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COUNSEL FOR VERVENT, INC.

**IN THE UNITED STATES BANKRUPTCY COURT
FOR THE NORTHERN DISTRICT OF TEXAS
DALLAS DIVISION**

_____))
In re:) Chapter 7
))
TRICOLOR HOLDINGS, LLC, *et al.*,¹) Case No. 25-33487 (MVL)
))
Debtors.)
_____))

NOTICE OF SUPPLEMENTAL DOCUMENTS

(Relates to ECF No. 754)

PLEASE TAKE NOTICE that **Exhibit A** is filed to assist the Court with the show cause hearing scheduled for today, February 17, 2026 at 2:00 p.m. Central Time.

¹ The Debtors in these chapter 7 cases are as follows: Tricolor Holdings, LLC, TAG Intermediate Holding Company, LLC, Tricolor Auto Group, LLC, Tricolor Auto Acceptance, LLC, Tricolor Insurance Agency, LLC, Tricolor Home Loans LLC dba Tricolor Mortgage, Tricolor Real Estate Services, LLC, TAG California Holding Company, LLC, Flexi Compras Autos, LLC, TAG California Intermediate Holding Company, LLC, Tricolor California Auto Group, LLC, Tricolor California Auto Acceptance, LLC, Risk Analytics LLC, Tricolor Tax, LLC, Tricolor Financial, LLC, Tricolor Auto Receivables LLC, Tricolor Asset Funding, LLC, and Apoyo Financial, LLC.



Dated: February 17, 2026

Respectfully submitted,

/s/ Scott D. Lawrence

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COUNSEL FOR VERVENT, INC.

CERTIFICATE OF SERVICE

The undersigned certifies that a true and correct copy of the foregoing document was served on February 17, 2026 by the Court's ECF noticing system on all parties that consent to such service.

/s/ Scott D. Lawrence

Scott D. Lawrence

EXHIBIT A

VIN #	Docket #	Customer Name	Last Payment	Last Contact	Customer Contact Summary	SMS Sent Dates	Details	Days Past Due
					<p>The customer has been reaching out due to confusion regarding his bi weekly payment amounts, as well as concerns about CPI insurance charges that were being added to his account. His original bi weekly payment is \$298, however, he was impacted by incorrect insurance charges, which caused his account to fall past due and led to uncertainty regarding the correct amount he needed to pay for his vehicle.</p> <p>The customer currently has five past due bi weekly payments corresponding to the following dates:</p> <ul style="list-style-type: none"> •December 13 •December 27 •January 10 •January 24 •February 7 <p>CPI charges have been corrected as of January, according to IRIS X records.</p> <p>The delay in adjusting the insurance charges occurred because the customer initially submitted an invalid insurance document, which did not allow verification of coverage dates for full coverage insurance. IB on 11/12/2026 - CSR Kevin Guzman - PTP \$400 for the 11/18/2025 and payment was not process by customer</p> <p>IB on 11/13/2025 - Ruben Valdivia - PTP\$ 400 for the 11/21/2028 and the payment was not process by the customer - reports not enough hours at work (loss of income RFD)</p> <p>IB on 12/10/2025 - Abigail Sosa - Requested payment history because can only do payment in the middle of the month due hardship - task entered</p> <p>IB on 12/24/2025 - Adrian Olivo reported Unit damage / mechanical issues -</p> <p>IB on 01/02/2026 - Jose Samano - Mrs. Juana stated will do payment on 01/07/2026 but we did not receive payment also reported the unit still not working requested assistance for towing the unit and was declined -</p> <p>IB on 01/07/2025 - Keila Montoya - spoke with 3rd party AUTH over the phone and explained the payment are bi-weekly and disconnected the call the customer</p>	<p>1/26/2026</p> <p>1/27/2026</p> <p>1/28/2026</p> <p>2/4/2026</p> <p>2/5/2026</p> <p>2/7/2026</p> <p>2/9/2026</p> <p>2/10/2026</p> <p>2/10/2026</p> <p>2/11/2026</p> <p>2/13/2026</p> <p>2/14/2026</p> <p>2/16/2026</p> <p>1/30/2026</p>	<p>12/15/2025 Email recieved from email on file, attaching documents where they have proof of the mechanical issues with the vehicle</p>	65
5YFBURHE7KP886120	606	Rigoberto Felix Castro [Docket No. 606];	12/15/2025	1/28/2026				
					<p>First Incoming call on 11/11/2025, customer reached us to ask for information on account at that moment DPD was 23, with a balance of 937.70 customer mentioned that he had already paid and that had a different insurance on which he sent declaration page.</p> <p>On 11/20/2025, there was an incoming call on which the customer advice that we were very persistent advising him that he owes 1,800 but he has another insurance already and declaration page was already sent.</p> <p>On 12/31/2025 there was another incoming call, however the call did not complete verification and end the call.</p> <p>On 1/29/2026 the was an outbound attempt on which customer advice that he filled a case on the court not to receive collections calls, during this call he refused to fully verify the account.</p> <p>On 12/16/2026 we receive the last call from this customer inquiring about payment history and how much it was pending, account currently showing 121 DPD with a current due of 3,804.75 and a past due of 2,937.75.</p>	<p>2/6/2026</p> <p>2/7/2026</p> <p>2/9/2026</p> <p>2/11/2026</p> <p>2/12/2026</p> <p>2/14/2026</p> <p>2/16/2026</p> <p>1/2/2026</p> <p>1/21/2026</p> <p>1/26/2026</p> <p>1/30/2026</p>	No Emails from customer	120
1GCRCREC6HZ299118	655	Jorge Enrique Aguirre [Docket No. 655];	11/20/2025	2/16/2026				
					<p>The customer called in on 11/18/2025 to ask about account balance and was also informed about the per diem.</p> <p>The customer called in again on 11/20/2025 to get more information about the loan interests and requested a callback from a supervisor.</p> <p>The customer called in one more time on 11/26/2025 stating he was called from Tricolor. He stated he will not pay anything he is suing dealer because he keeps getting high amounts and nothing lower.</p>			
					<p>OB calls attempts:</p> <p>12/11/2025 No answer</p> <p>12/17/2025 No answer</p> <p>12/20/2025 No answer</p> <p>12/23/2025 No answer</p> <p>12/26/2025 No answer</p> <p>12/29/2025 No answer</p> <p>12/30/2025 Text message sent</p> <p>1/2/2026 Text message sent</p> <p>1/7/2026 No answer</p>	<p>1/26/2026</p> <p>1/27/2026</p> <p>1/2/2026</p> <p>1/31/2026</p>	No Emails from customer	86
1FTEW1EP9MF60071	676	Yosvanys Garcia Diaz [Docket No. 676];	11/8/25 for \$380.00	1/9/2026				
					<p>Last contact: The customer called in on 1/9/2026 to request copy of title, payment history and payoff. Tasks were submitted.</p> <p>1/12/2026 Payment history was sent via email along with the payoff.</p>			
					<p>Last payment on 11/8/25 for \$380.00</p> <p>DPD: 87 days</p> <p>Current due: 3,130.00</p>			
					<p>Inbound Call - 11/04/2025</p> <p>Summary:</p> <p>The customer requested information and a follow-up regarding the vehicle title and tags. The agent escalated the issue to a supervisor. This interaction is documented in IDMS.</p> <p>Outbound Call - 11/21/2025</p> <p>Summary:</p> <p>Collections call attempt. The customer did not answer, and the agent left a voicemail. This interaction is documented in IDMS.</p>	<p>1/26/2026</p> <p>1/27/2026</p> <p>1/28/2026</p> <p>1/30/2026</p> <p>1/31/2026</p> <p>2/13/2026</p> <p>2/14/2026</p> <p>2/16/2026</p> <p>2/3/2026</p>	No Emails from customer	107
3GCPWDED4KG305757	677	Richard Gildardo Acosta Armenta [Docket No. 677]	11/4/2025	11/21/2025				

Case ID	Account No.	Customer Name	Start Date	End Date	Activity Log	Summary	Count
1FTEW1EP2KFC30395	678	Salomon Vaquera Oviedo [Docket No. 678];	11/8/2025	12/3/2025	11/24/2025 - Customer called in to remove insurance and mentioned no payment will be made until car is fix. Customer would like to move payments from bi-weekly to monthly. 12/3/2025 - Vehicle to get fix and requested payments to be monthly instead of weekly. 12/3/2025 - Customer called in to make payments change from bi-weekly to monthly. Agent provided e-mail to send in declaration. 12/11/2025 - Outbound call 12/17/2025 - Outbound call 12/20/2025 - Outbound call 12/23/2025 - Outbound call 12/26/2025 - Outbound call 12/29/2025 - Outbound call 12/30/2025 - Send Text 1/02/2026 - Send Text 1/07/2026 - Outbound call 1/10/2026 - Outbound call 1/13/2026 - Outbound call 1/16/2026 - Outbound call 1/28/2026 - Outbound call 1/30/2026 - Sent Text 1/31/2026 - Outbound call 2/3/2026 - Outbound call - Left Voice Mail 2/6/2026 - Outbound call - Left Voice Mail 2/9/2026 - Outbound call 2/17/2026 - Outbound call - Left Voice Mail Last payment was done on 11/08/2025 This account there has been no contact with customer, 2 attempts on 2/12/2026 and 2/17/2026 no voicemail left (VM not setup). 1/27/2026 - Outbound call 1/28/2026 - Outbound call 1/29/2026 - Outbound call 1/30/2026 - Outbound call 1/31/2026 - Outbound call 2/2/2026 - Outbound call 2/3/2026 - Outbound call 2/4/2026 - Outbound call 2/5/2026 - Outbound call 2/6/2026 - Outbound call 2/7/2026 - Outbound call 2/8/2026 - Outbound call 2/9/2026 - Outbound call 2/10/2026 - Outbound call 2/11/2026 - Outbound call Inbound Call (Not Documented in NLS) Date: 10/11/2025 Summary: The customer requested office information to follow up on the issue. The customer expressed concern about the situation, and the agent provided clarification regarding the company's current circumstances.	No Emails from Customer	86
1FTEW1EP1GKD65270	679	Mayra Alejandra Robledo Moreno [Docket No. 679];	12/13/2025	2/12/2026	1/28/2026 - Outbound call 1/29/2026 - Outbound call 1/30/2026 - Outbound call 1/31/2026 - Outbound call 2/2/2026 - Outbound call 2/3/2026 - Outbound call 2/4/2026 - Outbound call 2/5/2026 - Outbound call 2/6/2026 - Outbound call 2/7/2026 - Outbound call 2/8/2026 - Outbound call 2/9/2026 - Outbound call 2/10/2026 - Outbound call 2/11/2026 - Outbound call Inbound Call (Not Documented in NLS) Date: 10/11/2025 Summary: The customer requested office information to follow up on the issue. The customer expressed concern about the situation, and the agent provided clarification regarding the company's current circumstances.	No Emails from Customer	37
2GNALBEK9H1545574	680	Angel Cetiseo Ceronio [Docket No. 680];	9/5/2025	N/A	Outbound Calls OB - 11/14/2025 Summary: Collections attempt. The customer hung up the call. OB - 01/05/2026 Summary: Collections attempt. No answer; the phone rang continuously and then disconnected. OB - 01/06/2026 Summary: Collections attempt. The customer hung up during the introductory script. OB - 02/17/2026 Summary: Follow up call. The customer hung up after hearing the company name.	No Emails from Customer	156

05/31/2025

Customer called to make a payment

06/28/2025

Call handled by AI voice agent. Customer called in to make a payment for her vehicle, she was informed of the total amount due: \$355, which includes \$207 for the principal loan and \$148 for CPI, Joana agreed to pay the full amount using her card ending in 6711. The transaction was successfully processed. No further assistance was requested.

OB attempts

12/16/2025 answering machine 1/26/2026
 12/17/2025 no answer 1/27/2026
 12/18/2025 Answering machine 1/28/2026
 12/19/2025 Answering machine 1/30/2026
 12/20/2025 Answering machine 1/31/2026
 12/22/2025 Answering machine 2/13/2026
 12/23/2025 No answer 2/14/2026
 12/24/2025 Vm left 2/16/2026
 12/26/2025 No answer 12/31/2025
 12/27/2025 Vm left 2/3/2026
 12/29/2025 Vm left
 12/30/2025 Text sent
 12/30/2025 Vm left
 12/31/2025 Vm left
 01/02/2026 Text sent
 01/02/2026 Vm left
 01/03/2026 Vm left
 01/05/2026 Vm left
 01/06/2026 Vm left

1GKKNLA0MZ195078 681 Johanna Ruby Vazquez Zermeno [Docket No. 681]; 11/15/2025 NA

No Emails from Customer 79

insurance to remove the CPI. This was later received and CPI has been removed from the loan.

There is no other contact on the last 7months -

On 12/29/2025 - 3rd party called in and did not wanted to verify account -

OB attempts :

12/29/2025
 01/05/2026
 01/06/2026
 01/07/2026
 01/08/2026
 01/09/2026 1/26/2026
 01/10/2026 1/27/2026
 01/12/2026 1/28/2026
 01/13/2026 1/31/2026
 01/14/2026 2/12/2026
 01/15/2026 2/14/2026
 01/16/2026 2/16/2026
 01/17/2026 2/2/2026
 01/21/2026
 01/23/2026
 01/24/2026
 01/26/2026
 01/28/2026
 01/30/2026
 01/31/2026
 02/02/2026
 02/04/2026
 02/06/2026

1GKKNLLA4HZ260901 682 Brisa Viridiana Martinez Ibarra [Docket No. 682]; 11/21/2025 12/29/2026

No Emails from Customer 72

The customer contacted us on 11/11/2025 regarding his insurance, stating that he did not have coverage with us. We advised him to send the declaration page showing full coverage, and we also informed him of his balance and past-due amount. During this call, the customer mentioned he was unable to make payments because his payment method was declined.

On 12/27/2025, the customer called again stating he should not be required to make a large payment since he had already submitted his declaration page. He processed a payment of \$380 on that same day.

The customer's last payment was made on 02/03/2026 for \$380, and the account remains 58 days past due. The account status is currently Repo Review.

There have been multiple outbound contact attempts on the following dates, all with no answer and voicemails left:

11/11/2025, 12/19/2025, 12/23/2025, 12/24/2025, 12/26/2025, 12/27/2025, 12/29/2025, 12/30/2025, 01/02/2026, 01/06/2026, 01/09/2026, 01/12/2026, 01/15/2026, 01/21/2026, 01/24/2026, 01/30/2026, 02/02/2026, 02/06/2026, 02/07/2026, 02/13/2026, 02/16/2026, and 02/17/2026.

1/26/2026
 1/27/2026
 1/28/2026
 1/31/2026
 2/2/2026
 2/3/2026
 2/4/2026
 2/6/2026
 2/7/2026
 2/9/2026
 2/10/2026
 2/11/2026
 2/12/2026
 2/14/2026
 2/16/2026
 1/2/2026
 1/31/2026

3TYAXSGN0MT030766 683 Jose Alberto Ferrer Suarez [Docket No. 683]; 2/3/2026 12/27/2025

No Emails from Customer 58

Case ID	Account No.	Debtor Name	Filing Date	Case Date	Description	Response	Count
1GTV2NEC5JZ137013	684	Jose Eduardo Arias Linares [Docket No. 684];	9/7/2025	2/6/2026	Outbound attempted to contact the customer on the following dates, with no response and a voicemail left each time: 12/18/2025, 12/24/2025, 12/30/2025, 01/02/2026, 01/05/2026, 01/08/2026, 01/14/2026, 01/17/2026, 01/23/2026, 01/30/2026, 02/04/2026, 02/07/2026, 02/10/2026, 02/13/2026, and 02/16/2026. The customer contacted us on 12/03/2025, stating that he was only able to make a payment of \$390 and requested information on how the voluntary surrender process works. We have not received any additional calls from the customer. The account is currently 79 days past due, in Repo Review status, with a current amount due of \$3,116.79. The customer also has insurance with us at this time.	No Emails from Customer	149
1FTEW1CP2JKE34512	685	Jeronimo Gonzalez Isidro [Docket No. 685];	12/17/2025	2/5/2026	First call we received on 11/12/2025, the customer let us know that he was unable to make a payment and that he will reach back next week, later that same day we receive another call on which the account holder son was on the line, they where given with the amount of 731.85 for 10/25/2025, been DPD, during the call they where given with a balance for the CPI of 296.00, they mention they will be calling back, a 400 payment was post date for 11/15/2025, another call was received on 12/3/2025 on which the customer advice that he will be reaching us on 12/4/2025 to process a payment, another call was receive on 12/4/2025 and a payment was posted for 400 again, on 12/17/2025 Customer called in and was provided with a current due of 1423.32, along with a past due balance of 992.32 but he mentioned that he was calling to make a payment on another vehicle, after this last interaction the customer was reached out on an outbound call on 2/5/2026, and said that he went to court and refuse to pay during this call the caller was a third identified a the account holder son. The customer called in on 11/15/2025 to make a payment. The customer called in on 12/3/2025 to make a payment. The customer called in on 12/17/2025 to ask for account balance. The customer called in on 12/18/2025 to make an account adjustment. The customer called in on 1/3/2026 to follow up on account adjustment.	No Emails from Customer	72
1C6RR7KG8JIS222752	685	Jeronimo Gonzalez Isidro [Docket No. 685];	1/3/2026	1/3/2026	OB calls attempts: 11/12/2025 No answer 11/15/2025 No answer 12/16/2025 No answer 12/26/2025 No answer 12/30/2025 No answer 1/2/2026 No answer 1/2/2026 Text message sent 1/10/2026 No answer 1/13/2026 No answer 1/16/2026 No answer 1/28/2026 No answer 1/31/2026 No answer 2/6/2026 No answer 2/9/2026 No answer Last contact: The customer called in on 1/3/2026 to follow up on account adjustment. Last payment on 1/3/2026 for \$350.00 DPD: 86 Current due: 3,402.30 The customer called in on 11/11/2025 to report he was not able to make a payment as it got declined, and explained how the insurance worked, the customer mentioned he will send dec page.	No Emails from Customer	86
3TYAX5GN0MT030766	686	Jose Alberto Ferrer Suarez [Docket No. 686];	2/3/2026 for \$380.00	12/27/2025	OB calls attempts: 12/19/2025 No answer 12/23/2025 No answer 12/24/2026 No answer 12/26/2026 No answer 12/27/2026 No answer 12/30/2025 Text message sent 1/2/2026 Text message sent 1/6/2026 No answer 1/9/2026 No answer 1/12/2026 No answer 1/15/2026 No answer 1/30/2026 Text message sent Last contact: The customer called in on 12/27/2025 to report problems with paynearme, the website is requesting larger amounts to be covered. Last payment on 2/3/2026 for \$380.00 DPD: 58 Current due: 2, 313.27	No Emails from Customer	58

Case ID	Account ID	Customer Name	Start Date	End Date	Notes	Activity Dates	Activity Description	Count
2GNAXUEV8J6104686	687	Erminio Melchor Morales [Docket No. 687];	8/21/2025	NA	02/17/2026 - No voicemail left. Follow-up on customer's text message; customer does not have voicemail set up.	1/24/2026 1/26/2026 1/27/2026 1/28/2026 1/30/2026 1/31/2026 2/13/2026 2/14/2026 2/16/2026 12/30/2025 1/9/2026 1/15/2026 2/2/2026	No Emails from Customer	163
1C6RREFG7MN743544	688	Evaristo Valle Mendoza [Docket No. 688];	11/28/2025	11/28/2025	11/18/2025 - Outbound call 11/21/2025 - Outbound call 11/22/2025 - Customer called in to make arrangement due to slow season. 11/28/2025 - Customer called in, income was reduced due to slow season. Payment of \$700.00 was made on this date. 12/18/2025 - Outbound call 12/24/2025 - Outbound call 12/27/2025 - Outbound call 12/30/2025 - Outbound call 12/30/2025 - Sent Text 1/02/2026 - Sent Text 1/02/2026 - Outbound call 1/05/2026 - Outbound call 1/08/2026 - Outbound call 1/14/2026 - Outbound call 1/17/2026 - Outbound call 1/23/2026 - Outbound call 1/26/2026 - Outbound call 1/30/2026 - Sent Text 2/04/2026 - Outbound call 2/07/2026 - Outbound call 2/13/2026 - Outbound call 2/16/2026 - Outbound call 2/17/2026 Outbound call - No VM setup Last payment was done on 11/28/2025	1/26/2026 1/27/2026 1/28/2026 1/30/2026 1/31/2026 2/2/2026 2/3/2026 2/4/2026 2/5/2026 2/7/2026 2/9/2026 2/10/2026 2/10/2026 2/11/2026 2/13/2026 2/14/2026 2/16/2026 12/31/2025 1/2/2026 1/31/2026	No Emails from Customer	79
1GNSKHKC2KR216415	689	Juan Pablo Frigoli Campos [Docket No. 689];	10/22/2025	12/4/2025	The customer had been contacted on 12/04/2025 and stated that he has an attorney who would be reaching out on her behalf. The customer did not provide any contact information or details regarding her attorney. This account is currently 86 days past due. The customer's last payment was received on 01/22/2026, currently has insurance with us, as her previous insurance expired on 02/02/2026. At this time, there has been no additional contact from the customer, her attorney, or any other outbound attempts. The account remains in Repo Review status.	2/3/2026 2/4/2026 2/6/2026 2/7/2026 2/9/2026 2/10/2026 2/10/2026 2/12/2026 2/14/2026 12/31/2025 1/2/2026 1/30/2026	No Emails from Customer	86
JTDEPMAE7MJ157897	690	German Augusto Hoyos Baquero (Docket No. 690)	2/10/2026	2/10/2026	No contact was made with the customer prior to October, 2025. The account was being kept up-to-date. Inbound contact registered on 02/10/26. The customer called in to get a balance breakdown and assistance with access to the payment portal. The customer made a regular payment of 296.00 that was successfully posted on that same date (02/10/26). The account has been well-maintained throughout the loan's life. No further Inbound nor Outbound contacts registered. The customer has his own insurance policy and the remaining balance up-to-date (02/17/26) is of: 21,350.59	1/26/2026 2/9/2026 2/10/2026 2/10/2026 2/2/2026	09/5/25 Email recieved from e-address on file, the customer was asking if the loan was still active. He received an immediate response explaining that we are still servicing accounts and that he can continue his payments with us	0

Case ID	Account ID	Customer Name	Start Date	End Date	Description	Start Date	End Date	Status	Count
1GCPWCED4NZ117190	718	Maria Alejandra Ortega [Docket No. 718]	12/3/2026	2/17/2026	Outbound attempted to contact the customer on the following dates, with no response and a voicemail left each time: 12/18/2025, 12/24/2025, 12/30/2025, 01/02/2026, 01/05/2026, 01/08/2026, 01/14/2026, 01/17/2026, 01/23/2026, 01/30/2026, 02/04/2026, 02/07/2026, 02/10/2026, 02/13/2026, and 02/16/2026. The customer contacted us on 12/03/2025, stating that he was only able to make a payment of \$390 and requested information on how the voluntary surrender process works. We have not received any additional calls from the customer. The account is currently 79 days past due, in Repo Review status, with a current amount due of \$3,116.79. The customer also has insurance with us at this time.	1/26/2026 1/27/2026 1/28/2026 1/30/2026 1/31/2026 2/2/2026 2/3/2026 2/4/2026 2/5/2026 2/7/2026 2/9/2026 2/10/2026 2/10/2026 2/11/2026 2/13/2026 2/14/2026 2/16/2026 12/31/2025 1/2/2026 1/31/2026	No Emails from Customer	79	
2GNAXUEV8K6246953	719	Juan Aciel Calafell Martinez [Docket No. 719]	2/13/2026	2/14/2026	11/06/2025 - Outbound Call 11/15/2025 - Customer called in to check on credit bureau. 12/03/2025 - Customer called in to check on credit report and license plates. 12/05/2025 - Customer called in to check on amount due. 12/26/2025 - Customer called in mentioned state change of employer and is unable to pay until 1/10/2026 1/07/2026 - Customer called in to ask for a copy of contract and title for vehicle. 1/9/2026 - Customer called in to send in declaration page. 1/21/2026 - Outbound Call 1/22/2026 - Customer called in to check on declaration page not posted yet. 1/30/2026 - Sent text 2/9/2026 - Customer called in to request copy of contract. 2/10/2026 - Third party provided with legal documents. 2/14/2026 - Customer called in to review billing information, plates and tags call was recording. Last payment was done on 02/13/2026 The customer called in on 12/29/2025 to inform that he has not received his registration and stickers	2/1/2026 2/16/2026	No Emails from Customer	23	
1FTEW1EG4JFA24154	720	Felipe Villareal [Docket No. 720]	10/4/2025	2/10/2026	OB calls attempts: 11/6/2025 No answer 11/15/2025 No answer 12/12/2025 No answer 12/20/2025 No answer 12/23/2025 No answer 12/24/2025 No answer 12/26/2026 No answer 12/27/2026 No answer 12/29/2026 No answer 12/30/2025 Text message sent 1/2/2026 Text message sent 1/5/2026 No answer 1/8/2026 No answer 1/14/2026 No answer 1/17/2026 No answer Last contact: The customer called in on 1/20/2026 to state he will not pay until he gets his plates. The customer sent email on 2/10/2026 including a lawsuit document. Last payment on 10/4/2025 for \$402.00 DPD: 121 Current due: 4,148.54	1/24/2026 1/26/2026 1/27/2026 1/28/2026 1/30/2026 1/31/2026 2/2/2026 2/3/2026 2/4/2026 2/5/2026 2/7/2026 2/9/2026 2/10/2026 2/10/2026 2/11/2026 2/13/2026 2/14/2026 2/16/2026 12/31/2025 1/3/2026 1/21/2026 1/26/2026 2/1/2026	No Emails from Customer	121	
1GCPYBEK7LZ184575	721	Jose Manuel Moreno [Docket No. 721]	11/13/2025	11/13/2025	The customer contacted us on 11/12/2025 to schedule a payment of \$500. On 11/13/2025, the customer called again stating he was unable to make the payment the previous day because the office was closed, and he scheduled a payment of \$499 for that date. This was the last inbound call received from the customer. At this time, the account is 72 days past due, with a current amount due of \$2,646.39, and is in Repo Review status. The customer has been contacted multiple times by Outbound on the following dates, with no response and voicemails left each time: 11/04/2025, 11/12/2025, 11/13/2025, 12/23/2025, 12/24/2025, 12/26/2025, 12/27/2025, 12/29/2025, 12/30/2025, 12/31/2025, 01/02/2026, 01/03/2026, 01/05/2026, 01/06/2026, 01/07/2026, 01/08/2026, 01/09/2026, 01/10/2026, 01/11/2026, 01/12/2026, 01/13/2026, 01/14/2026, 01/15/2026, 01/17/2026, 01/23/2026, 01/24/2026, 01/26/2026, 01/28/2026, 01/30/2026, 01/31/2026, 02/02/2026, 02/04/2026, 02/07/2026, 02/09/2026, 02/11/2026, 02/13/2026, and 02/14/2026. No responses were received from the customer during these attempts.	1/26/2026 1/27/2026 1/27/2026 1/28/2026 1/31/2026 2/12/2026 2/14/2026 2/16/2026 2/2/2026	No Emails from Customer	72	

Case ID	Docket No.	Customer Name	Start Date	End Date	Summary	Completion Date	Status	Count
1C6RREFG8LN229507	722	Maria Isabel Vasquez [Docket No. 722]	12/14/2025	11/18/2025	<p>Inbound Call – 11/18/2025 Summary: The customer called to report an issue with the vehicle. The matter was escalated through the escalation file for further follow-up.</p> <p>Email Contact – 02/10/2026 Summary: A third-party authorized representative contacted us and provided a legal document (lawsuit).</p> <p>Email Contact – 02/10/2026 Summary: Email received and acknowledged.</p>	1/26/2026 1/27/2026 1/28/2026 1/30/2026 1/31/2026 2/13/2026 2/14/2026 2/16/2026 2/3/2026	No Emails from Customer	65
2HGFE2F57RH502279	723	Karla Celina De Santiago Chavez [Docket No. 723]	12/27/2025	2/10/2026	<p>*12/15/2025 IB call: called in regarding the payment on the account, also had questions regarding the insurance information. The amount of the payment was provided along with details on insurance payment details. The customer was educated on Declaration page was required, customer disconnected the call</p> <p>*12/17/2025 IB Call: Customer wanted to refinance the vehicle details on the process along with email to sent the request was provided</p> <p>*OB attempts on -01/07/2026 NM left -01/10/2026 left VM -01/13/2026 left VM -01/16/2026 Left VM -01/28/2026 left VM -01/31/2026 left VM -02/06/2026 Left VM -02/09/2026 Left Vm *02/10/2026 IB call: 3rd party called in requested legal documentation regarding the account *02/12/2026 OB attempt left VM No previous contact December on the last 5 month Last payment made 12/27/2025 amount \$10 before that one 11/17/2025 amount \$2,000</p>	1/26/2026 1/27/2026 1/30/2026	No Emails from Customer	65