

Company Letterhead

Date

To: All Customers

Note: Reasonable procedures for releasing contents to personal owners qualifying for retrieval of contents” criteria.

On August 1, 2008, the Minnesota Legislature introduced new laws pertaining to the release of contents to registered owners qualifying for the “retrieval of contents” criteria. As a towing and recovery business and an impound lot owner/ operator are required to notify registered owners of the law in the letters sent to all customers with impounded vehicles. Please review the attached policies and procedures for “retrieval of contents”.

The goal with these procedures (see below) is to make it as safe as possible for our organization to follow the law while also protecting the customer from dangerous activities and other incidents that may occur on location of the impounded vehicle.

Non- Registered Owners with Government Issued Photo Identification can retrieve the following items that have their name on them

- 1) Drivers License/ Passports**
- 2) Identification**
- 3) Insurance Documents**
- 4) Documents related to a pending or concluded judicial or administrative proceeding.**
- 5) Tax Returns**
- 6) Prescription Medication**
- 7) Medical devices**
- 8) Clothing**

AT NO TIME WILL A NON-REGISTERED OWNER BE ALLOWED IN THE IMPOUND LOT OR IN THE VEHICLE!

Registered owners requesting and or all of the items mentioned above, must provide to the place of business list of requested items and their location inside the vehicle. Must also provide place of business with a box (boxes) large enough to handle all item(s) requested. Item(s) will be available for pick up within one business day during regular impound lot business hours.

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Date

To: All Employees

Note: Procedures for releasing contents to personal owners qualifying for retrieval of contents” criteria.

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The goal with these procedures (see below) is to make it as safe as possible for our organization to follow the law. If there is a second employee in the shop/ office, to retrieve contents and the customer is willing to wait until the contents are retrieved, then politely take care of the situation. Do not ever leave the shop/ office unattended or allow the registered owner to retrieve contents on his or her own. If needed, our organization can call the registered owner requesting their contents when their items are ready to be picked up.

- 1) Photo Copy the Registered owners ID (2-forms of ID)**
- 2) Get registered owner’s phone number and address.**
- 3) Retrieve contents and label with name**
- 4) Police officer must be present with customer.**
- 5) Items can be retrieved only during certain business hours/ days.**
- 6) Customer must give place of business a 24 hour advance notice of contents to be retrieved.**
- 7) Place of business has right to refuse any retrieval of contents if customer displays any improper conduct.**
- 8) Label impound sheet of where retrieved contents are located in the shop/ office.**
- 9) Retrieval of contents only includes, Driver’s License, Passports, Identification, insurance documents, documents related to a pending or concluded judicial or administrative proceeding.**
- 10) Notify the registered owner that contents are ready for pick up.**
- 11) List all items as “all personal items” and have registered owner sign and date impound sheet, clarifying the registered owner has retrieved all of their contents.**

Any employees leaving for the day, make sure someone is aware of a request of “retrieval of contents” and status if not completed.

Please see management if questions do arise.

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To: All Customers

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On August 1, 2008, the Minnesota Legislature introduced new laws pertaining to the release of contents to registered owners qualifying for the “retrieval of contents” criteria. As a towing and recovery business and an impound lot owner/ operator are required to notify registered owners of the law in the letters sent to all customers with impounded vehicles. Please review the attached policies and procedures for “retrieval of contents”.

The goal with these procedures (see below) is to make it as safe as possible for our organization to follow the law while protecting the best interests of the customer. Listed below are the requirements to retrieve articles listed in line 8 and repeated on page two of this document:

- 1) Registered owner must provide documentation from a government or non-profit agency or legal aid office that the Registered owner is homeless, receives relief based on need, is eligible for legal aid services, or has a household income at or below 50percent of the state median income.**
- 2) Registered owner must provide two forms of ID**
- 3) Registered owner must provide proof of legal residence and phone number**
- 4) Police officer must be present with customer.**
- 5) Items can be retrieved only during certain business hours/ days.**
- 6) Customer must give place of business a 24-hour advance notice of contents to be retrieved.**

- 7) Place of business has right to refuse any retrieval of contents if customer displays any improper conduct.**
- 8) Retrieval of contents only includes, Driver’s License, Passports, Identification, insurance documents, documents related to a pending or concluded judicial or administrative proceeding.**

Please see management if questions do arise.