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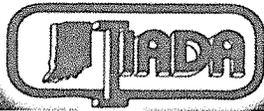
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Auto Dealer Services Column Submission
Column Title: Follow Through

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In any situation, ask yourself: What strengths do I possess that can contribute towards accomplishing something in this situation? Then follow through.

Following through is an attitude we as professionals strive to accomplish each day as we run our businesses, assist customers and work to achieve personal goals. We follow through because it shows our character, integrity and reliability.

This attitude of following through remains one of the goals of the auto dealer services division of the Office of the Indiana Secretary of State. An assignment built off the overall mission statement of the office – focusing on the needs of Hoosiers and providing each citizen with superior services tailored to help them succeed.

The auto dealer services division (ADSD) is one of four divisions under the direction the Office of the Indiana Secretary of State. The three remaining divisions include business, election and securities.

We have identified strengths in ADSD – our people, our commitment to service and to the citizens of Indiana. We want to accomplish much and we are working on following through.

Taking the professional backgrounds of nearly 20 industry professionals and merging them with the aid of technology, the division is taking great steps to follow through with superior customer service. The Plates On-Demand program is a prime example. Within the last several years, we made it possible for automotive dealers like you in Indiana to access and print

This year the division is traveling to several counties throughout the state to educate vehicle buyers and owners of their rights under the law.

temporary plates online at their dealerships through the Plates On-Demand program. The program helps improve efficiency for dealers by allowing them to print the plates as needed, eliminating the old system's seven-day processing period.

While technology will continue to play a significant role in our services, we also understand the importance of face-to-face interaction with Hoosiers. This year the division is traveling to several counties throughout the state to educate vehicle buyers and owners of their rights under the law.

Part of our outreach focuses on helping Hoosiers keep the car's title in their mind – our Title In Mind campaign. As a car buyer mulls around his or her new vehicle's color, the sun roof and other accessories, we also want them to keep their car's title in mind. As you may know, Indiana law requires dealers to deliver a vehicle's title to the buyer within 21 days of purchase. After this legal window expires, buyers – under the law – can request the dealer to provide these titles within 10 days. At times, our division may step into help ensure all players – buyers and sellers – are following through on their responsibilities.

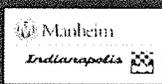
While these are two solid examples, there are areas we can improve our customer

service. Helping educate both dealers and consumers about the latest legislation is a start. Also, we are striving to become a more accessible, transparent division – from updating our division's website to getting Hoosiers in touch with a real person on the other end of the phone line. Most importantly, allowing businesses to get back to business by helping cut the red tape.

Yet, what makes this pledge of following through to improve customer relations and services to you – our clientele – more than just political banter? We are tough enough to follow through. Before the Plates On-Demand program or the Title In Mind campaign were implemented, they were ideas – ideas many thought would not work. In the face of doubt, we followed through and delivered.

The Office of the Indiana Secretary of State's mission is to continue to focus on the needs of Hoosiers and provide each citizen with superior services tailored to help them succeed. The auto dealer services division is committed to this mission and will follow through. 🚗

Carol Mihalik is the associate general counsel for the Office of the Indiana Secretary of State. She oversees the operations of the office's auto dealer services division. Please, feel free to contact the office at 317-232-6532 or Carol directly at cmihalik@sos.in.gov.





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