

QUESTIONS FROM "LEASE SELLERS"

HOW EFFECTIVE IS SWAPLEASE? (HOW SUCCESSFUL ARE SELLERS AT FINDING SOMEONE TO ASSUME THEIR LEASE?)

Swaplease has helped numerous Lease Sellers successfully transfer their leases to satisfied Buyers. See [Success Stories](#) for a sampling of customer feedback. Much of an individual Seller's success is determined by the value presented in the lease and vehicle being offered. When the monthly payment is competitive and a reasonable number of miles remain on the lease, it is more likely that the right Buyer will find the deal in a short amount of time. Sellers can increase their odds of success, or improve the value represented by their vehicle and lease, by offering incentives to their basic deal. Sellers wanting to further increase their visibility can place their auto in the Swaplease Featured Auto Section. Please see [Tips for Sellers](#) for more information on incentives and what Lease Buyers look for.

WHAT IS THE "SWAPGARAGE"?

The "SwapGarage" is an area within the Swaplease website, where Sellers can view and manage activity on their account. The "SwapGarge" is accessed through the Signs-In area, on the top right of any page, with the username and password established when the account was created. Details about the number of "hits" or views an ad has received, as well as a listing of Registered Buyers is included in the SwapGarage. It is also from this area that the lease transfer process is initiated by the Seller, once a Buyer has agreed to assume their lease.

HOW DO "LEASE SELLERS" SAVE MONEY USING SWAPLEASE?

Lease Sellers can save money by finding someone to complete their lease, instead of the more costly alternatives involved in early lease termination. If a lessee simply wants to pay off the remainder of their lease, there are normally early termination fees assessed by the leasing company in addition to the remaining monthly payments owed. These costs can result in financial "penalties" climbing into thousands of dollars. Policies vary by leasing company, so to be certain of the terms of your individual lease you should consult your lease documents or lessor's customer service group.

If you'd like more detailed information on early lease termination options, we recommend www.lease-advisor.com -- a valuable leasing content website that addresses the subject of early lease termination in depth.

HOW DO I LIST MY VEHICLE WITH SWAPLEASE?

To list your vehicle, simply click on Sell a Lease from any page on the site. From there you will be led through a three-step listing process where we will collect contact information, vehicle information, and details on your lease. At the end of the listing process, you will be asked to select from one of three listing packages varying in price. The primary difference between the different options is the amount of exposure your listing will receive, and the length of time your listing is active on the site. If you have any questions or difficulties during the listing process, please Contact Us for assistance.

CAN I ADD MY OWN PICTURE TO MY VEHICLE LISTING?

Yes, to do this, just email us the photo along with some reference to the vehicle (your name or the SAL Vehicle ID) to photo@swapalease.com. If you do not have an electronic file, but would still like to see a photo of your actual vehicle listing, we can scan it for you and upload the image to your listing. You can mail the photo to the address found at [Contact Us](#).

HOW DO I FIND MY LISTING?

There are two ways for a Seller to view their vehicle listing. You can [Sign-In](#) with the username and password chosen when creating your account. This will take you to an "Account Management" area. From there you can select "view listing" to see your ad. You can also go directly to your ad by clicking on [Vehicle Search](#) and enter your Swapalease Vehicle ID into the appropriate area on that page.

HOW DO I CHANGE INFORMATION ON MY VEHICLE LISTING OR ACCOUNT?

You can edit your listing or update your contact information when you [Sign-In](#) with the username and password chosen when creating your account. To edit the listing, click on "Edit Ad". Simply change any details required and submit the form. The process follows the same steps, which you followed when you originally input your information. To update contact information, click on "Edit Personal Information", make any changes required and submit.

CAN I OFFER INCENTIVES TO MAKE MY LISTING MORE ATTRACTIVE?

Yes! In many cases it may make sense for a Seller to sweeten their deal by offering an incentive. Typical incentives include offering to pay transfer fees, make payments for the Buyer or even offer cash for taking over the lease. If your payment is not competitive, or you have used more miles than appropriate, offering an incentive is a good way to offset these negatives and improve your odds for success. Listings with incentives are indicated with a "\$", which draws additional Buyer attention to the ad.

HOW DO I OFFER AN INCENTIVE?

Incentives can be noted in the "additional information" area of your vehicle ad when you are listing your vehicle. To get the "\$" marking, you will need to advise Swapalease that you have included an incentive by checking the appropriate textbox and entering your incentive in the "additional information" area. You can email us at support2@swapalease.com if you have any further questions.

HOW DO I DEACTIVATE/REMOVE MY VEHICLE LISTING FROM THE WEB SITE?

It is necessary to contact Swapalease.com directly by telephone or email to deactivate/remove your vehicle listing from the site. When corresponding with Swapalease it is helpful to have your Swapalease Identification Number (SALID#) available. Please note the following contact information: Telephone 1-866-SWAPNOW (1-866-792-7669) Email support@swapalease.com.

HOW DO I INITIATE THE LEASE TRANSFER?

To initiate the lease transfer, you will need to [Sign-In](#) at Swapalease with the username and password established when you created the account. Then go to your "Seller Mailbox". There is an option within the "Seller Mailbox" to "Initiate Transaction with Serious Buyer". When you click on this option, you will see a list of Buyers who have registered with Swapalease, and have expressed interest in your vehicle. The Buyer that has agreed to assume your lease should be listed there. You will select the appropriate Buyer and complete the initiation by entering your credit card information and approving the \$95 Success Fee to Swapalease. (This fee will not be refunded, should the lease transfer fall through for any reason. However, it will be credited toward future lease transfer initiations.)

NOTE: SWAPPER'S CLUB members do not have to pay the \$95.00 success fee when initiating a lease transfer.

If the correct Buyer is not listed among your Registered Buyers, it may be necessary for them to complete registration before you can start the lease transfer in this manner. In this case, you should feel free to [Contact Us](#) and we will do what is necessary to get the transfer moving.

WHAT IS THE "SWAPGARAGE"?

The "SwapGarage" is an area within the Swapalease website, where Sellers can view and manage activity on their account. The "SwapGarge" is accessed through the Signs-In area, on the top right of any page, with the username and password established when the account was created. Details about the number of "hits" or views an ad has received, as well as a listing of Registered Buyers is included in the SwapGarage. It is also from this area that the lease transfer process is initiated by the Seller, once a Buyer has agreed to assume their lease.

HOW WILL BUYERS CONTACT ME?

There are two ways for a potential Buyer to contact a Lease Seller using Swapalease. The first way is for a Buyer to email a question to a Seller via the website, using the "Ask Seller a Question" feature. The Buyer's questions will be forwarded to the email address listed in the Seller's contact information. The Seller simply replies to the email, and the response is returned to the interested Buyer's email address. The second way that a Buyer may get in touch with you is through direct contact. "Registered Buyers" can request the contact information for the Seller of any vehicle on the site. When they make a request they receive the name, phone numbers and email address for the Seller. At the same time, the Buyer's contact information is emailed to the Seller, and the Registered Buyer's name and information are posted in the appropriate "Seller Mailbox". This way, both the Seller and Buyer can make direct contact to discuss the vehicle and lease transfer details. Both of these methods are initiated from the vehicle ad.

AM I STILL HELD LIABLE ONCE THE LEASE HAS BEEN TRANSFERRED?

Whether or not the original lessee is liable once the lease is transferred depends on the leasing company involved. Most leasing companies completely remove the first individual from the account and some choose to leave the original lessee liable as a guarantor. When the original leaseholder is removed, the lease transfer is typically referred to as a "lease assumption". When liability remains with the original lessee, the process is known as a "transfer of equity". You can find details on the liability policy for many leasing companies within [Leasing Company Information](#) at this site. If you don't find information for your leasing company or would like to know how to avoid potential post transfer liability please contact us at 1-866-SWAPNOW (1-866-792-7669).

WHAT IF MY LEASING COMPANY DOES NOT PERMIT LEASE TRANSFERS?

Please contact Swapalease.com directly because we have other options that may help you exit your lease even if your leasing company does not support lease transfers. It is important to note that the programs we have available to address these situations work within the guidelines set forth by your leasing company, will not jeopardize your credit, and have nothing to do with subleasing.

An example of another option or solution in these situations is the Swapalease.com New Lease Program. Please call us toll free at 1-866-SWAPNOW (1-866-792-7669) for more details.