

3/7/06

11:50 AM – 12:25 PM

Vickie called Tammie Kerr, told her that schedules would be ready later this week. She then turned the phone to me, whereby I asked her about the flooring restriction.

- Tammie has been with GMAC 20 years.
- We were just assigned to Tammie's section on February 1. She said 40 dealers in section (I believe.)
- Six managers in her section
- I told her about Jarred, "flooring restriction." She was irritated that he called me, saying he shouldn't have done so, should be seamless to me. She said she would call him.
- Flooring "on call" for first six months while getting to know the dealer and his buying habits (she said not on "restriction.") I told her that after 25 years GMAC should know me.
- She said these reviews must be done periodically. Some years "cursory review," others "formal review."
- I said I don't remember ever having a formal review of this extent, she said I would have had. I told her last one we show is a short request for schedules July 31, 1998. I asked her if she could check our history. She said OK. I asked if she has it on computer screen, she said yes. She then excused herself and put me on hold. I was on hold for 5 minutes, she came back apparently with file in hand. She said last review was a "cursory review" on 4/15/05 with Leslie Kido, not a "comprehensive review." No schedules are included in the file from past reviews. She said only 3 years of reviews are retained, and schedules are shredded (implying that even within those three years.) Review before that was 3/23/04.
- She said they are required to do comprehensive reviews for due diligence. I asked who requires it, GMAC or govt, she said probably both.
- She said she is training Melissa Walker, and our dealership is an easy one to train on.
- She said after they do the review they present it to the credit committee.
- Mike Nestor(?) is Operations Manager.
- She said she and Gary Spinella would come out and meet with me.
- (apparently due to my questions) Tammie said "Do you have a problem furnishing (the requested items?) I said not at all, I welcome the opportunity. She went on and on about how dealers prefer to know about the request in advance of the close of the month so they can print two copies.
- I told her about our low-risk balance, probably better than vast majority of dealers. She agreed the balances are low.
- She acted surprised that I would question the audit so much. I told her it just all seemed very strange.
- I asked her what "changed from September 30, 2005" meant. She said "you've got me there." I asked who wrote it, she said Melissa, but was evasive. She said she would check on it and call me back. She called back ½ hour later, said that was an error, a carryover from last letter sent to another dealer and not deleted.
- She said portfolio managers have latitude on doing the audits. So, I said it's like several teachers teaching the same thing, and you're a strict teacher. She said that may not be a perfect analogy, but that's the idea.