

**URGENT INFO REGARDING PERSONAL PROPERTY RELEASE FOR
SANTANDER/CHRYSLER**

It is very important that you read this ENTIRE document.

We have been advised that effective immediately, **NO FEES** are to be collected from the customer in regards to personal property. All property fees are now to be billed back.

We have also been advised that a Santander/Chrysler personal property form is required for ALL personal property redemptions. If a customer calls you to set an appointment to retrieve personal property and you have not received a specific personal property release for that customer, please direct them to call **SANTANDER**. Once Santander speaks to the customer and issues a release, we will send the release to you via IRIS.

If a customer redeems their unit and property, please complete the paperwork and upload it to the agency release collateral task in IRIS as you always have. ***Also attached to this document are examples of how to properly fill out the vehicle release and the personal property release.

*If a customer is only redeeming their property, please ensure that you have a Santander/Chrysler personal property release. Have the customer sign the property release at time of appointment. Once you have the signed form, please email this form to [REDACTED] It is imperative that you do this within 48 hours of the customer redeeming their property. IRIS does not have a way to systematically bill/pay property redemptions. In order to ensure you are paid, you must email this email address within 48 hours of property being released. **Please be sure to fill out the property form EXACTLY as it is filled out on the attached example. There can be NO BLANKS on this form.*

**Property fees are still not eligible to be collected from the customer or billed back in the states of TX, MD, OH, and MO.*

If you have any questions, please do not hesitate to reach out. You can reply directly to this email or contact your Agent Relations Manager directly.