



Manheim

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MANHEIM APPLAUDS WIDESPREAD INDUSTRY ADOPTION OF NAAA ARBITRATION POLICY

Policy Part of Company's Strategy to Ensure Consistency and Accuracy for Customers

ATLANTA – Manheim executive vice president of U.S. operations Mike Broe today applauded the widespread adoption of the newly-revised National Auto Auction Association (NAAA) policy by other NAAA members.

Manheim has supported the association's arbitration policy since its inception, and Manheim vice president for strategic initiatives David Munnikhuysen served on the NAAA committee that helped develop the new standards. Munnikhuysen was a featured speaker at the NAAA convention last month, detailing the new policy to members.

"We're delighted that ADESA and others have joined Manheim in coming together to support the arbitration policy that NAAA has worked so hard to create," said Broe. "Manheim will continue to support the policy, and we know that our customers will appreciate the level of consistency that comes with industry-wide adoption of the policy. Our teams at each of our locations have been trained on this policy, and we encourage customers to feel free to ask questions on their next auction visit."

NAAA president David Angelicchio said the policy is intended to increase confidence among buyers and sellers at auction by reducing the confusion that came with different arbitration policies at different locations.

"What we're striving for is a simple, fair and consistent process that all remarketing industry participants can expect no matter where they do business in-lane and online," said Angelicchio. "Manheim's involvement in developing the new arbitration policy was instrumental, and we're especially pleased to see the industry as a whole step up to support this policy. As we start a new year, this is a significant development for buyers, sellers and auctions."

Manheim's adoption of the policy, as of Jan. 1, 2010, is in line with its mission to make the remarketing process as seamless as possible for its customers by ensuring accuracy and consistency across all physical locations and online channels.

As part of this effort, Manheim recently introduced a new section on its Web site where customers can find information on all of its policies in one place: www.manheimresources.com/policies. In addition to details on the NAAA arbitration policy, the page includes location-specific guidelines and information on Manheim's national buy-back policy, post-sale inspection policy and more.

About Manheim

Manheim (www.manheim.com) is the world's leading provider of vehicle remarketing services. Through its wholesale operating locations and array of technology products, Manheim impacts every stage of a used vehicle's life cycle, helping commercial sellers and automobile dealers realize the full value of their vehicles.

The company's operating location services include reconditioning, certification, inspections, dealer financing, transport, title management and marshaling, among others. Manheim is also the leader in vehicle remarketing technology, using its online tools to connect buyers and sellers around the globe to the world's largest, most comprehensive wholesale marketplace. In 2009, Manheim handled nearly 10 million used vehicles, facilitating transactions representing more than \$50 billion in value.

Manheim's subsidiary companies provide value-added remarketing products and services, including paintless dent removal (Dent Wizard), Auto Body Repair and salvage vehicle remarketing (Total Resources Auctions).

Manheim is a subsidiary of Atlanta-based Cox Enterprises, one of the nation's leading media companies and providers of automotive services.