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## **Sloppy paperwork could reflect sloppy practices**

*by Gil Van Over*

You have worked hard to build a solid business. Your community respects you. Your city and county government is appreciative of the sales tax you generate. Your employees and their families are usually appreciative of earning a livelihood working for you.

You feel good about your image.

If you want to keep that good feeling, don't look at the paperwork in your customer's files. You might be in for a shock!

When I see sloppy paperwork, it usually means the dealership has sloppy processes.

Sloppy paperwork usually means that the dealership is not satisfactorily complying with many federal laws, including the Used Car Rule, the Privacy Rule, Truth in Lending, Equal Credit Opportunity Act or the FACT Act.

Sloppy paperwork usually means that the contents in the deal jacket may not adequately show that the transaction was completed in a truly transparent fashion and the customer may not be fully aware of what the deal was.

Take a look in your files. Are any of your forms now photocopies of photocopies of photocopies? Do the letters resemble English or are they closer to Arabic or Chinese? Has the right margin moved to the right so far that the last three words in every sentence are...gone?

Another potential issue with photocopied forms exists if the customer is supposed to receive a copy of the form, such as a privacy notice or a used car buyer's guide. If the customer is signing a single ply copy of one of the forms acknowledging that he or she is receiving a copy, good luck convincing a regulator that someone is getting up from a desk to make a copy to give the customer.

It might just be time to have the form reprinted so that the words and sentences on the form are legible.

Gil Van Over is the President and founder of gvo3 & Associates, a nationally recognized F&I, Sales and Red Flag Rule compliance consulting and training firm ([www.gvo3.com](http://www.gvo3.com)).

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