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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.)
)

VERVENT, INC.’S AMDNEDED WITNESS AND EXHIBIT LIST

Vervent, Inc. (“Vervent”), files this Amended Witness and Exhibit List in connection with the hearings scheduled for April 1, 2026. at 9:30 a.m. (Central Time) before the Honorable Judge Michelle V. Larson, 1100 Commerce Street, 14th Floor, Courtroom No. 2, Dallas, Texas 75242.

WITNESSES

Vervent may call the following witnesses at the hearing, live or by declaration:

1. Anthony Sperelakis;
2. All witnesses called by any other party; and

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.



3. Any witnesses necessary for rebuttal depending upon the witnesses and evidence presented by other parties.

EXHIBITS

Exhibit No.	Description	Offered	Objection	Admitted	Disposition After Hearing
1	Summary of Motion Filer Communications				

Vervent reserves the right to use any exhibits presented by any other party. Vervent also reserves the right to use and present demonstratives for any purpose. Vervent also reserves the right to use exhibits, demonstratives, and testimony not listed here for impeachment or rebuttal purposes at the hearing. Vervent reserves the right to further supplement or amend this Witness and Exhibit List at any time prior to the hearing.

Dated: March 30, 2026

Respectfully submitted,

/s/ Scott D. Lawrence

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sanderson@bernsteinshur.com

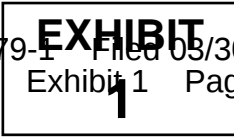
COUNSEL FOR VERVENT, INC.

CERTIFICATE OF SERVICE

The undersigned certifies that a true and correct copy of the foregoing document was served on March 30, 2026 by the Court's ECF noticing system on all parties that consent to such service.

/s/ Scott D. Lawrence

Scott D. Lawrence



Customer Name	Docket Number	Loan Number	Days Past Due	Last Payment	Last Contact	Resolution	Summary
Jorge Enrique Aguirre	655	x2970	158	11/20/2025 \$707.00	3/23/2026	No, customer unwilling to work with us waiting on voluntary surrender form	Account remains active. Customer frequently reports having alternate insurance and submitting documentation, but verification is incomplete. Customer often refuses or does not complete account verification, preventing resolution. Multiple voicemails were left regarding account assistance and Fresh Start options. Customer later indicated involvement in a court case requesting no collection calls. Most recent communication includes intent to voluntarily surrender the vehicle and claim of court documentation stating they wouldn't owe any remaining balance.
Yosvanys Garcia Diaz	676	x0099	125	11/08/2025 \$380.00	3/23/2026	Yes, customer keeping vehicle with a Fresh Start modification waiting on form	Multiple outbound calls and text messages were made with limited customer engagement; voicemails were left for account maintenance and assistance. All requested account documentation, including payment history and payoff information, was provided. The customer advised they are reviewing the contract with legal counsel and expressed concerns regarding the balance owed, stating they will refrain from payments pending legal guidance. Continued follow-up support was offered, including relief options and direct contact information. Recent outreach attempts did not result in direct contact; all activity has been documented for ongoing account management and compliance.
Richard Gildardo Acosta Armenta	677	x4704	146	11/04/2025 \$389.55	3/23/2026	No, customer unwilling to work with us	The customer raised concerns regarding account balance accuracy and insurance coverage and referenced involvement in legal proceedings, requesting restrictions on collection communications. Multiple outbound follow-up attempts were made to provide account maintenance assistance and support; however, communication was limited due to refusal to verify the account and lack of voicemail availability. Efforts to provide account updates and relief options, including Fresh Start, were unsuccessful due to no contact. All interactions and follow-up attempts have been documented to ensure compliance and ongoing account management.
Salomon Vaquera Oviedo	678	x7742	125	11/08/2025 \$442.00	3/23/2026	No, customer unwilling to work with us	Customer inquiries primarily involved vehicle titling and tag issues, insurance removal requests, and payment frequency changes. Multiple outbound follow-up attempts were made via calls, voicemails, texts, and email to provide account maintenance support, with limited and inconsistent customer engagement. The customer indicated intent to withhold payments due to vehicle-related concerns and later cited an active court case impacting available resolution options. Assistance was offered regarding documentation, payment modifications, and relief options; several attempts resulted in disconnected calls or incomplete verification. Recent interactions reflected customer dissatisfaction and confirmation that legal proceedings are limiting further account actions. All follow-up efforts, communications, and customer statements have been fully documented for compliance and ongoing case management.
Mayra Alejandra Robledo Moreno	679	x7695	76	12/13/2025 \$357.00	3/23/2026	No, customer not responding to outreach	Extensive outbound contact efforts were conducted to provide account maintenance support and customer assistance; however, meaningful communication was largely unsuccessful. Multiple outbound call attempts were made with no response, primarily due to voicemail not being set up, preventing effective message delivery. In one instance, contact was briefly established, but the customer declined account verification, stated the matter was already in court, and disconnected the call. Follow-up efforts also included attempts to provide additional account updates and information regarding available relief options, including the Fresh Start program, without successful engagement. All outreach attempts, customer responses, and communication limitations have been thoroughly documented in accordance with follow-up and compliance requirements.
Angel Celiseo Ceronio	680	x0131	195	09/05/2025 \$283.00	3/23/2026	No, customer not responding to outreach	Multiple inbound and outbound contact attempts were made as part of ongoing case follow-up and account maintenance. Several outbound calls resulted in no response or call disconnections; voicemails were left when available. Customer engagement was limited throughout the follow-up process. During the most recent successful contact, the customer confirmed that no further assistance is needed at this time and acknowledged having callback information. All outreach efforts and interactions have been properly documented to support good-faith follow-up and compliance requirements.

Customer Name	Docket Number	Loan Number	Days Past Due	Last Payment	Last Contact	Resolution	Summary
Johanna Ruby Vazquez Zermeno	681	x9340	118	11/15/2026 \$426.00	3/23/2026	No, customer not responding to outreach	Customer engagement has been limited and primarily related to payment inquiries and payment processing. A successful payment was completed during prior inbound contact, after which no additional assistance was requested. Numerous outbound follow-up attempts were conducted for account maintenance and customer support, including calls, voicemails, and text messages when available. Recent successful contact confirmed that the customer has no outstanding questions at this time. All outreach efforts and interactions have been thoroughly documented to demonstrate continued good-faith follow-up and compliance with case tracking requirements.
Brisa Viridiana Martinez Ibarra	682	x0586	111	11/21/2026 \$310.00	3/23/2026	No, customer not responding to outreach	Customer contact has been limited following initial insurance and payment inquiries. CPI was removed after valid insurance documentation was received. Multiple outbound follow-up attempts were made in good faith to provide account maintenance assistance and status updates. The account remains under insurance review with internal escalation, and the customer is evaluating available resolution options. All follow-up efforts and communications have been documented for compliance and ongoing case management.
Jose Alberto Ferrer Suarez	683	x8598	97	02/03/2026 \$380.00	3/27/2026	Yes, customer keeping vehicle with a Fresh Start modification waiting on form	Customer contact has primarily involved insurance coverage clarification and payment inquiries, with guidance provided on submitting required insurance documentation to avoid CPI charges. Payments were accepted when possible; however, the account remains past due and is currently under Repo Review status. Multiple outbound follow-up attempts were conducted in good faith to provide account maintenance assistance, resolution options, and status updates, with limited successful engagement. Follow-up efforts included voicemails and attempts to discuss available support options, including Fresh Start, when contact could not be established. All outreach efforts, customer interactions, and account actions have been thoroughly documented to demonstrate consistent follow-up, compliance, and ongoing case management.
Jose Eduardo Arias Linares	684	x6529	188	09/07/2025 \$367.00	3/27/2026	No, customer not responding to outreach	Customer contact has been limited, with initial inquiries related to payment capability and information regarding the voluntary surrender process. Extensive outbound follow-up attempts were made in good faith to provide account maintenance support, documentation updates, and resolution assistance. The customer acknowledged pending documentation requests, including a copy of the contract, and confirmed on multiple occasions that no additional questions were pending. Follow-up efforts included providing information on available assistance options, such as loan modification and Fresh Start programs, as well as confirming email communications. The customer indicated that legal counsel is involved and that the case is currently under court review, which may impact further resolution steps. All outreach efforts, customer statements, and actions taken have been thoroughly documented to ensure transparency, compliance, and ongoing case follow-up.
Jeronimo Gonzalez Isidro	685	x6005	111	12/17/2025 \$600.00	3/27/2026	No, customer unwilling to work with us	Customer reported payment difficulties, balance concerns, and insurance updates, with partial payments made when possible. Multiple outbound follow-up attempts were conducted for account maintenance, documentation support, and resolution assistance, with limited contact due to voicemail unavailability. A third party indicated the customer's intent to refuse further payments due to legal action. Documentation requests were processed, insurance updates remain pending, and assistance options were communicated when contact was established. All outreach efforts and customer statements have been documented to support compliance and ongoing case follow-up.
Jeronimo Gonzalez Isidro	685	x1695	125	01/03/2026 \$350.00	3/27/2026	Yes, customer keeping vehicle with a Fresh Start modification, Pending form	Customer contact has been intermittent and primarily related to payments and account adjustment inquiries. Multiple outbound follow-up attempts were made in good faith for account maintenance and assistance, with limited contact due to voicemail unavailability. Documentation requests were acknowledged and appropriate tasks were submitted for processing. Follow-up outreach included communication of available assistance options, with the customer at times indicating no further support was needed or requesting callbacks. All interactions and outreach efforts have been documented to ensure compliance and ongoing case management.

Customer Name	Docket Number	Loan Number	Days Past Due	Last Payment	Last Contact	Resolution	Summary
Jose Alvarez	686	x7107	0	12/27/2025 \$343.00	3/27/2026	Yes, customer keeping vehicle with a Fresh Start modification.	The customer has stated an intent to cease payments, citing concerns and allegations related to Tricolor's restructuring and claiming involvement in a legal process. The customer has requested that all phone calls and text messages stop and has asserted representation by legal counsel, stating they will not address account obligations until the matter is resolved through the courts. Multiple inbound interactions involved balance explanations and the customer reiterating refusal to pay and refusal to receive further contact. Outbound follow-up efforts were limited to documented, good-faith compliance actions, including providing information on available
Erminio Melchor Morales	687	x4478	0	08/21/2025 \$259.00	3/27/2026	Yes, customer keeping vehicle with a Fresh Start modification	Multiple outbound follow-up attempts were made for account maintenance and assistance, with voicemails left when available and limited contact due to customer unavailability. Outreach included providing account updates and information regarding assistance options, including the Fresh Start program. Successful contact was eventually established, during which payoff information and warranty details were reviewed. The customer acknowledged pending email communications, plans to submit updated insurance documentation, and intent to review assistance options. All follow-up efforts and actions have been documented to ensure compliance and continued case management.
Evaristo Valle Mendoza	688	x8482	114	11/28/2025 \$700.00	3/27/2026	Yes, customer keeping vehicle with a Fresh Start modification waiting for lawyers response	Customer reported financial hardship, made a partial payment, and requested payment assistance. Multiple outbound follow-up attempts were made via calls and texts to provide account maintenance and support, with limited engagement. Assistance options, including the Fresh Start program, were communicated during follow-up efforts. Customer advised that legal counsel is involved and will await further guidance before proceeding. All outreach efforts and communications have been documented to ensure compliance and ongoing case follow-up.
Juan Pablo Frigoli Campos	689	x2851	121	10/22/2025 \$833.00	3/27/2026	No, customer not responding to outreach	Customer stated she is represented by legal counsel and requested all future documentation be directed to her attorney; full attorney contact details have not been provided. Multiple outbound follow-up attempts were made in good faith for account maintenance and assistance, with limited engagement. The account remains past due and under Repo Review status, with no inbound contact from the customer or legal representative. All outreach efforts and customer statements have been documented to ensure compliance and ongoing case management.
German Augusto Hoyos Baquero	690	x8792	0	03/03/2026 \$296.00	3/27/2026	No contact with customer account up to date	The customer has consistently maintained the account in good standing, with timely payments and verified insurance coverage on file. Limited inbound contact occurred for informational purposes related to balance details and payment portal access, during which a payment was successfully processed. Routine outbound follow-up attempts were conducted in good faith as part of standard account maintenance and assistance procedures. No outstanding issues, concerns, or additional assistance needs were identified during follow-up efforts. All account activity, outreach attempts, and interactions have been properly documented to support transparency, compliance, and accurate case tracking.

Tricolor Motion filer Detail		
Customer Name Docket # Phone Number in Motion Loan Number VIN # Email on File Language Contract link	Jorge Enrique Aguirre 655 Redacted PII x2970 x9118 Redacted PII Spanish	
	Timeline of Customer Interactions 11/11/2025 – Incoming Call Customer contacted us requesting information regarding the account. At that time, the account reflected 23 days past due (DPD) with a balance of \$937.70. The customer stated that payment had already been made and advised that he had a different insurance policy in place. He also mentioned that he had already sent the insurance declaration page. 11/20/2025 – Incoming Call Customer called again expressing concern, stating that we were being very persistent in advising that he owed \$1,800. 12/16/2026 – Incoming Call Customer contacted us requesting payment history and confirmation of the outstanding balance. Customer reiterated that he already had another insurance policy and that the declaration page had been previously submitted. 12/31/2025 – Incoming Call Call was received; however, the customer did not complete account verification, and the call ended without resolution. 01/29/2026 – Outbound Call Attempt During the outbound contact attempt, the customer stated that he had filed a court case requesting not to receive collection calls. Customer refused to fully verify the account, and no further action was taken. 02/23/2026 – Outbound Call Left voicemail providing follow-up regarding account maintenance and assistance. 02/27/2026 – Outbound Call Left voicemail providing follow-up regarding account maintenance and assistance. 03/02/2026 – Outbound Call Left voicemail providing follow-up regarding account maintenance and assistance. Customer later advised that he had already spoken with someone on 03/02/2026. No action was taken afterward. 03/04/2026 – Documentation Update: No further follow-up completed. 03/09/2026 – Outbound Call Left voicemail providing follow-up regarding account maintenance and assistance. 03/10/2026 – Outbound Call Left voicemail regarding Fresh Start options. 03/16/2026 Contacted customer to provide additional information regarding the Fresh Start Program. Customer declined participation and stated intent to voluntarily surrender the vehicle. Customer advised they possess court documentation indicating they will not be responsible for any remaining balance after the voluntary surrender process is completed. 03/16/2026 per Back office Voluntary surrender form has been send out to email on file 03/20/2026 Attempted follow-up to inform that the voluntary surrender form was sent. No answer; voicemail left. 03/23/2026 Attempted follow-up to provide additional details for an account update. No answer, left voicemail	
DETAIL	Billing information Days past due:158 Past due Balance: \$4,707.10 Current Balance: \$4,707.10 Number of months past due: 6 Regular Due dates: Monthly, every 19th of the month Regular Payment: \$707.00 Internal Insurance: YES Balance of Internal Insurance: \$640.00 Late Fees: \$212.10	
	Last Payment 11/20/2025	
	Fresh start Fresh start task created on 3/10/2026 Fresh start form sent via email on 3/10/2026 FRESHSTART SMS 03/14/2026	
	Email Sent Dates 3/6/26 4:12 PM 3/19/26 11:07 AM	
	SMS Sent Dates 2/6/2026 2/7/2026 2/9/2026 2/11/2026 2/12/2026 2/14/2026 2/16/2026 1/2/2026 1/21/2026 1/26/2026 1/30/2026	
	Follow up	
	Last Attempt 3/23/2025	
	OPT OUT NO	
	LAST FOLLOW UP	
	03/27/2026 Attempted follow-up to provide additional details for an account update. No answer, left voicemail	

Tricolor Motion filer Detail	
Customer Name Docket # Phone Number in Motion Loan Number VIN # Email on File Language Contract link	Yosvanys Garcia Diaz 676 Redacted PII x0099 x0071 Spanish
	<p>Summary: Multiple outbound call attempts and text messages have been made with limited response from the customer. Customer has expressed intent to pursue legal action against the dealer and has stated refusal to make further payments at this time. All requested documentation has been provided, and continued follow-up efforts for account maintenance and assistance have been documented.</p> <p>Outbound Call (OB) Attempts: 12/11/2025: No answer 12/17/2025: No answer 12/20/2025: No answer 12/23/2025: No answer 12/26/2025: No answer 12/29/2025: No answer 12/30/2025: Text message sent 01/02/2026: Text message sent 01/07/2026: No answer 02/17/2026: Follow-up, voicemail left 02/23/2026: Alejandra Gutierrez – Left VM for account maintenance and assistance 03/02/2026: Alejandra Gutierrez – Left VM for account maintenance and assistance 03/04/2026: Jose Samano – Left VM for account maintenance and assistance 03/09/2026: Alejandra Gutierrez – Left VM for account maintenance and assistance</p> <p>Customer Contact & Case Update: 01/09/2026 (Last Inbound Contact): Customer called requesting: Copy of vehicle title Payment history Payoff amount Tasks were submitted accordingly. 01/12/2026: Payment history and payoff information were sent via email. 02/27/2026: Follow-up for account maintenance and assistance. Customer stated: Recently received copy of the contract Will provide contract to legal counsel Has questions regarding amount owed Will await feedback from lawyer before proceeding Callback was offered, and direct contact number was provided. 03/10/2026 – Outbound Call Left voicemail regarding Fresh Start options. OB 03/16/2026 Follow-up call attempted to provide additional details regarding the Fresh Start program. No answer; call disconnected, unable to leave voicemail. 03/20/2026 Attempted to follow up regarding updates on account . Customer requested a return call, stating they were unable to take the call at the moment 03/20/2026 Attempted follow-up back returning call per customers request to provide additional details for an account update. No answer left voicemail IB 03/20/2026 Customer called to obtain account information. Customer was upset regarding the Tricolor situation and the interest rate being charged. Educated customer that loan terms cannot be modified. Offered the Fresh Start Program; customer agreed and stated they will review the documents.</p>
DETAIL	<p>Billing information Days past due:125 Past due Balance: \$3,555.00 Current Balance: \$3,935.00 Number of months past due: 4 Months past due: November, December, January, February , March Regular Due dates: Bi-weekly Regular Payment: \$380.00 Internal Insurance: NO Balance of Internal Insurance: N/A Late Fees: \$135.00</p>
	<p>Last Payment 11/8/2025</p>
	<p>Fresh start Fresh start task created on 3/10/2026 Fresh start form sent via email on 3/10/2026 FRESHSTART SMS 03/14/2026</p>
	<p>Email Sent Dates 3/6/26 4:09 PM 3/19/26 11:08 AM</p>
	<p>SMS Sent Dates 2/6/2026 2/7/2026 2/9/2026 2/11/2026 2/12/2026 2/14/2026 2/16/2026 1/2/2026 1/21/2026 1/26/2026 1/30/2026 12/31/2025</p>
<p>Follow up Last Attempt 46104</p>	
<p>OPT OUT</p>	
<p>LAST FOLLOW UP</p>	

Tricolor Motion filer Detail																					
<p>Customer Name Docket # Phone Number in Motion Loan Number VIN # Email on File Language Contract link</p>	<p>Richard Gildardo Acosta Armenta 677 Redacted PII x4704 x5757 Spanish</p>																				
<p>DETAIL</p>	<p>Summary: The customer has contacted the company multiple times regarding account balance discrepancies and insurance coverage concerns. Several outbound follow-up attempts have been made to provide account maintenance assistance, with limited ability to communicate due to lack of voicemail setup and refusal to verify the account. Customer has stated involvement with legal proceedings and requested restrictions on collection-related communications. All contact attempts and customer statements have been documented accordingly.</p> <p>Inbound Call History: 11/11/2025 - First Incoming Call: Customer contacted the company requesting account information. At that time, the account reflected 23 Days Past Due (DPD) with a balance of \$937.70. Customer stated that the payment had already been made and advised that he had obtained alternative insurance coverage. Customer indicated that the insurance declaration page was sent for review.</p> <p>11/20/2025 - Incoming Call: Customer contacted the company expressing concern regarding what he perceived as persistent collection efforts, stating he was being advised of a balance of \$1,800.00. Customer reiterated that he already had other insurance coverage and confirmed that the insurance declaration page had previously been submitted.</p> <p>12/31/2025 - Incoming Call: Customer contacted the company; however, the call did not complete full account verification, and the call was subsequently disconnected.</p> <p>Outbound Contact Attempts & Customer Response: 01/29/2026 - Outbound Call Attempt: Customer answered the call and advised that he had filed a court case requesting no collection calls. Customer refused to complete full account verification, limiting further discussion.</p> <p>Account Status Inquiry: 12/16/2026 - Last Inbound Call: Customer contacted the company requesting: Payment history Current amount due.</p> <p>Additional Outbound Follow-Up Attempts: 02/23/2026: Alejandra Gutierrez - Left voicemail for account maintenance and assistance 02/27/2026: Outbound attempt - No voicemail set up, unable to leave message (account maintenance follow-up) 03/02/2026: Outbound attempt - No voicemail set up, unable to leave message (account maintenance follow-up) 03/04/2026: Jose Samano - Outbound attempt, unable to leave voicemail (account maintenance follow-up) 03/09/2026: Alejandra Gutierrez - Outbound attempt, no voicemail set up, unable to leave message (account maintenance follow-up) 03/10/2026 - Outbound Call no answer unable to leave voicemail regarding Fresh Start options. OB 03/16/2026 Follow-up call attempted to provide additional details regarding the Fresh Start program. No voice mail set up unable to leave message 03/20/2026 Attempted follow-up to provide additional details for an account update. No answer; unable to leave a voicemail. 03/23/2026 OB Called customer for follow-up. Customer was informed of recent account updates and educated on the Fresh Start Program. Customer authorized a third party to continue the call. Third party Cynthia Armenta was educated on the Fresh Start Program; however, she declined participation at this time. She stated that due to an active court case, the customer will wait for guidance from legal counsel before making any payments toward the account. The third party requested no further contact via phone or email and requested that all future communication be sent by regular mail only.No further questions or assistance requested at this time.</p>																				
	<table border="1"> <tr> <td rowspan="2" style="vertical-align: top;">Billing information</td> <td>Days past due:146 Past due Balance: \$4,853.87 Current Balance: \$5,298.87 Number of months past due: 5 Months past due: November, December, January, February, March Regular Due dates: Bi-weekly Regular Payment: \$371.00 Internal Insurance: YES Balance of Internal Insurance: \$143.97 Late Fees: \$236.52</td> </tr> <tr> <td>Last Payment 11/4/2025</td> </tr> <tr> <td rowspan="2" style="vertical-align: top;">Fresh start</td> <td>Fresh start task created on 3/10/2026 Fresh start form sent via email for 3/10/2026 FRESHSTART SMS 03/14/2026</td> </tr> <tr> <td style="text-align: center;">3/5/26 12:08 PM 3/19/26 11:08 AM</td> </tr> <tr> <td style="vertical-align: top;">Email Sent Dates</td> <td></td> </tr> <tr> <td style="vertical-align: top;">SMS Sent Dates</td> <td>N/A</td> </tr> <tr> <td colspan="2" style="text-align: center;">Follow up</td> </tr> <tr> <td style="vertical-align: top;">Last Attempt</td> <td style="text-align: center;">3/23/2026</td> </tr> <tr> <td style="vertical-align: top;">OPT OUT</td> <td style="text-align: center;">YES</td> </tr> <tr> <td colspan="2" style="text-align: center;">LAST FOLLOW UP</td> </tr> <tr> <td></td> <td> <p>03/23/2026 OB Called customer for follow-up. Customer was informed of recent account updates and educated on the Fresh Start Program. Customer authorized a third party to continue the call. Third party Cynthia Armenta was educated on the Fresh Start Program; however, she declined participation at this time. She stated that due to an active court case, the customer will wait for guidance from legal counsel before making any payments toward the account. The third party requested no further contact via phone or email and requested that all future communication be sent by regular mail only.No further questions or assistance requested at this time.</p> </td> </tr> </table>	Billing information	Days past due:146 Past due Balance: \$4,853.87 Current Balance: \$5,298.87 Number of months past due: 5 Months past due: November, December, January, February, March Regular Due dates: Bi-weekly Regular Payment: \$371.00 Internal Insurance: YES Balance of Internal Insurance: \$143.97 Late Fees: \$236.52	Last Payment 11/4/2025	Fresh start	Fresh start task created on 3/10/2026 Fresh start form sent via email for 3/10/2026 FRESHSTART SMS 03/14/2026	3/5/26 12:08 PM 3/19/26 11:08 AM	Email Sent Dates		SMS Sent Dates	N/A	Follow up		Last Attempt	3/23/2026	OPT OUT	YES	LAST FOLLOW UP			<p>03/23/2026 OB Called customer for follow-up. Customer was informed of recent account updates and educated on the Fresh Start Program. Customer authorized a third party to continue the call. Third party Cynthia Armenta was educated on the Fresh Start Program; however, she declined participation at this time. She stated that due to an active court case, the customer will wait for guidance from legal counsel before making any payments toward the account. The third party requested no further contact via phone or email and requested that all future communication be sent by regular mail only.No further questions or assistance requested at this time.</p>
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Tricolor Motion filer Detail	
<p>Customer Name Docket # Phone Number in Motion Loan Number VIN # Email on File Language Contract link</p>	<p>Salomon Vaquera Oviedo 678 Redacted PII x7742 x0395 No email on File Spanish</p>
<p>DETAIL</p>	<p>Summary: Customer interactions have primarily focused on vehicle-related issues (titling and tags), insurance removal, and payment frequency modification requests. Multiple outbound attempts have been made to maintain contact and provide assistance, including voicemail and text follow-ups. Limited customer engagement has been noted despite continued efforts. All actions and communications have been properly documented as part of ongoing case follow-up.</p> <p>General Notes: There are no Inbound (IB) interactions documented in NLS. Customer calls are related to issues with the titling process and vehicle tags. All customer interactions regarding these matters are documented in IDMS.</p> <p>Customer Interaction History: 11/05/2025 - Outbound Call: Outbound contact attempt documented. 11/24/2025 - Incoming Call: Customer contacted the company requesting removal of insurance and stated that no payments would be made until the vehicle is repaired. Customer also requested to change payment frequency from bi-weekly to monthly. 12/03/2025 - Incoming Call: Customer advised that the vehicle was scheduled to be repaired and reiterated the request to change payments from weekly to monthly. 12/03/2025 - Incoming Call: Customer contacted the company to formally request the payment frequency change from bi-weekly to monthly. Agent provided an email address for the customer to submit the insurance declaration page.</p> <p>Outbound Contact Attempts: 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 - Text Message Sent 01/02/2026 - Text Message Sent 01/07/2026 - Outbound Call 01/10/2026 - Outbound Call 01/13/2026 - Outbound Call 01/16/2026 - Outbound Call 01/28/2026 - Outbound Call 01/30/2026 - Text Message Sent 01/31/2026 - Outbound Call 02/03/2026 - Outbound Call (Voicemail Left) 02/06/2026 - Outbound Call (Voicemail Left) 02/09/2026 - Outbound Call 02/17/2026 - Outbound Call (Voicemail Left)</p> <p>Payment History: Last Payment Received: 11/08/2025</p>
	<p>Billing information Days past due:125 Past due Balance: \$4,065.90 Current Balance: \$4,507.90 Number of months past due: 5 Months past due: November, December, January, February, March Regular Due dates: Bi-weekly Regular Payment: \$368.00 Internal Insurance: YES Balance of Internal Insurance: \$740 Late Fees: \$161.90</p>
	<p>Last Payment 11/8/2025</p>
	<p>Fresh start Fresh start task created on 3/10/2026 NO EMAIL ON FILE. We spoke with the customer to provide information regarding the Fresh Start program. The process was explained, and a follow-up was scheduled for today to update the customer's information. 03/14/2026 FRESHSTART SMS</p>
	<p>SMS Sent Dates 1/26/2026 1/27/2026 1/27/2026 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 2/10/2026 2/11/2026 2/12/2026 2/14/2026 2/16/2026 1/2/2026 1/30/2026</p>
	<p>Follow up</p>
	<p>Last Attempt 3/23/2026</p>
	<p>OPT OUT NO</p>
	<p>LAST FOLLOW UP</p>

Tricolor Motion filer Detail		
<p>Customer Name Docket # Phone Number in Motion Loan Number VIN # Email on File Language Contract link</p>	<p>Salomon Vaquera Oviedo 678 Redacted PII x7742 x0395 No email on File Spanish</p> <p>Recent Follow-Up Attempts: 02/23/2026: Alejandra Gutierrez – Voicemail left for account maintenance and assistance. 02/27/2026: Alejandra Gutierrez – Line was answered but disconnected after providing company name while conducting account maintenance follow-up. 03/02/2026: Alejandra Gutierrez – Voicemail left for account maintenance and assistance. 03/04/2026: Jose Samano – Voicemail left for account maintenance and assistance. 03/09/2026: Alejandra Gutierrez – Voicemail left for account maintenance and assistance. 03/10/2026 OB- Spoke with the customer, but account verification could not be completed as he was working at the time of the call. The customer stated that his case is already in court. Informed him that the purpose of the call was to notify him that an email was sent to provide assistance. The customer advised he will review the email later and then disconnected the call. OB 03/16/2026 Follow-up call attempted to provide additional details regarding the Fresh Start program. No answer , LEFT VM OB 03/18/2026 Follow up to update email and sent form for fresh star customer answer the call and hung up during the greeting 03/19/2026 OB Customer expressed dissatisfaction with company service and advised that the vehicle is involved in a pending court case, which is preventing them from continuing with any deferment or payment options. 03/23/2026 Attempted follow-up to provide additional details for an account update. No answer left voice mail</p>	<p>Billing information</p> <p>Days past due:125 Past due Balance: \$4,065.90 Current Balance: \$4,507.90 Number of months past due: 5 Months past due: November, December, January, February, March Regular Due dates: Bi-weekly Regular Payment: \$368.00 Internal Insurance: YES Balance of Internal Insurance: \$740 Late Fees: \$161.90</p> <p>03/27/2026 Attempted follow-up to provide additional details for an account update. No answer left voice mail</p>

Tricolor Motion filer Detail		
<p>Customer Name Docket # Phone Number in Motion Loan Number VIN # Email on File Language Contract link</p> <p>DETAIL</p>	<p>Mayra Alejandra Robledo Moreno 679 Redacted PII x7695 x5270 English</p>	<p>Billing information</p> <p>Days past due: 76 Past due Balance: \$2,745.60 Current Balance: \$3,176.60 Number of months past due: 3 Months past due: January, February, March Regular Due dates: Bi-weekly Regular Payment: \$357.00 Internal Insurance: YES Balance of Internal Insurance: \$444.00 Late Fees: \$85.60</p>
	<p>Summary: Extensive outbound contact efforts have been made in an attempt to reach the customer and provide account maintenance and assistance. Despite multiple attempts across several dates, no successful and meaningful communication has been established. Voicemail could not be left on most attempts due to voicemail not being set up. All outreach efforts have been documented in compliance with follow-up and case tracking requirements. Customer Contact Status: To date, no successful contact has been established with the customer. Multiple outbound call attempts have been made with no response. On 02/12/2026 and 02/17/2026, outbound attempts were completed; however, no voicemail could be left as voicemail is not set up. Outbound Call History: 01/27/2026 – Outbound Call 01/28/2026 – Outbound Call 01/29/2026 – Outbound Call 01/30/2026 – Outbound Call 01/31/2026 – Outbound Call 02/02/2026 – Outbound Call 02/03/2026 – Outbound Call 02/04/2026 – Outbound Call 02/05/2026 – Outbound Call 02/06/2026 – Outbound Call 02/07/2026 – Outbound Call 02/08/2026 – Outbound Call 02/09/2026 – Outbound Call 02/10/2026 – Outbound Call 02/11/2026 – Outbound Call Recent Follow-Up Attempts: 02/23/2026: Alejandra Gutierrez – Outbound follow-up for account maintenance and assistance. Line rang multiple times with no answer; unable to leave voicemail. 02/27/2026: Alejandra Gutierrez – Outbound attempt for account maintenance and assistance. Line rang several times with no answer; unable to leave message. 03/02/2026: Alejandra Gutierrez – Outbound follow-up for account maintenance and assistance. No answer; line continued ringing; unable to leave message. 03/04/2026: Jose Samano – Outbound attempt for account maintenance and assistance. Voicemail successfully left. 03/09/2026: Alejandra Gutierrez – Outbound follow-up for account maintenance and assistance. Call was answered, however the individual on the line was unable to hear the agent, and the call was subsequently disconnected. 03/10/2026: OB - Spoke with the customer, who declined to verify the account, stating that we had never contacted her before. The customer advised that her case is already in court and then disconnected the call. OB 03/16/2026 Follow-up call attempted to provide additional details regarding the Fresh Start program. No answer unable to leave voicemail. 03/20/2026 Attempted follow-up to provide additional details for an account update. No answer; unable to leave a voicemail. 03/23/2026 Attempted follow-up to provide additional details for an account update. line was picked up once provided company name call was disconnected</p>	<p>Last Payment</p> <p>12/13/2025</p>
		<p>Fresh start</p> <p>Fresh start task created on 3/10/2026 Fresh start form sent via email on 3/10/2026 FRESHSTART SMS 03/14/2026</p>
	<p>Email Sent Dates</p> <p>3/6/26 4:16 PM 3/19/26 11:08 AM</p>	
	<p>SMS Sent Dates</p> <p>1/26/2026 1/27/2026 1/28/2026 1/31/2026 2/02/2026</p>	
	Follow up	
	<p>Last Attempt</p> <p>3/23/2026</p>	
	<p>OPT OUT</p> <p>No</p>	
	LAST FOLLOW UP	
	<p>03/27/2026 Attempted follow-up to provide additional details for an account update. line picked up was advice by cx call back at a later time</p>	

Tricolor Motion filer Detail	
<p>Customer Name Docket # Phone Number in Motion Loan Number VIN # Email on File Language Contract link</p>	<p>Angel Celiseo Ceronio 680 Redacted PII x0131 x5574 Spanish</p>
<p>DETAIL</p>	<p>Summary: Multiple inbound and outbound contact attempts have been documented as part of the case follow-up process. Several outbound calls resulted in call disconnections or no response. Voicemails were left when possible. As of the last contact on 03/09/2026, the customer indicated that no further assistance is needed at this time. All actions have been properly documented to demonstrate continued good-faith follow-up and account maintenance efforts.</p> <p>Inbound Contact (Not Documented in NLS): 10/11/2025 - Inbound Call: The customer contacted the company requesting office information to follow up on an ongoing issue. The customer expressed concerns regarding the situation, and the agent provided clarification about the company's current circumstances. Note: This interaction is not documented in NLS.</p> <p>Outbound Call History: 11/14/2025 - Outbound Call: Collections attempt. The customer disconnected the call.</p> <p>01/05/2026 - Outbound Call: Collections attempt. No answer; the phone rang continuously and then disconnected.</p> <p>01/06/2026 - Outbound Call: Collections attempt. The customer disconnected the call during the introductory script.</p> <p>02/17/2026 - Outbound Call: Follow-up attempt. The customer disconnected the call after hearing the company name.</p> <p>Recent Follow-Up Attempts: 02/23/2026: Alejandra Gutierrez - Voicemail left conducting account maintenance and assistance follow-up.</p> <p>02/27/2026: Alejandra Gutierrez - Line was answered but disconnected before a greeting could be provided; no message left. Follow-up attempt for account maintenance and assistance.</p> <p>03/02/2026: Alejandra Gutierrez - Line was answered and immediately disconnected during account maintenance and assistance follow-up.</p> <p>03/04/2026: Jose Samano - Voicemail left for account maintenance and assistance follow-up.</p> <p>03/09/2026: Alejandra Gutierrez - Successful contact established. Customer advised that no assistance is required at this time and stated there are no current questions. Customer confirmed having the callback number should further assistance be needed.</p> <p>03/10/2026: OB Call was answered by an individual who disconnected the call immediately; no interaction occurred.</p> <p>OB 03/16/2026 Follow-up call attempted to provide additional details regarding the Fresh Start program. No answer , LEFT VM</p> <p>03/20/2026 Attempted follow-up to provide additional details for an account update. No answer; unable to leave a voicemail.</p> <p>03/23/2026 Attempted follow-up call to provide additional details regarding an account update. Customer answered but was driving and unable to speak; requested a callback at a later time.</p>
	<p>Billing information Days past due: 195 Past due Balance: \$4,174.25 Current Balance: \$4,457.25 Number of months past due: 7 Months past due: September, October, November, December, January, February, March Regular Due dates: Bi-weekly Regular Payment: \$283.00 Internal Insurance: NO Balance of Internal Insurance: N/A Late Fees: \$212.25</p>
	<p>Last Payment 9/5/2025</p>
	<p>Fresh start Fresh start task created on 3/10/2026 Fresh start form sent via email on 3/10/2026 FRESHSTART SMS 03/14/2026</p>
	<p>Email Sent Dates 3/6/26 4:09 PM 3/19/26 11:08 AM</p>
	<p>SMS Sent Dates 1/26/2026 1/27/2026 1/28/2026 1/31/2026 2/12/2026 2/14/2026 2/16/2026 1/15/2026 2/02/2026</p>
	<p>Follow up Last Attempt 46104</p>
	<p>OPT OUT</p>
	<p>LAST FOLLOW UP</p>

Tricolor Motion filer Detail	
Customer Name Docket # Phone Number in Motion Loan Number VIN # Email on File Language Contract link	Johanna Ruby Vazquez Zermeno 681 Redacted PII x9340 x5078 English
	<p>Billing information</p> Days past due: 118 Past due Balance: \$3,133.20 Current Balance: \$3,488.20 Number of months past due: 5 Months past due: November, December, January, February, March Regular Due dates: Bi-weekly Regular Payment: \$281.00 Internal Insurance: YES Balance of Internal Insurance: \$592.00 Late Fees: \$99.74
	<p>Last Payment</p> 11/15/2025
	<p>Fresh start</p> Fresh start task created on 3/10/2026 Fresh start form sent via email on 3/10/2026 FRESHSTART SMS 03/14/2026
	<p>Email Sent Dates</p> 3/6/26 3:11 PM 3/19/26 11:08 AM
	<p>SMS Sent Dates</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 12/31/2025 2/3/2026
	<p style="text-align: center;">Follow up</p>
	<p>Last Attempt</p> 3/23/2026
	<p>OPT OUT</p> No
	<p>LAST FOLLOW UP</p>
	<p>Summary: Customer has had limited inbound contact primarily related to payment inquiries and payment processing. A successful payment was completed on 06/28/2025. Numerous outbound contact attempts were made over an extended period for account maintenance and assistance, with voicemails and text messages left when possible. As of the most recent contact, the customer indicated no outstanding questions. All follow-up efforts have been thoroughly documented to demonstrate continued good-faith contact attempts and case tracking compliance.</p> <p>Inbound Call History: 05/26/2025 - Inbound Call: Customer contacted the company requesting information regarding her payments and GPS. 05/31/2025 - Inbound Call: Customer contacted the company to make a payment. Account was current on the date of contact. 06/28/2025 - Inbound Call (AI Voice Agent): Customer contacted the company to make a payment on her vehicle. Customer was informed of the total amount due: \$355.00, broken down as follows: \$207.00 - Principal loan payment \$148.00 - CPI Customer (Joana) agreed to pay the full amount using a card ending in 6711. Payment was successfully processed, and no additional assistance was requested.</p> <p>Outbound Contact Attempts: 12/16/2025: Answering machine 12/17/2025: No answer 12/18/2025: Answering machine 12/19/2025: Answering machine 12/20/2025: Answering machine 12/22/2025: Answering machine 12/23/2025: No answer 12/24/2025: Voicemail left 12/26/2025: Disposition - Agentless 12/27/2025: Voicemail left 12/29/2025: Voicemail left 12/30/2025: Text message sent 12/30/2025: Voicemail left 12/31/2025: Voicemail left 01/02/2026: Text message sent 01/02/2026: Voicemail left 01/03/2026: Voicemail left</p>

Tricolor Motion filer Detail		
<p>Customer Name Docket # Phone Number in Motion Loan Number VIN # Email on File Language Contract link</p>	<p>Johanna Ruby Vazquez Zermeno 681 Redacted PII x9340 x5078 English</p>	<p>Billing information</p> <p>Days past due: 118 Past due Balance: \$3,133.20 Current Balance: \$3,488.20 Number of months past due: 5 Months past due: November, December, January, February, March Regular Due dates: Bi-weekly Regular Payment: \$281.00 Internal Insurance: YES Balance of Internal Insurance: \$592.00 Late Fees: \$99.74</p>
<p>DETAIL</p>	<p>01/05/2026: Voicemail left 01/06/2026: Voicemail left 01/07/2026: Voicemail left 01/08/2026: Voicemail left 01/09/2026: Voicemail left 01/10/2026: Voicemail left 01/12/2026: Voicemail left 01/13/2026: Voicemail left 01/14/2026: Voicemail left 01/15/2026: Voicemail left 01/16/2026: Voicemail left 01/17/2026: Voicemail left 01/21/2026: Voicemail left 01/23/2026: Voicemail left 01/24/2026: Voicemail left 01/26/2026: Voicemail left 01/28/2026: Voicemail left 01/30/2026: Mario Mariscal – Outbound call, voicemail left 01/30/2026: Genner Ayon – Outbound call, no answer 01/31/2026: Text message sent 02/02/2026: Voicemail left 02/04/2026: Disposition – Agentless 02/06/2026: Voicemail left 02/07/2026: Voicemail left 02/09/2026: Voicemail left 02/11/2026: Voicemail left 02/13/2026: Voicemail left 02/14/2026: Voicemail left 02/16/2026: Voicemail left 02/17/2026: Alejandra Gutierrez – Outbound call, voicemail left Recent Follow-Up Activity: 02/23/2026: Alejandra Gutierrez – Voicemail left while conducting account maintenance and assistance follow-up. 02/27/2026: Alejandra Gutierrez – Voicemail left for account maintenance and assistance. 03/02/2026: Alejandra Gutierrez – Voicemail left for account maintenance and assistance. 03/04/2026 – PL Outbound Call: Jose Samano – Successful contact established. Customer stated she has no questions at this time. 03/09/2026: Alejandra Gutierrez – Voicemail left for account maintenance and assistance. 03/10/2026 – Outbound Call No answer tried to follow up regarding Fresh Start options. OB 03/16/2026 Follow-up call attempted to provide additional details regarding the Fresh Start program. No answer , LEFT VM 03/20/2026 Attempted follow-up to provide additional details for an account update. No answer left voicemail 03/23/2026 Attempted follow-up to provide additional details for an account update. No answer left voice mail</p>	<p>03/27/2026 Attempted follow-up to provide additional details for an account update. No answer left voice mail</p>

Tricolor Motion filer Detail	
<p>Customer Name Docket # Phone Number in Motion Loan Number VIN # Email on File Language Contract link</p>	<p>Brisa Viridiana Martinez Ibarra 682 Redacted PII x0586 x0901 English</p>
	<p>Billing information Days past due: 111 Past due Balance: \$2,731.95 Current Balance: \$3,115.95 Number of months past due: 4 Months past due: December, January, February, March Regular Due dates: Bi-weekly Regular Payment: \$310.00 Internal Insurance: YES Balance of Internal Insurance: \$222 Late Fees: \$103.95</p>
	<p>Last Payment 11/21/2025</p>
	<p>Fresh start Fresh start task created on 3/10/2026 Fresh start form sent via email On 3/10/2026 FRESHSTART SMS 03/14/2026</p>
	<p>Email Sent Dates 3/6/26 4:15 PM 3/19/26 11:08 AM</p>
	<p>SMS Sent Dates 1/26/2026 1/27/2026 1/28/2026 1/31/2026 2/12/2026 2/14/2026 2/16/2026 2/2/2026</p>
	<p>Follow up</p>
	<p>Last Attempt 3/23/2026</p>
	<p>OPT OUT No</p>
	<p>LAST FOLLOW UP</p>
	<p>Summary: The customer has maintained limited contact following the initial insurance and payment inquiry. CPI was removed upon receipt of valid insurance documentation. Numerous outbound attempts were conducted in good faith for account maintenance and assistance. Recent communications indicate the account is pending insurance review and internal escalation, with the customer evaluating potential resolution options. All outreach and actions have been documented to demonstrate continued compliance and case follow-up. Inbound Interaction Summary: Inbound Call (Date not specified): Customer contacted the company to make a payment and inquire about the payment amount. During the call, the customer was advised to submit proof of full coverage insurance in order to remove CPI from the loan. The required documentation was received, and CPI was subsequently removed from the account. Contact History: There has been no additional direct contact from the customer for the past seven (7) months following the above interaction. 12/29/2025 - Third-Party Call: A third party contacted the company; however, the caller declined to verify the account, and no information was disclosed. Outbound Call Attempts: Outbound contact attempts were made on the following dates as part of routine account maintenance and assistance efforts: 12/29/2025 OB Call account maintenance and assistance efforts 01/05/2026 OB Call account maintenance and assistance efforts 01/06/2026 OB Call account maintenance and assistance efforts 01/07/2026 OB Call account maintenance and assistance efforts 01/08/2026 OB Call account maintenance and assistance efforts 01/09/2026 OB Call account maintenance and assistance efforts 01/10/2026 OB Call account maintenance and assistance efforts 01/12/2026 OB Call account maintenance and assistance efforts 01/13/2026 OB Call account maintenance and assistance efforts 01/14/2026 OB Call account maintenance and assistance efforts 01/15/2026 OB Call account maintenance and assistance efforts 01/16/2026 OB Call account maintenance and assistance efforts 01/17/2026 OB Call account maintenance and assistance efforts 01/21/2026 OB Call account maintenance and assistance efforts 01/23/2026 OB Call account maintenance and assistance efforts 01/24/2026 OB Call account maintenance and assistance efforts 01/26/2026 OB Call account maintenance and assistance efforts 01/28/2026 OB Call account maintenance and assistance efforts 01/30/2026 OB Call account maintenance and assistance efforts 01/31/2026 OB Call account maintenance and assistance efforts 02/02/2026 OB Call account maintenance and assistance efforts 02/04/2026 OB Call account maintenance and assistance efforts 02/06/2026 OB Call account maintenance and assistance efforts 02/07/2026 OB Call account maintenance and assistance efforts 02/09/2026 OB Call account maintenance and assistance efforts 02/11/2026 OB Call account maintenance and assistance efforts 02/13/2026 OB Call account maintenance and assistance efforts 02/14/2026 OB Call account maintenance and assistance efforts</p>

Tricolor Motion filer Detail		
<p>Customer Name Docket # Phone Number in Motion Loan Number VIN # Email on File Language Contract link</p>	<p>Brisa Viridiana Martinez Ibarra 682 Redacted PII x0586 x0901 English</p> <p><small>02/14/2026:OB Call account maintenance and assistance efforts 02/16/2026:OB Call account maintenance and assistance efforts 02/17/2026:OB Call account maintenance and assistance efforts</small></p> <p>Additional Notes: NLS Review: No customer contacts documented in NLS prior to 12/23/2025. Last Payment: 11/21/2025 – \$310.00 Email Activity: No emails have been received from the customer. Recent Follow-Up Activity: 02/23/2026: Alejandra Gutierrez – Voicemail left conducting account maintenance and assistance follow-up. 02/27/2026: Alejandra Gutierrez – Voicemail left for account maintenance and assistance. 03/02/2026: Alejandra Gutierrez – Voicemail left for account maintenance and assistance. 03/04/2026 – PL Outbound Call: Jose Samano – Successful contact. Customer stated she wanted her insurance updated, indicating she has had insurance since the vehicle purchase. Customer was advised to submit documentation to tricolordocs@buckeyerisk.com. Customer advised she would call back for updates and provided a new phone number. 03/09/2026: Alejandra Gutierrez – Outbound follow-up. Customer advised she is awaiting contact from the insurance department, having submitted insurance documentation on Thursday, 03/05/2026. Customer stated she will wait for the account review before deciding whether to continue payments or voluntarily surrender the vehicle. Callback number was provided. 03/10/2026 – Outbound Call Left voicemail regarding Fresh Start options. Most Recent Inbound Contact: 03/12/2026 – Inbound Call (Alejandra Gutierrez): Customer stated she is still awaiting insurance review for potential account adjustment. Customer advised she is evaluating her options, including: Deferment</p>	<p>Billing information</p> <p>Days past due: 111 Past due Balance: \$2,731.95 Current Balance: \$3,115.95 Number of months past due: 4 Months past due: December, January, February, March Regular Due dates: Bi-weekly Regular Payment: \$310.00 Internal Insurance: YES Balance of Internal Insurance: \$222 Late Fees: \$103.95</p> <p>03/27/2026 Attempted follow-up to provide additional details for an account update. No answer left voice mail</p>
<p>DETAIL</p>		

Tricolor Motion filer Detail		
Customer Name Docket # Phone Number in Motion Loan Number VIN # Email on File Language Contract link	Brisa Viridiana Martinez Ibarra 682 Redacted PII x0586 x0901 English Modification Voluntary surrender An escalation was submitted for account review. A callback was offered to provide updates once available. 03/12/2026 - Follow-Up Action: A follow-up email was sent to Scott Frayer (Buckeye) to update and review the customer's insurance information. OB 03/13/2026 Alejandra Gutierrez Followed up regarding insurance update. No answer; left a voicemail requesting a callback. IB 03/13/2026 Customer agreed to resend insurance documents. Awaiting updates from back office before completing follow-up. 03/13/2026 Email to Elba Buendia from Buckeye to ask for assistance , confirm the vehicle is not correctly added to the account and the LH is not valid OB 03/13/2026 Inform to customer about the process she need to follow with her insurance company to get the correct documentation and listed tricolor as Lienholder OB 03/18/2026 Alejandra Gutierrez Followed up regarding insurance update. No answer; left a voicemail requesting a callback. 03/20/2026 Attempted follow-up to provide additional details for an account update. No answer LEFT VOICE MAIL 03/23/2026 Attempted follow-up to provide additional details for an account update. No answer left voice mail	Billing information Days past due: 111 Past due Balance: \$2,731.95 Current Balance: \$3,115.95 Number of months past due: 4 Months past due: December, January, February, March Regular Due dates: Bi-weekly Regular Payment: \$310.00 Internal Insurance: YES Balance of Internal Insurance: \$222 Late Fees: \$103.95

Tricolor Motion filer Detail	
<p>Customer Name Docket # Phone Number in Motion Loan Number VIN # Email on File Language Contract link</p>	<p>Jose Alberto Ferrer Suarez 683 Redacted PII x8598 x0766 Spanish</p>
	<p>Summary: The customer has contacted the company regarding insurance coverage and payment concerns. Required guidance regarding insurance documentation was provided, and payments were accepted when possible. Multiple documented outbound attempts have been made over an extended period to assist with account maintenance and resolution. The account currently remains past due and under Repo Review status. All communications and outreach efforts have been documented to demonstrate consistent follow-up and compliance with internal procedures.</p> <p>Inbound Customer Interactions: 11/11/2025 – Inbound Call: Customer contacted the company regarding insurance coverage, advising that he did not have insurance through us. The customer was instructed to submit a declaration page showing full coverage to avoid CPI charges. During the call, the customer was informed of his current balance and past-due amount. Customer stated he was unable to make a payment at that time due to a declined payment method.</p> <p>12/27/2025 – Inbound Call: Customer contacted the company stating that he should not be required to make a large payment as he had already submitted the insurance declaration page. On this same date, the customer successfully processed a payment of \$380.00.</p> <p>Last Payment: 02/03/2026 – \$380.00 Current Status: Repo Review</p> <p>Outbound Contact Attempts (Voicemail Left / No Answer): Outbound attempts were made in good-faith to provide account maintenance and assistance on the following dates: 11/11/2025 OB Voicemail Left / No Answer 12/19/2025 OB Voicemail Left / No Answer 12/23/2025 OB Voicemail Left / No Answer 12/24/2025 OB Voicemail Left / No Answer 12/26/2025 OB Voicemail Left / No Answer 12/27/2025 OB Voicemail Left / No Answer 12/29/2025 OB Voicemail Left / No Answer 12/30/2025 OB Voicemail Left / No Answer 01/02/2026 OB Voicemail Left / No Answer 01/06/2026 OB Voicemail Left / No Answer 01/09/2026 OB Voicemail Left / No Answer 01/12/2026 OB Voicemail Left / No Answer 01/15/2026 OB Voicemail Left / No Answer 01/21/2026 OB Voicemail Left / No Answer 01/24/2026 OB Voicemail Left / No Answer 01/30/2026 OB Voicemail Left / No Answer 02/02/2026 OB Voicemail Left / No Answer 02/06/2026 OB Voicemail Left / No Answer 02/07/2026 OB Voicemail Left / No Answer 02/13/2026 OB Voicemail Left / No Answer 02/16/2026 OB Voicemail Left / No Answer 02/17/2026 OB Voicemail Left / No Answer</p> <p>Recent Follow-Up Attempts: 02/23/2026: Alejandra Gutierrez – Outbound follow-up for account maintenance and assistance. Line rang multiple times and was picked up; no response received. Callback number provided. 02/27/2026: Alejandra Gutierrez – Voicemail left for account maintenance and assistance follow-up. 03/02/2026: Alejandra Gutierrez – Voicemail left for account maintenance and assistance follow-up. 03/09/2026:</p>
	<p>Billing information</p> <p>Days past due:97 Past due Balance: \$2,729.55 Current Balance: \$3,109.55 Number of months past due: 4 Months past due: December, January, February, March Regular Due dates: Bi-weekly Regular Payment: \$310.00 Internal Insurance: YES Balance of Internal Insurance: N/A Late Fees: \$172.55</p>
	<p>Last Payment</p> <p style="text-align: center;">2/3/2026</p>
	<p>Fresh start</p> <p>Fresh start task created on 3/10/2026 Fresh start form sent via email On 3/10/2026 FRESHSTART SMS 03/14/2026</p>
	<p>Email Sent Dates</p> <p>3/6/26 4:12 PM 3/19/26 11:07 AM</p>
	<p>SMS Sent Dates</p> <p>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 2/10/2026 2/11/2026 2/12/2026 2/14/2026 2/16/2026 1/2/2026</p>
	<p style="text-align: center;">Follow up</p>
	<p>Last Attempt</p> <p style="text-align: center;">3/23/2026</p>
	<p>OPT OUT</p> <p style="text-align: center;">No</p>
LAST FOLLOW UP	
DETAIL	

Tricolor Motion filer Detail		
<p>Customer Name Docket # Phone Number in Motion Loan Number VIN # Email on File Language Contract link</p>	<p>Jose Alberto Ferrer Suarez 683 Redacted PII x8598 x0766 Spanish</p> <p>Alejandra Gutierrez – Outbound follow-up attempt; voicemail inbox full, unable to leave message. 03/10/2026: 03/10/2026 – Outbound Call No answer tried to follow up regarding Fresh Start options. OB 03/16/2026 Follow-up call attempted to provide additional details regarding the Fresh Start program. No answer , unable to leave voicemail , voicemail full 03/20/2026 Attempted follow-up to provide additional details for an account update. No answer; unable to leave a voicemail. 03/23/2026 Attempted follow-up to provide additional details for an account update. No answer voice mail full</p>	<p>Billing information</p> <p>Days past due:97 Past due Balance: \$2,729.55 Current Balance: \$3,109.55 Number of months past due: 4 Months past due: December, January, February, March Regular Due dates: Bi-weekly Regular Payment: \$310.00 Internal Insurance: YES Balance of Internal Insurancel: N/A Late Fees: \$172.55</p> <p>03/27/2026 OB follow-up regarding account maintenance and assistance. Customer stated the interest rate on his initial signed contract differs from what is currently reflected on the account. Educated the customer that the interest rate showing is 14.9%. Customer requested copies of the title and contract to be sent to him. He is not interested in a Fresh Start at this time but would like to reach an agreement to make a large payment on the account. Customer advised he will send his own copy of the contract to our email for review. Customer stated he is willing to work with us once the contract has been reviewed.</p>

Tricolor Motion filer Detail		
<p>Customer Name Docket # Phone Number in Motion Loan Number VIN # Email on File Language Contract link</p>	<p>Jose Eduardo Arias Linares 684 Redacted PII x6529 x7013 Spanish</p>	
DETAIL	<p>Summary: The customer has had limited inbound contact, with the most recent inquiry related to payment capability and voluntary surrender information. Extensive outbound efforts have been made to provide ongoing support and account maintenance assistance. The customer has acknowledge pending documentation requests and has indicated no immediate questions. All outreach efforts have been documented to demonstrate consistent follow-up, transparency, and compliance with internal procedures.</p> <p>Inbound Customer Interaction: 12/03/2025 – Inbound Call: Customer contacted the company advising he was only able to make a payment of \$390.00 at that time. During the call, the customer also requested information regarding the voluntary surrender process, which was explained accordingly. No further requests or follow-up calls have been received from the customer since this interaction.</p> <p>Outbound Contact Attempts (No Response / Voicemail Left)/ Outbound attempts were conducted in good-faith to provide account maintenance and assistance on the following dates. On each attempt, no response was received, and a voicemail was left: 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 02/16/2026</p> <p>Recent Follow-Up Activity: 02/23/2026: Alejandra Gutierrez – Successful outbound contact for account maintenance and assistance. Customer was advised that the request for a copy of the contract is active and pending delivery. Customer acknowledged and stated no further questions at that time.</p> <p>02/27/2026: Alejandra Gutierrez – Outbound follow-up for account maintenance and assistance. Customer stated he has no questions at this time and confirmed he is awaiting receipt of the contract copy. No additional assistance requested.</p> <p>03/02/2026: Alejandra Gutierrez – Outbound follow-up attempt; voicemail left for account maintenance and assistance.</p> <p>03/04/2026: Jose Samano – Outbound follow-up for account maintenance and assistance. Customer stated he has no questions at this time.</p> <p>03/09/2026: Alejandra Gutierrez - OB follow-up for account maintenance and assistance.</p> <p>03/10/2026: OB-Spoke with the customer and successfully verified the account. Informed the customer that an email was sent regarding a Loan Modification program to assist with the pending balance due. The customer stated he will review the email; however, he advised that his attorney already has the case in court. A task was created for the Fresh Start program. The customer expressed appreciation, and the call ended.</p>	
	Billing information	<p>Days past due: 188 Past due Balance: \$6,364.73 Current Balance: \$6,805.73 Number of months past due: 7 Months past due: September, October, November, December, January, February, March Regular Due dates: Bi-weekly Regular Payment: \$310.00 Internal Insurance: YES Balance of Internal Insurance: \$888.00 Late Fees: \$280.02</p>
	Last Payment	9/7/2025
	Fresh start	<p>Fresh start task created on 3/10/2026 Fresh start form sent via email on 3/10/2026 FRESHSTART SMS 03/14/2026</p>
	Email Sent Dates	<p>3/6/26 4:11 PM 3/19/26 11:08 AM</p>
	SMS Sent Dates	<p>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 1/2/2026 1/14/2026 1/16/2026 2/1/2026 2/16/2026</p>
	Follow up	
	Last Attempt	3/23/2026
	OPT OUT	No
	LAST FOLLOW UP	

Tricolor Motion filer Detail		
<p>Customer Name Docket # Phone Number in Motion Loan Number VIN # Email on File Language Contract link</p>	<p>Jeronimo Gonzalez Isidro 685 Redacted PII x6005 x4512 Spanish</p>	
	<p>Summary: The customer has contacted the company multiple times regarding payment difficulties, received balance and CPI information, and submitted partial payments. Subsequent outbound efforts revealed a statement from a third party indicating the customer's intent to refuse payment due to legal action. Continued outbound follow-up attempts have been made for account maintenance and assistance, with limited contact due to voicemail unavailability. Documentation requests have been processed, and insurance updates are pending. All interactions and outreach efforts have been fully documented to demonstrate good-faith follow-up and compliance.</p>	
	<p>Inbound Customer Interactions: 11/12/2025 - Inbound Call: Customer contacted the company advising that he was unable to make a payment at that time and stated he would call back the following week.</p>	
	<p>11/12/2025 - Inbound Call (Later Same Day): A third party, identified as the account holder's son, contacted the company. The caller was informed of the following: Past Due Amount (as of 10/25/2025): \$731.85 CPI Balance: \$296.00 Caller advised they would call back. A post-dated payment of \$400.00 was scheduled for 11/15/2025.</p>	
	<p>12/03/2025 - Inbound Call: Customer advised that he would contact the company on 12/04/2025 to process a payment.</p>	
	<p>12/04/2025 - Inbound Call: Customer contacted the company, and a payment of \$400.00 was successfully posted to the account.</p>	
	<p>12/17/2025 - Inbound Call: Customer contacted the company and was provided with: Current Due: \$1,423.32 Past Due: \$992.32 Customer advised that the purpose of the call was to make a payment on another vehicle, not this account.</p>	
	<p>Outbound Contact & Customer Statement: 02/05/2026 - Outbound Call: Contact was made with a third party, identified as the account holder's son, who advised that the customer had gone to court and refused to make further payments.</p>	
	<p>Recent Follow-Up Attempts: 02/23/2026: Alejandra Gutierrez - Outbound follow-up for account maintenance and assistance. Line rang multiple times; no answer. Unable to leave voicemail as voicemail is not set up.</p>	
	<p>02/27/2026: Alejandra Gutierrez - Outbound follow-up attempt. Voicemail not set up; unable to leave message.</p>	
<p>03/02/2026: Alejandra Gutierrez - Successful outbound contact. Customer requested a copy of the title and payment history. Appropriate tasks were submitted for documentation to be sent.</p>		
<p>DETAIL</p>	<p>Billing information Days past due: 111 Past due Balance: \$3,523.53 Current Balance: \$3,954.53 Number of months past due: 4 Months past due: December, January, February, March Regular Due dates: Bi-weekly Regular Payment: \$357.00 Internal Insurance: YES Balance of Internal Insurance: \$666.00 Late Fees: \$182.53</p>	
	<p>Last Payment 12/17/2025</p>	
	<p>Fresh start Fresh start task created on 3/10/2026 Fresh start form sent via email On 3/10/2026 FRESHSTART SMS 03/14/2026</p>	
	<p>Email Sent Dates N/A</p>	
	<p>SMS Sent Dates 1/26/2026 1/27/2026 1/28/2026 1/31/2026 2/2/2026 2/3/2026 2/4/2026 2/12/2026 2/14/2026 2/16/2026 2/1/2026</p>	
	<p style="text-align: center;">Follow up</p>	
	<p>Last Attempt 3/23/2026</p>	
	<p>OPT OUT No</p>	
	LAST FOLLOW UP	

Tricolor Motion filer Detail		
<p>Customer Name Docket # Phone Number in Motion Loan Number VIN # Email on File Language Contract link</p>	<p>Jeronimo Gonzalez Isidro 685 Redacted PII x6005 x4512 Spanish</p> <p>Customer also advised he has his own insurance and stated he would submit the declaration page. 03/04/2026: Jose Samano – Outbound follow-up for account maintenance and assistance. Customer stated he had no questions regarding this account. 03/09/2026: Alejandra Gutierrez – Outbound follow-up attempt. No voicemail set up; unable to leave message. 03/10/2026: Outbound Call - Attempted follow-up call to discuss Fresh Start options. No answer, and voicemail was not available OB 03/16/2026 Follow-up call attempted to provide additional details regarding the Fresh Start program. The customer mentioned they were currently at work and stated they would review the email later to read the information more carefully. 03/20/2026 Outbound follow-up attempted to provide additional details for an account update. Customer advised they were at work and requested to be contacted at a later time 03/20/2026 attempt to call back per customers request to follow up on account , no answer unable to leave voicemail no voicemail set up IB 03/20/2026 The customer called back requesting account details and stated that he will be unable to continue making payments on the account. I informed the customer that the Fresh Start program is available as an option. The customer expressed willingness to surrender the unit and advised that he will call back with the unit's location once he has the time. 03/23/2026 Attempted follow-up to provide additional details for an account update. No answer left voice mail</p>	<p>Billing information</p> <p>Days past due: 111 Past due Balance: \$3,523.53 Current Balance: \$3,954.53 Number of months past due: 4 Months past due: December, January, February, March Regular Due dates: Bi-weekly Regular Payment: \$357.00 Internal Insurance: YES Balance of Internal Insurance: \$666.00 Late Fees: \$182.53</p> <p>03/27/2026 Attempted follow-up to provide additional details for an account update. No answer no voice mail set up</p>

Tricolor Motion filer Detail	
Customer Name Docket # Phone Number in Motion Loan Number VIN # Email on File Language Contract link DETAIL	Jeronimo Gonzalez Isidro 685 Redacted PII x1695 x2752 Spanish
	Summary: The customer has maintained periodic inbound contact primarily related to payment activity and account adjustment inquiries. Multiple outbound attempts have been made in good faith to provide continued account maintenance and assistance, with limited connectivity due to voicemail unavailability. Documentation requests have been acknowledged and tasks submitted accordingly. All interactions and outreach efforts have been thoroughly documented to demonstrate consistent follow-up and compliance.
	Inbound Customer Interactions: 11/12/2025 - Inbound Call: Customer contacted the company requesting additional time to complete the payment due to a delay with his check. Customer requested that the company wait for payment.
	11/15/2025 - Inbound Call: Customer contacted the company and submitted a payment.
	12/03/2025 - Inbound Call: Customer contacted the company to make a payment on the account.
	12/17/2025 - Inbound Call: Customer contacted the company requesting account balance information.
	12/18/2025 - Inbound Call: Customer contacted the company requesting an account adjustment.
	01/03/2026 - Inbound Call (Last Inbound Contact): Customer contacted the company to follow up on the previously requested account adjustment.
	Outbound Call Attempts: The following outbound contact attempts were made as part of continued account maintenance and assistance efforts. All attempts resulted in no answer, unless otherwise noted: 11/12/2025 11/15/2025 12/16/2025 12/26/2025 12/30/2025 01/02/2026 - No answer 01/02/2026 - Text message sent 01/10/2026 01/13/2026 01/16/2026 01/28/2026 01/31/2026 02/06/2026 02/09/2026
	Recent Follow-Up Activity: 02/23/2026: Alejandra Gutierrez - Outbound follow-up for account maintenance and assistance. Line rang multiple times; no answer. Unable to leave voicemail as voicemail is not set up.
02/27/2026: Alejandra Gutierrez - Outbound follow-up attempt. No voicemail set up; unable to leave message.	
03/02/2026: Alejandra Gutierrez - Outbound follow-up. Customer advised he had recently spoken with another representative and stated no further assistance was required at that time.	
03/04/2026: Jose Samano - Outbound follow-up for account maintenance and assistance.	
Billing information Days past due: 125 Past due Balance: \$3,861.96 Current Balance: \$4,287.96 Number of months past due: 5 Months past due: November, December, January, February, March Regular Due dates: Bi-weekly Regular Payment: \$352.00 Internal Insurance: YES Balance of Internal Insurance: \$592.00 Late Fees: \$201.96	
Last Payment 1/3/2026	
Fresh start Fresh start task created on 3/10/2026 Fresh start form sent via email for 3/10/2026 RESHSTART SMS 03/14/2026	
SMS Sent Dates N/A	
SMS Sent Dates 1/27/2026 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 2/10/2026 2/11/2026 2/12/2026 2/14/2026 2/16/2026 1/2/2026 1/31/2026	
Follow up	
Last Attempt 3/23/2026	
OPT OUT No	
LAST FOLLOW UP	

Tricolor Motion filer Detail	
Customer Name Docket # Phone Number in Motion Loan Number VIN # Email on File Language Contract link	Jose Alvarez 686 Redacted PII x7107 x9494 Spanish
	Summary: The customer has deliberately stopped making payments on their account, justifying this decision based on rumors or news regarding Tricolor's bankruptcy (Chapter 7) [3,4]. Despite having their balances explained, the customer has escalated the situation by threatening or initiating legal action [4]. Customer Intent Toward Tricolor 1. Cease Contact: The customer has repeatedly demanded that no further phone calls or text messages be made (Do Not Call request) [4]. 2. Suspension of Payments: The customer has stated they will not pay their current or past-due balance until their alleged "legal process" is resolved or until the company's situation is clarified [4]. 3. Judicial Resolution: The customer claims to be under legal counsel and to have filed a lawsuit against Tricolor. They intend to wait for the completion of that process before addressing their account obligations [4]. In summary: The customer is attempting to use Tricolor's restructuring process as a legal basis to avoid payment obligations and halt all collection efforts. Account Interaction Timeline 11/28/2025: Customer is asking why his total balance increased. 01/19/2026: Customer states he initiated a legal process due to Tricolor's bankruptcy and will not pay. 01/12/2026: Customer called stating he initiated a legal process due to Tricolor's bankruptcy and will not make any payments. He demanded not to be contacted again. 02/09/2026: Customer called to say he is seeking legal representation. When asked for current and past-due balance, customer hung up. 03/04/2026: Customer reports having legal assistance and has an order not to pay due to Tricolor's bankruptcy. Customer states he has sued Tricolor and will not make payments because he is "in the middle of a fight with Tricolor." He will wait until the case is resolved. Customer does not want to receive any type of call or SMS. 03/10/2026: Sent the Fresh Start form to the customer for review and completion. 03/23/2026 IB Customer contacted to obtain assistance on account information. Account reflects a pending balance. Fresh Start Program was offered and explained, including program terms and benefits. Customer demonstrated understanding and agreed to enroll. Appropriate task was submitted for the Fresh Start Program form to be sent to the customer. 03/23/2026 Attempted follow-up to provide additional details for an account update. tried to contact to inform we send fresh start form No answer left voice mail
DETAIL	Billing information Days past due: 0 Past due Balance: 0 Current Balance: \$343.00 Number of months past due: 0 Months past due: 0 Regular Due dates: Bi-weekly Regular Payment: \$343.00 Internal Insurance : NO Balance of Internal Insurance: N/A Late Fees: 0
	Last Payment 12/27/2025
	Fresh start Fresh start task created on 3/10/2026 Fresh start form sent via email On 3/10/2026 Fresh start accepted 03/24/2026
	SMS Sent Dates n/a
	SMS Sent Dates n/a
	Follow up 3/23/2026 Yes
Last Attempt OPT OUT LAST FOLLOW UP 3/27/2026 Attemptd follow up to provide additional details for account update. No answer left voice mail	

Tricolor Motion filer Detail	
Customer Name Docket # Phone Number in Motion Loan Number VIN # Email on File Language Contract link	Erminio Melchor Morales 687 Redacted PII x4478 x4686 English
	DETAIL
Outbound Contact History: Outbound attempts were conducted as part of ongoing account maintenance and assistance efforts. Details are as follows: 01/14/2026: Voicemail left 01/21/2026: Voicemail left 01/26/2026: Voicemail left 02/09/2026: Voicemail left 02/17/2026: Follow-up attempt in response to a customer text message. No voicemail left, as the customer does not have voicemail set up. Recent Follow-Up Attempts: 02/23/2026: Alejandra Gutierrez – Voicemail left while conducting follow-up for account maintenance and assistance. 02/27/2026: Alejandra Gutierrez – Outbound call attempt; customer not available. No message left, unable to leave voicemail for account maintenance follow-up. 03/02/2026: Alejandra Gutierrez – Voicemail left for account maintenance and assistance follow-up. 03/04/2026: Jose Samano – Outbound follow-up attempt; unable to leave a voicemail. 03/09/2026: Alejandra Gutierrez – Voicemail left for account maintenance and assistance follow-up. 03/10/2026 – Outbound Call Left voicemail regarding Fresh Start options OB 03/16/2026 Follow-up call attempted to provide additional details regarding the Fresh Start program. No answer , left voice mail 03/20/2026 Attempted follow-up to provide additional details for an account update. No answer LEFT VOICEMAIL 03/20/2026 IB Customer called back requesting account details. Payoff balance was provided in the amount of \$22,927.15, valid as of 03/20/2026. Warranty details were reviewed, and the customer was educated accordingly. Customer stated they will check their email and reviewed the Fresh Start option prior to signing documents. Customer also advised they will be obtaining their own insurance and will submit the declaration page once available. A new task for the Fresh Start program was submitted. 03/21/2026 IB Customer called in to obtain information regarding the Fresh Start Program. Customer stated they will review the documents and requested that a new form be sent, as the previous one was no longer valid. Customer also advised they will wait for legal/court advice before deciding whether to continue with the account. Customer stated they will call back if they receive an update from their lawyer. Customer confirmed the account still has their own insurance. 03/23/2026 Attempted follow-up to provide additional details for an account update. No answer left voice mail "	
Billing information	Days past due: 0 Past due Balance: \$0 Current Balance: \$259.00 Number of months past due: 0 Months past due: 0 Regular Due dates: Bi-weekly Regular Payment: \$259.00 Internal Insurance: NO Balance of Internal Insurance: N/A Late Fees: \$0
Last Payment	8/21/2025
Fresh start	Fresh start task created on 3/10/2026 Fresh start form sent via email for 3/10/2026 FRESHSTART SMS 03/14/2026 Fresh start accepted 03/24/2026
Emails Sent Dates	3/6/26 4:14 PM 3/19/26 11:08 AM
SMS Sent Dates	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
OPT OUT	No
LAST FOLLOW UP	
03/27/2026 OB Attempted follow-up to provide additional details for an account update. Customer educated on account been current and next due date no further questions at the moment	

Tricolor Motion filer Detail	
Customer Name Docket # Phone Number in Motion Loan Number VIN # Email on File Language Contract link	Evaristo Valle Mendoza 688 Redacted PII x8482 x3544 Spanish
	<p>Summary: The customer has contacted the company regarding financial hardship due to reduced income and completed a partial payment. Numerous outbound calls and text messages have been made in good faith to provide continued support and account maintenance assistance. Recent attempts include successful voicemail delivery when available and documented call disconnections. All interactions and outreach efforts have been recorded to demonstrate consistent follow-up and compliance with internal procedures.</p> <p>Inbound Customer Interactions: 11/22/2025 – Inbound Call: Customer contacted the company requesting to make a payment arrangement, advising that his income had been affected due to a slow season. 11/28/2025 – Inbound Call: Customer contacted the company reiterating that his income was reduced due to slow season. A payment of \$700.00 was successfully processed on this date.</p> <p>Outbound Contact Attempts: Outbound calls and text messages were made as part of continued account maintenance and assistance efforts on the following dates: 11/18/2025 – Outbound Call 11/21/2025 – Outbound Call 12/18/2025 – Outbound Call 12/24/2025 – Outbound Call 12/27/2025 – Outbound Call 12/30/2025 – Outbound Call 12/30/2025 – Text Message Sent 01/02/2026 – Text Message Sent 01/02/2026 – Outbound Call 01/05/2026 – Outbound Call 01/08/2026 – Outbound Call 01/14/2026 – Outbound Call 01/17/2026 – Outbound Call 01/23/2026 – Outbound Call 01/26/2026 – Outbound Call 01/30/2026 – Text Message Sent 02/04/2026 – Outbound Call 02/07/2026 – Outbound Call 02/13/2026 – Outbound Call 02/16/2026 – Outbound Call 02/17/2026 – Outbound Call: No voicemail available; voicemail not set up.</p> <p>Payment History: Last Payment Received: 11/28/2025 – \$700.00 Recent Follow-Up Activity: 02/23/2026: Alejandra Gutierrez – Outbound follow-up for account maintenance and assistance. Call was answered, however the line was disconnected immediately after the company name was provided. 02/27/2026: Alejandra Gutierrez – Voicemail left while conducting follow-up for account maintenance and assistance. 03/02/2026: Alejandra Gutierrez – Voicemail left for account maintenance and assistance follow-up. 03/04/2026: Jose Samano – Voicemail left for account maintenance and assistance follow-up. 03/09/2026:</p>
DETAIL	<p>Billing information</p> Days past due: 118 Past due Balance: \$3,924.46 Current Balance: \$4,369.46 Number of months past due: 4.5 Months past due: November, December, January, February, March Regular Due dates: Bi-weekly Regular Payment: \$371.00 Internal Insurance: YES Late Fees: \$199.01
	<p>Last Payment</p> 11/28/2025
	<p>Fresh start</p> Fresh start task created on 3/10/2026 Fresh start form sent via email on 3/10/2026 FRESHSTART SMS 03/14/2026
	<p>Emails Sent Dates</p> n/a
<p>SMS Sent Dates</p> 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	
<p>Follow up</p>	<p>Last Attempt</p> 3/23/2026
<p>OPT OUT</p>	No
<p>LAST FOLLOW UP</p>	

Tricolor Motion filer Detail		
<p>Customer Name Docket # Phone Number in Motion Loan Number VIN # Email on File Language Contract link</p>	<p>Evaristo Valle Mendoza 688 Redacted PII x8482 x3544 Spanish</p>	<p>Billing information</p> <p>Days past due: 118 Past due Balance: \$3,924.46 Current Balance: \$4,369.46 Number of months past due: 4.5 Months past due: November, December, January, February, March Regular Due dates: Bi-weekly Regular Payment: \$371.00 Internal Insurance: YES Late Fees: \$199.01</p>
	<p>ALEJANDRA GUTIERREZ - LEFT VM doing follow up for account maintenance and assistance. 03/10/2026 - Outbound Call Left voicemail regarding Fresh Start options. OB 03/16/2026 Attempted follow-up with customer regarding the Fresh Start program. The customer stated they would like to speak with their lawyer first before moving forward with anything 03/20/2026 follow-up attempted to provide additional details for an account update. Customer indicated the matter is still open in court and stated they will wait for advice from their attorney before moving forward. No further questions at this time 03/23/2026 OB called customer to follow on account they advised they are currently waiting for legal advice from their attorney. Customer confirmed awareness of the Fresh Start Program and stated they will wait for guidance from their lawyer before deciding on next steps. No additional questions or requests at this time.</p>	<p>03/27/2026 OB Attempted follow up to provide additional details for account update, line was picked up and disconnected immediately</p>

Tricolor Motion filer Detail	
<p>Customer Name Docket # Phone Number in Motion Loan Number VIN # Email on File Language Contract link</p>	<p>Juan Pablo Frigoli Campos 689 Redacted PII TRC-422851 x6415 English</p>
<p>DETAIL</p>	<p>Summary: The customer has stated that she is represented by legal counsel and has requested that future documentation and inquiries be directed to her attorney. No attorney contact information has been formally provided beyond the name mentioned. Multiple outbound follow-up attempts have been made and documented. The account remains past due and in Repo Review status. All communications and outreach efforts have been recorded to demonstrate good-faith follow-up and compliance with internal documentation standards.</p> <p>Customer Contact & Legal Representation Statement: 12/04/2025 - Customer Contact Customer was contacted and advised that she has legal representation. Customer stated that her attorney would be reaching out on her behalf; however, no contact information or attorney details were provided during this interaction.</p> <p>Account Status & Payment History: Days Past Due (DPD): 86 days Account Status: Repo Review Last Payment Received: 01/22/2026</p> <p>Insurance Status: Customer currently has insurance through the company, as her prior insurance expired on 02/02/2026.</p> <p>Contact Activity Update: Since the customer indicated legal representation on 12/04/2025, no further inbound contact has been received from: The customer The customer's attorney Any authorized third party The account remains inactive from an inbound communication standpoint and continues under Repo Review status.</p> <p>Recent Outbound Follow-Up Attempts: 02/23/2026: Alejandra Gutierrez - Voicemail left conducting follow-up for account maintenance and assistance. 02/27/2026: Alejandra Gutierrez - Outbound attempt; wrong number reported by the individual who answered. Follow-up attempt documented. 03/02/2026: Alejandra Gutierrez - Successful outbound contact. Customer advised she is requesting documents and instructed the company to contact and send documentation directly to her legal representative, identified as Francisco Aguirre. Agent offered to send the requested documents directly to the customer; customer declined. Customer stated no further assistance was required at that time. 03/04/2026: Jose Samano - Outbound follow-up for account maintenance and assistance. Customer reiterated she has legal representation and advised the company to contact her attorney for any additional information needs. No further assistance requested. 03/10/2026 OB- Attempted to reach the customer the call was answered by a friend. The customer was driving and had to disconnect the call. OB 03/16/2026 Follow-up call attempted to provide additional details regarding the Fresh Start program. No answer , left voice mail 03/20/2026 Attempted follow-up to provide additional details for an account update. No answer LEFT VOICE MAIL 03/23/2026 Attempted follow-up to provide additional details for an account update. No answer voice mail full</p>
	<p>Billing information Days past due: 125 Past due Balance: \$4,651.60 Current Balance: \$4,651.60 Number of months past due: 5 Months past due: November, December, January, February, March Regular Due dates: Monthly, every 22nd Regular Payment: \$833.00 Internal Insurance: YES Balance of Internal Insurance: \$160.00 Late Fees: \$166.60"</p>
	<p>Last Payment 10/22/2025</p>
	<p>Fresh start Fresh start task created on 3/10/2026 Fresh start form sent via email On 3/10/2026 FRESHSTART SMS 03/14/2026</p>
	<p>Emails Sent Dates n/a</p>
	<p>SMS Sent Dates 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</p>
	<p style="text-align: center;">Follow up</p>
	<p>Last Attempt 3/23/2026</p>
	<p>OPT OUT No</p>
	<p style="text-align: center;">LAST FOLLOW UP</p>
	<p>03/27/2026 Attempted follow-up to provide additional details for an account update. No answer voice mail full</p>

Tricolor Motion filer Detail	
<p>Customer Name Docket # Phone Number in Motion Loan Number VIN # Email on File Language Contract link</p>	<p>German Augusto Hoyos Baquero 690 Redacted PII x8792 x7897 English</p>
<p>DETAIL</p>	<p>Summary: The customer has demonstrated consistent compliance with account obligations, maintaining timely payments and valid insurance coverage. Limited inbound contact occurred for informational purposes, with payment posted successfully. Routine outbound follow-up attempts were made in good faith to provide assistance; however, no additional action or concerns were identified. All activities have been documented to support clear case tracking, transparency, and compliance with internal procedures.</p> <p>Prior to October 2025: No customer contact was recorded. The account was current and well-maintained, with payments up to date.</p> <p>02/10/2026 – Inbound Call: Customer contacted the company requesting: A breakdown of the account balance Assistance accessing the payment portal During the same call, the customer successfully made a regular payment of \$296.00, which was posted to the account on 02/10/2026.</p> <p>Account Maintenance: Throughout the life of the loan, the account has remained properly maintained with no delinquency issues noted.</p> <p>Insurance Status: Customer maintains his own insurance policy, with coverage verified on file.</p> <p>Current Account Status (as of 02/17/2026): Remaining Balance: \$21,350.59 Payment Status: Account up to date No additional inbound or outbound contact recorded following the 02/10/2026 interaction, aside from routine follow-up attempts.</p> <p>Outbound Follow-Up Attempts: Outbound follow-up calls were conducted as part of standard account maintenance and assistance procedures:</p> <p>02/23/2026: Alejandra Gutierrez – Voicemail left for account maintenance and assistance follow-up.</p> <p>02/27/2026: Alejandra Gutierrez – Voicemail left for account maintenance and assistance follow-up.</p> <p>03/02/2026: Alejandra Gutierrez – Voicemail left for account maintenance and assistance follow-up.</p> <p>03/04/2026: Jose Samano – Voicemail left for account maintenance and assistance follow-up.</p> <p>03/09/2026: Alejandra Gutierrez – Voicemail left for account maintenance and assistance follow-up.</p> <p>03/23/2026 Attempted follow-up to provide additional details for an account update. No answer left voice mail</p>
	<p>Billing information Days past due: 0 Past due Balance: \$0 Current Balance: \$296.00 Number of months past due: 0 Months past due: N/A Regular Due dates: Bi-weekly Regular Payment: \$296.00 Internal Insurance: NO Balance of Internal Insurance: N/A Late Fees: \$0.00</p>
	<p>Last Payment 3/23/2026</p>
	<p>Fresh start Fresh start task created on 3/10/2026 Fresh start form sent via email On 3/10/2026 FRESHSTART SMS 03/14/2026</p>
	<p>Emails Sent Dates n/a</p>
	<p>SMS Sent Dates 1/26/2026 2/9/2026 2/10/2026 2/10/2026 2/2/2026</p>
	<p>OPT OUT No</p>
	<p>LAST FOLLOW UP</p>
	<p>03/27/2026 Attempted follow-up to provide additional details for an account update. No answer left voice mail</p>