

Donate Direct FAQ:

I. HOW DO I ASSIGN A DONATION TO IAA?

Charity will collect basic information regarding the donor and the vehicle – IAA cannot accept phone donations directly from the donor. Once collected, there are several methods of providing the basic donor information to the IAA processing team:

- Fax completed ***Donate Direct Referral form*** to **(844) 459-9031** or
- Email ***Donate Direct Referral form*** to **DonateDirect@jaai.com** or
- Direct the donor to your website to enter his/her information - you can integrate an online form (I-Frame) and embed it in your website. Donors can then fill out information and that will route directly to IAA for immediate processing.

What happens once the donation is assigned?

IAA will attempt to contact the donor within 24 business hours to schedule a towing arrangement.

Is there a call center?

The IAA call center is open M-F 8 a.m. to 8:30 p.m., Saturday 9 a.m. to 5:30 p.m. (Eastern Time); the call center can be reached at **(800) 840-0609**. Please make sure all donation information has been submitted, before referring any donors to IAA - IAA cannot open a donation record on your behalf based on initial donor contact.

II. VEHICLE HANDLING

How quickly does IAA pick up a donated vehicle?

Upon donor verification that the vehicle is ready, the vehicle will usually be picked up within 1-2 business days – weather and distance affect the pickup timeframe. The donor is asked to prepare for the pickup by having the title and keys with the vehicle.

Does the pickup cost extra?

No. Towing is included as part of the standard fees for automobiles and motorcycles; with non-standard vehicles or special circumstances, the tow is passed thru at cost.

Does IAA handle the donation of boats? If so, must a boat be on a trailer?

Yes. Each unit is treated uniquely and is measured for its return vs. costs. In most cases, the boat does need to be on a trailer. Exceptions may be boats that are of higher value (e.g., a functional sailboat that is still in the water), where the value exceeds the cost of removal.

Does IAA handle airplanes, campers, trailers, etc.?

Yes. IAA will handle and sell it all - from a moped to a tractor trailer, farming and construction equipment, and everything in between – and like boats, each unit is treated uniquely and is measured for its return vs. costs.

What if the title is missing and/or is the donor's title required?

While it is a much quicker transaction if donor has the title in hand, IAA has the resources to assist the donor with any title need once the ***Donate Direct Referral form*** or IFrame submission is received. IAA will also assist to obtain lien releases if required.

Donate Direct FAQ:

What if Donor or Charity has any additional questions about vehicle handling, title process or unique donation, not addressed above?

Charity can submit the donation and list your questions or Charity can call IAA at (800) 840-0609.

III. STARTUP MATERIALS

How can IAA help with the Charity's Vehicle Donation Program?

- IAA will provide a Toolkit which is a customized packet of materials that can be integrated into charity's existing channels. The Toolkit will include a fax/email template, fax number, email address and phone number for charity to reach out to the IAA Donation Team.
- IAA can provide an Online Donation Form (I-Frame), which can be embedded in the charity website so that donors have an online option for submitting vehicle donations.

IV. FINANCIALS

How much does IAA retain for services?

The auction receives a flat fee per automobile or motorcycle (exceptions include but are not limited to: non-autos, titling fees, state taxes, etc.). Exceptions are passed thru at cost and netted from the sale amount of the vehicle. When proceeds are processed, IAA then splits the net return with the charity based on its contracted terms.

Once the vehicle is sold, how fast are proceeds sent to the charity?

On average, it takes approximately 30 days for the vehicle to be picked up and sold – that average is affected by whether or not the donor had title and if the title was unencumbered. Once sold, IAA will review the fees and disburse payment per vehicle to the charity by check via regular mail; charity should receive payment within 15 days of the sale.

V. DONOR ACKNOWLEDGEMENT LETTERS

When will the donor receive their tax receipt?

On average, a receipt is sent within 30 days after the pickup of the vehicle – if the vehicle sells for less than \$500, this receipt would be the final receipt. If the vehicle sells for more than \$500, IAA will notify the donor to contact IAA with his/her social security number should the donor want to claim the deduction for tax purposes.

Does the donor need to provide their Social Security number?

It is not required if the vehicle sells for \$500 or less. If it sells for more than \$500, the IRS requires a Social Security number on the tax receipt in order for the donor to deduct the actual sale price of the vehicle.

Does IAA generate the 1098-C?

Yes. IAA manages all the tax reporting and donor tax documents as well as provides the donor with the sales receipt in the form of a contemporaneous written acknowledgement. IAA also handles the responsibility of reporting to the IRS at the end of the year.