfinanceco.com
Agora Data	agoradata.com	Connections Insights	connectionsinsights.com
Alfa	alfasystems.com	Consumer Portfolio Services (CPS)	consumerportfolio.com
Allied Solutions	alliedsolutions.net	CoreLogic Credco	corelogic.com
Ally Financial	ally.com	Credit Acceptance	creditacceptance.com
American Bankruptcy Institute	abi.org	Crescent Bank	cbtno.com
American Credit Acceptance	acacceptance.com	CU Direct Connect	cudirectconnect.com
American Financial Services Assoc.	afsaonline.org	DataScan Holdings	onedatascan.com
American Guardian Warranty Services	agws.com	DDI Technology	dditechnology.com
American Recovery Association	repo.org	DealerCenter	dealercenter.com
American Recovery Service	americanrecoveryservice.com	DealerSocket, Solera Vehicle Solutions	dealersocket.com
America's Car-Mart	car-mart.com	Dealertrack	dealertrack.com
AmeriCredit	dealers.americredit.com	defi SOLUTIONS	defisolutions.com
Auto Credit Express	autocreditexpress.net	Digital Recognition Network	drndata.com
Auto Master Systems	auto-master.com	DIMONT	dimont.com
Auto Use	autouse.com	DriveltAway	driveitaway.com
AutoIMS	AutoIMS.com	DriveTime Automotive Group	drivetime.com
Automotive Credit Corporation	automotivecredit.com	EFG Companies	efgcompanies.com
Automotive Finance Corp. (AFC)	autofinance.com	eLend Solutions	elendsolutions.com
Automotive Personnel	automotivepersonnel.careers	Empire Indemnity Insurance Company Risk Retention Group	www.empirerrg.com
AutoRaptor	autoraptor.com	Envestnet Yodlee	yodlee.com
Bankruptcy Watch	BankruptcyWatch.com	Equifax	equifax.com
Bell and Williams Associates	bellandwilliams.com	EverChain	everchain.com
Black Book	blackbook.com	Exeter Finance Corp.	exeterfinance.com
Blytzpay	blytzpay.com	Experian Automotive	experian.com
Buckley	buckleyfirm.com	FICO	fico.com
Byrider	jdbyrider.com	FIS	fisglobal.com
Capital One Auto Finance	capitalone.com	Flagship Credit Acceptance	flagshipacc.com
CAR Financial Services	carfinancial.com	Flock Specialty Finance	flockfinance.com
CARite	carite.com	FNI Incorporated	myfni.com
Carleton	carletoninc.com	Frazer Computing	frazer.biz
CarMax	carmax.com	FSSI	fssi-ca.com



700Credit is the automotive industry's leading provider of credit reports, compliance solutions, soft pull products, identity theft and driver's license authentication platforms. The company's product and service offerings include credit reports, prescreen and pre-qualification platforms, OFAC compliance, Red Flag solutions, 2022 Safeguards protection, Synthetic Fraud Detection, Identity Verification, score disclosure notices, adverse action notices, and mobile and in-store driver's license authentication solutions. For more information about 700Credit, visit www.700credit.com.



Advantage Automotive Analytics revolutionizes vehicle finance with a cutting-edge data analytics platform, offering real-time risk monitoring and management tools. This innovative solution alerts users to potential high-risk situations, helping prevent losses. Our standout product, Evo UL, leads the industry with its no-contract, fee-free connectivity, simplifying operations for finance professionals.

Our robust suite includes wired and wireless devices, VIN Verify, custom APIs, and a unified app for managing all devices, regardless of the provider. The Advantage dashboard provides comprehensive insights into finance portfolios, focusing on overcoming profit challenges. Designed for ease of use, our solutions ensure finance companies can efficiently navigate vehicle financing complexities, enhancing profitability and operational effectiveness.

Global Lending Services LLC	glsllc.com
GM Financial	gmfinancial.com
GOLDPoint Sytems	goldpointsystems.com
Goldstar, by Spireon	GoldStarGPS.com
GWC Warranty	gwcwarranty.com
Hudson Cook	hudco.com
IC Systems	icsystem.com
Ignite Consulting Partners	igniteconsultingpartners.com
Informed.IQ	informediq.com
Innovate Auto Finance	ils.theinnovatecompanies.com
Insurance Auto Auctions	iaai.com
Interactive Financial Marketing Group	interactivemfg.com
J.D. Power Valuation Services	jdpower.com
JM&A Group	jmagroup.com
Kinetic Advantage	kineticadvantage.com
Kroll Bond Rating Agency	krollbondratings.com
Launcher.Solutions	launcher.solutions
LendBuzz	lendbuzz.com
Lexis Nexis	lexisnexis.com
LHPH Capital	lhph.com
Lightico	lightico.com
Line 5	line5.com
Lobel Financial	lobelfinancial.com
Location Services	location-services.com
Loss Prevention Services	losspreventionservices.net
Manheim	manheim.com
Masterqueue	intellaegis.com
MBSi Corp.	mbsicorp.com
McGlinchey Stafford	mcglinchey.com
Megasys Inc.	megasys.net
Meridian Link	meridianlink.com
MicroBilt	microbilt.com
Mid Atlantic Finance	midfinance.com
Millennium Capital and Recovery Corp.	nationwiderecoverymanagers.com
MVTRAC	mvtrac.com
NAAA	naaa.com
NADA	nada.org

NAF Association	nafassociation.com
National Creditors Connection Inc.	nationalcreditors.com
Nationwide Acceptance LLC	nac-loans.com
NCM Associates Inc.	ncm20.com
Netsol	netsoltech.com
NextGear Capital	nextgearcapital.com
NIADA	niada.com
Nicholas Financial	nicholasfinancial.com
Northland Auto Enterprises	northlandautosolutions.com
Nortridge Software	nortridge.com
Open Lending	openlending.com
PAR North America	parnorthamerica.com
Park National Bank	parknationalbank.com
PassTime	passtimegps.com
Paymentus	paymentus.com
PaymentVision	paymentvision.com
PayNearMe	paynearme.com
PDP Group	pdpgroupinc.com
Peritus Portfolio Services	perituservices.com
PointPredictive	pointpredictive.com
Prestige Financial	gopfs.com
PrimaLend Capital Partners	primalend.com
Primeritus Financial Services	primeritus.com
Protective Asset Protection	protectiveassetprotection.com
Provana	provana.com
ProVest	provest.com
Recovery Database Network	recoverydatabase.net
Recovery Industry Services Co. (RISC)	riscus.com
Regional Acceptance Corp.	regionalacceptance.com
Reliable Credit Association	reliablecredit.com
REPAY	repay.com
RepoSystems	reposystems.com
Resolvion	resolvion.com
Reynolds and Reynolds	reyrey.com
RouteOne LLC	routeone.com
RSM	rsmus.com
S&P Global Ratings	spglobal.com

Santander Consumer USA	santanderconsumerusa.com/auto-financing
SCR	scrgroupservices.com
SDA Inc	sdainc.net
Sensible Auto	sensibleauto.com
Servicing Solutions	servicingsolutions.com
Shaw Systems	shawsystems.com
Skopos Financial	skoposfinancial.com
Solifi	solifi.com
Solutions by Text	solutionsbytext.com
Sopra Banking Software	soprabanking.com
Southern Auto Finance Company (SAFCo)	GoSAFCo.com
State National Companies	statenational.com
SVR Tracking	svrtracking.com
Texas Capital Bank	texascapitalbank.com
Tidewater Finance Company	twcs.com
Tracers	https://tracers.com
TransUnion	transunion.com
TruDecision	trudecision.com
Trust Science	trustscience.com
Turner Acceptance Corp.	turneracceptance.com
United Auto Credit	unitedautocredit.net
van Wagenen Financial Services	vanwagenen.com
Vehicle Acceptance Corp.	vacorp.com/public
Veros Credit	veroscredit.com
Wells Fargo	wellsfargo.com
Westlake Financial Services	westlakefinancial.com
Westlake Portfolio Management	wpm servicing.com
Wolters Kluwer Financial Services	wolterkluerfs.com
Zest Finance	zestfinance.com
van Wagenen Financial Services	vanwagenen.com
Vehicle Acceptance Corp.	vacorp.com/public
Veros Credit	veroscredit.com
Wells Fargo	wellsfargo.com
Westlake Financial Services	westlakefinancial.com
Westlake Portfolio Management	wpm servicing.com
Wolters Kluwer Financial Services	wolterkluerfs.com
Zest Finance	zestfinance.com



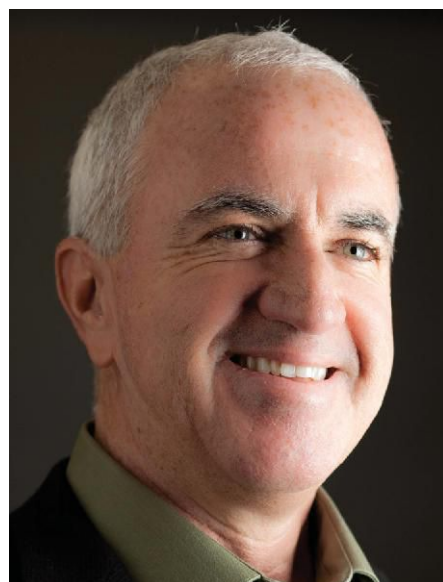
Agora Data, Inc. is an automotive industry fintech revolutionizing financing for car dealers and finance companies. Car dealerships can secure affordable capital to build their own non-prime captive finance company, obtain actionable loan performance data to improve their lending portfolios, and use a wide range of solutions to grow their business safely. Powered by patent pending artificial intelligence (AI) and machine learning technology, car dealers can access real-time data analytics and planning resources to help optimize the performance of their portfolios. Agora Data made history by closing the first-ever crowdsourced non-prime auto securitization in 2020 and continually brings groundbreaking financing solutions to an underserved market. For more information, visit www.agoradata.com.



Alfa has been delivering systems and professional services to the global automotive finance industry since 1990. Our best-practice methodologies and specialized knowledge of auto finance mean that we successfully deliver systems transformation projects of any size or complexity. With an excellent delivery history of more than three decades, Alfa's track record is unrivaled.

Alfa Systems, our class-leading technology platform, is the heart and lungs of some of the world's largest and most progressive auto finance providers. Alfa Systems supports both retail and corporate business for auto, equipment, wholesale and dealer finance, including originations, servicing and collections. Satisfying leasing software requirements of all sizes, the cloud-native Alfa Systems represents an integrated point solution, a rapid off-the-shelf implementation, or an end-to-end platform for the complex global enterprise.

With over 30 current clients and 38 countries served, Alfa has offices all over the United States, Europe and Asia-Pacific. For more information, visit alfasystems.com.



Asking the Experts with
PETE MACINNIS
eLEND Solutions

the other big things that stood out is the closest to our focus — affordability. The average price of a new car is almost \$50,000. Payments are at \$735 for a new vehicle. Wages haven't caught up with inflation, so budgets are tight. It's impacting everybody, from the consumer to the dealer and the lender, as well.

Also, there's a lot around digital retailing and the consumer expectation where they care more about payment than price in this environment. We're looking into the accuracy of that. And for lenders, delinquencies are going up. Losses are going up. Margins are starting to be compressed. We're watching from what they're doing in response to changes in the marketplace.

There was a lot going on with all of those things in 2023.

What elements of the car business intrigued you most in 2023 and why?

One was the attempt to return normalcy, post-pandemic. There's a lot going on. How's it all going to play out? How many things are going to revert back to the way they were? For me,

What are some of the highlights from your latest dealer and finance survey effort?

In 2023, we did three different surveys. The first talked about the consumer experience. The second talked about how dealers are responding. Those surveys raised a lot of additional questions for us. That meant we had to dig deeper. That led to what we did in December.

In the second one, we found out the correlation between dealers and lenders. What struck me was the same questions posed to dealers and lenders, they were almost identical in their responses. It was interesting that they were in unison about the problem of what the survey was getting to — inaccurate payments. So 90% of the respondents felt that the digital retailing and website payment quotes were causing friction with consumers because they were inaccurate and misleading. That was an admission by both dealers and lenders.

So why is that happening? We asked how the payments are being calculated. Are they based on a credit score that the customer self selects? Or is it based on a true FICO score? Or

is it based on a lender decision? Well, a lender was only involved 4% of the time. But 63% said that all payment quotes are based on customers' self-selected credit score. Now all these payments are driven by a hypothetical. Even if it were accurate, that's just one element of how a lender prices deals today. They no longer go by just credit score bandwidth. There's more dynamic pricing. It was so interesting. It validated what consumers were feeling. Then dealers are stuck in the middle.

Is automotive just too fragmented to have a smooth financing and retailing experience for all involved? What do we need to do to get everyone rowing in the same direction, so to speak?

We went through that phase of the whole internet and digital retailing that you put a finger on your phone and the car is in your driveway. It was setting up false expectations for consumers in terms of reality, which created more frustrations. They made it sound like

MACINNIS // continued on page 68



Allied Solutions is one of the largest providers of insurance, lending, risk management, and data driven solutions to financial institutions nationwide. Allied uses technology-based solutions customized to meet the needs of 6,000+ clients along with a portfolio of innovative products and services from a wide variety of providers. Our risk and recovery solutions include product cancellation, damaged repossession claim recoveries, GAP and Total Loss claim processing, data analytics, and more. Allied Solutions is headquartered in Carmel, Indiana, with regional offices in Florida, Minnesota, South Dakota, and Texas. Allied Solutions is a wholly owned and independently operated subsidiary of Securian Financial Group.

Visit alliedsolutions.net to learn more.



Keeping You on the Road

America's Car-Mart customers increasingly choose us because we deliver service, convenience, dependability, and peace of mind. We are deeply passionate about both customer success and associate growth. We aim to be the best company in the world at providing transportation solutions to credit-challenged consumers and pledge to "Keep our Customers on the Road."



American Recovery Association (ARA) is the world's largest association of certified collateral recovery professionals. Our compliance training program and monitoring system are two valuable resources that contribute to creating a culture of compliance in every member's company and within the industry.

ARA's Certified Collateral Recovery Specialist (CCRS) is the most comprehensive compliance and safety training program in the industry. The CCRS certification is only awarded to those who score in the 80th percentile and above on each exam.

The ARA Compliance Monitoring System is being used nationally by lenders to benefit their organization and vendor network. It is the only fully customizable system designed to fit the needs of every client and also allows recovery business owners the freedom of utilizing their preferred training platform. For more information, visit repo.org.



CA BSIS Licenses
RA-717 and PI-28683

American Recovery Service is the Original Nationwide Repossession Service.™

With 30 years of Unmatched Experience and Industry Leading Compliance and Performance, ARS provides Skiptracing and Repossession services for major financial institutions, credit unions and captive lenders. Leveraging a network of nearly 800 vetted and verified repossession agencies along with an expansive network of industry suppliers, we provide nationwide coverage designed to satisfy all of your full-service repossession portfolio needs. With complete end to end servicing we offer:

- Complete Recovery & Skiptracing Services
- LPR Staging with 24/7 Dispatch
- Motorcycle, Recreational and Specialty Recovery
- Impound Handling - Including Negotiations and Documents
- Title Corrections
- Proprietary Web Portal
- Full integration with all major platforms
- ARS2Market Full-Service Remarketing
- Industry Leading Compliance