

Lisa Clausen

From: Public Council Inbox
To: Chuck Cruise
Subject: RE: Legal Car theft?

Thank you for writing to the Burien City Council. Your message will be included in the Correspondence for the Record for an upcoming Council meeting.

L. Clausen
City Manager's Office

From: Chuck Cruise [mailto:cr_cruise@msn.com]
Sent: Wednesday, January 26, 2011 9:57 AM
To: Public Council Inbox
Subject: Legal Car theft?

Goodmorning,

I thought I'd tell you a little story about what seems to be legalized car theft.

I stepped out of my door to go to work on Tuesday morning at 5:05 am and my 2002 Dodge caravan was missing. I called 911 and was advised an officer was on the way. 5 minutes later I'm called back by 911 operator and she says the van had been repossessed by Bank of America at midnight (great watchdog we have) and she gave me their number to call. I told her this is strange since I have the clear title in my hand and paid cash for the van 11.5 months ago and had gone directly to licensing with the seller and watched him sign over a clear title to me.

I call the Bank of America number given to me by the 911 operator (1.800.398.5480) and it's answered by American Recovery Services who tell me they can't help me I need to call the tow company. I then call 911 again and they give me another number to call (253.. I call that number and I get Secure Asset Recovery who it seems is working for American Recovery Services. I'm told they can't help me but they do have my car.

I'm now thinking I should call Bank of America and send 20 minutes finding the right people in the BOA system to call. When I do get Bank of America they say they will check into it and call me back. They call me back and say they tow company will call me and let me know where the car is and how I retrieve it. I have to go get a car that was stolen from me? 1.5 hours later I leave work and head straight to the Burien Branch of Bank of America where I have been a "valued" customer since 1973.

I get to the bank and ask to see the manager who of course is not in today and then explain my problem to an employee who says we don't handle repo's here. I say you are my bank and need to handle this for me so they do take a complaint and then give me a number to call for making a complaint.

I go home to call BOA and make a complaint. I talk to two different people and they assure me someone has called the tow company. I get a "sorry for your inconvenience Mr. Cruise" from BOA and another number to call if I have more complaints.

I call the tow company and they say they "just got the release order" and the van will be brought back at 4pm. I say no it needs to be brought back now and they say ok. I find out they are in Puyallup and it will be 45 minutes till they get back to my house. While I'm waiting I notice that when they stole my care they dragged it while it was in park 258 ft to where it was put on the tow truck. I have studded snow tires and you can see the scrape marks the tires left as they went around two corners to get where they could get it on the tow truck.

I got the van back about 3:15pm and when I test drove it the transmission didn't seem right so I will be calling BOA again today.

I do not send you this letter because I expect or need you to help with this matter. I am more concerned that with the okay of the police someone is allowed to steal a car from a tax paying citizen in Burien.

Sincerely,
Chuck Cruise
206.403.8476

CFTR: 02/07/11
cc: Police - mgz

