

INSIDER

Your Seasonal Guide to Buying Government Surplus

A Friendly Reminder: GL Is Unable To Accept 3rd Party Payments

The name and address on the user account must match the name and address of the credit card used for the purchase or the charge may be rejected. The same policy applies for wire transfers. The name that appears on the wire transfer must

match the name on your Government Liquidation account. Wire transfers that do not conform to this requirement will be returned to the sender. In order to avoid payment challenges, please be sure that all payments are in the name and from the GL account holder.



Tires



Field Packs



Causeway



Mixed Metals



Cold Weather Boots



Residential Trailer



Vacuum Furnace



Fuel Truck



Xray Film Processor



Tractor Truck



Mack Dump Truck



bid
on
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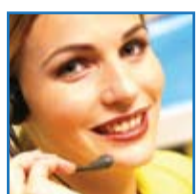


Fired Brass

Keeping Your Profile Up To Date

Information you provide to GL is essential in the sense that it is what we use to verify your identity, to get in contact with you about your account, and to notify you about important updates, which may require your attention. Please be sure you update your account information as changes occur.

If you need to update your information, it can all be done online at our Government Liquidation (GL) website. Simply log in and click on the orange **PROFILE** tab, located just below the My Account icon and towards the upper right hand corner of the website. A new set of tabs will then appear labeled Account Info, Emails, Phones, Addresses and Credit Cards. These tabs allow you edit all information that you previously provided to GL. We are here to help you if you need additional assistance. You can contact us by phone, email, or through our Live Chat feature.



Answers To Your Questions

How long does it take for my bid deposit to be refunded?

Bid deposits must be submitted through certified funds. Acceptable methods include wire transfers, cashier's checks and money orders. Wire transfers are refunded the fastest. Once GL receives the wire, we will send the reverse wire instructions to your email address on file. Once we receive the reverse wire instruction back, it will take approximately three business days for the refund to be placed back into your bank account. However, if you decide to submit the deposit by a cashier's check or money order, you can expect your refund in the form of a company check. This process can take approximately 15 business days.

We try to post events as early as possible so you can see which events will require a bid deposit. To avoid last minute stress of trying to get a bid deposit submitted on time, frequently visit our Event Calendar to view current and upcoming auctions.

I understand there is a removal time frame for removing items, however, I cannot remove it until my EUC is approved...what do I do?

There is a time frame for removing property. The good news is that the time frame begins once you receive a Paid in Full invoice. Invoices for EUC sales will not be marked Paid in Full until we receive the approval from the Government's Assessment Office. Your property will remain at the site until you are notified that your EUC has been approved. Once it is approved, the invoice, which is posted to your Government Liquidation account, will be marked paid. You can then contact the site to schedule an appointment to remove the property.

Your questions and suggestions are important to us and help us to better serve you. If you have any questions please submit them via email to newsletter@govliquidation.com. Who knows, your suggestion may be posted in an upcoming newsletter issue! We'd love to hear from you!

Titling Tips, Part 3

The contact address as shown on the invoices is the address used in preparation of documents and for mailing. It is crucial that this address is always kept up to date to avoid added delays in the process. If you require a different address to be used, please list this change in the "comments" section on the request form. We want to ensure you receive your titling documents as soon as possible.

Please note that the Titling Department's email address has changed to TitlingDept@govliquidation.com.

Does GL monitor auction participants?

GL follows standard procedures to assist the bidder and auctioneer. We strive to ensure that bona fide bids are placed. At times, we will need to communicate with you regarding your account, purchases and payments. Identities are verified through a third-party data verification vendor. We may request additional personal information from you in order to verify your identity. We do this to protect you and to protect us from false bids, fraud, identity theft, and to ensure that government surplus items are not sold to people who have been prohibited by the U.S. Government from purchasing such items.

ATTENTION: Important Changes Effective October 01, 2010

We want to take a moment to notify you that GL has changed banks and this will effect where you direct electronic payments (i.e. wire transfers, ACH payments, etc).

Effective October 01, 2010, all electronic payments must be directed as follows:

- **Commercial Venture (CV - Surplus Acquisition Venture, LLC) Events:** property sold in sales events numbered below 6000 (e.g., 2405, 5143).

New Electronic Payment Instructions for CV Events (Surplus Acquisition Venture, LLC):

Bank Name: Bank of America
Washington, DC
Account Name: Surplus Acquisition Venture, LLC
Account Number: 2260 0443 0065
ABA / Routing No.: 026009593
Swift Code: BOFAUS3N (International Wire)

(IMPORTANT: Contact your bank for all applicable fees.)

- **National Scrap Metals Events:** - "Scrap" material is property sold in sales events numbered 6000 or higher (e.g., 6001, 7250)..

New Electronic Payment Instructions for National Scrap Metals Sales (DOD Surplus, LLC):

Bank Name: Bank of America
Washington, DC
Account Name: DOD Surplus, LLC
Account Number: 2260 0443 0023
ABA / Routing No.: 026009593
Swift Code: BOFAUS3N

(IMPORTANT: Contact your bank for all applicable fees.)

**Please note that the customer bank account name, which appears on the wire transfer, must match the name on your Government Liquidation account. Wire transfers that do not conform to this requirement will be returned to the sender.

If further clarification is needed, please feel free to contact us. We will happily assist you!