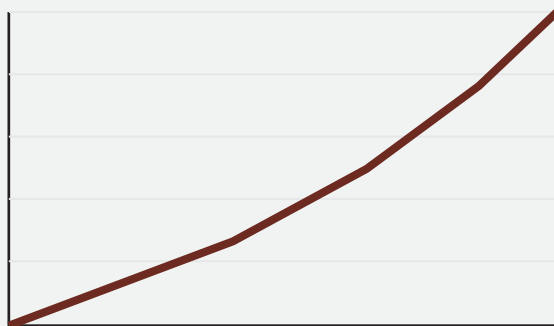


When Every Day Costs More: Why Specialized Towing & Storage Resolution Delivers Real Value

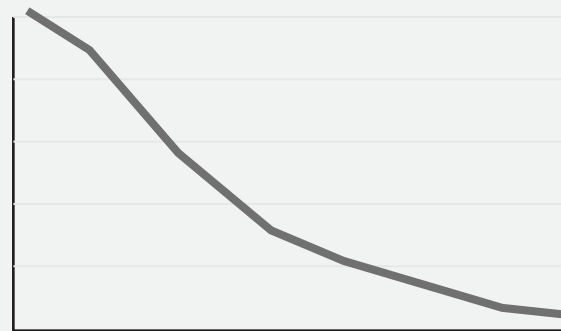
In the world of heavy equipment and trucking claims, few costs grow as quickly or as unpredictably as towing and storage. A single event often exceeds \$30,000 before an adjuster has even had time to review an invoice. Storage charges accumulate daily, often at inflated or poorly regulated rates. And when resolution lags, costs compound.

For insurers and risk managers, towing and storage is the silent drain on claim outcomes. It is rarely the focal point of claims management, but it has an outsized impact on expenses, cycle time, and client satisfaction. Without a specialized approach, carriers end up paying more, waiting longer, and missing critical opportunities for savings.

Average daily storage cost escalation vs. Veritas reduction curve



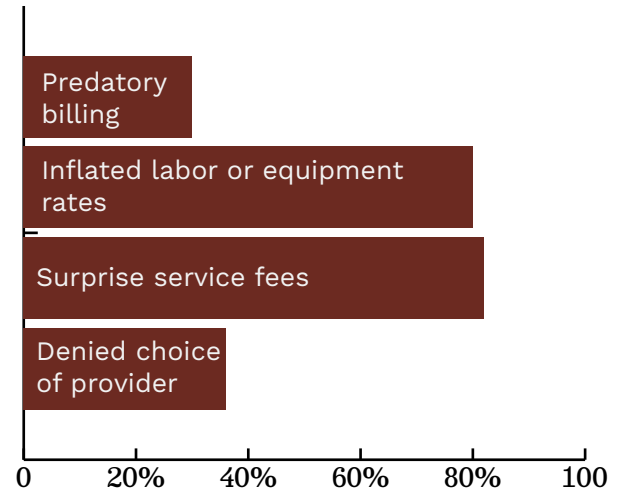
Average Daily Storage Cost Escalation



Veritas Reduction Curve

The Hidden Crisis in Towing & Storage

Industry research makes the scale of the problem clear. Nearly 30 percent of all crash-related tows in the U.S. involve predatory billing practices, including excessive hourly, per-mile, or per-pound charges, unauthorized administrative fees, and inflated daily storage rates [1]. More than 80 percent of motor carriers report encountering inflated labor or equipment rates, and 81.8 percent report being hit with surprise service fees [2]. In non-consensual tows, such as those ordered by law enforcement, carriers were denied choice of provider in 36 percent of cases [3]. At the same time, inflation and capacity constraints in freight corridors are driving storage costs higher, amplifying the financial impact of delayed resolutions [4].



Why Veritas' Approach Works

The Veritas Towing and Storage Resolution Group was built from the inside out. Every member of the team has either owned a tow yard, worked in one, or spent years directly engaged with towing and storage operations. This depth of experience ensures each claim is handled by specialists who understand the business from the inside.

Our method is practical, respectful, and relentlessly thorough:

- Comprehensive invoice audits against local laws and industry standards.
- Detailed charge breakdowns and supporting documentation for every case.
- Collaborative negotiation, not combative standoffs, to protect relationships with tow operators who are critical to the supply chain.
- End-to-end management of re-tows, transloads, disposals, payment logistics, and inter-carrier communications.
- Customized reporting tailored to each client's cadence, dashboard preferences, and service line view.
- Proactive opportunity identification—every file is reviewed for hidden recovery potential.

This combination of technical expertise and industry respect secures reductions without burning bridges. For many carriers, this service effectively pays for itself. Regular clients of the Veritas Towing and Storage Resolution Group often receive monthly reimbursement checks based on savings that offset—or even exceed—the costs of other claim handling services.



Real Results, Real Savings

The outcomes speak for themselves:

- One of our senior experts has achieved lifetime towing and storage savings exceeding \$8,900,000, reflecting consistent, proven results across years of dedicated client service.
- For one of the nation's largest insurance providers, our team secured nearly \$40,000 in savings on a single towing and storage matter, ensuring timely release of equipment while minimizing costs.
- Another program partner achieved savings of more than \$650,000 annually through Veritas' towing and storage services.

Clients consistently describe the experience as exceptional, citing quick turnaround, transparent communication, and measurable results.

Congress and federal agencies are beginning to take notice. The House Appropriations Committee has advanced legislation targeting “ransom billing,” while the FTC and FMCSA are reviewing towing industry fee practices [5]. Industry associations are lobbying for standardized billing, and technology gaps remain as many operators continue to rely on paper-based systems [6].

These developments underscore the importance of having a proactive towing resolution strategy—one that not only mitigates today's costs but prepares for tomorrow's regulatory and operational landscape.

Veritas' Towing and Storage Resolution Group delivers unmatched expertise, collaborative industry relationships, and a track record of real savings. In an industry where every day of delay means more dollars lost, Veritas ensures insurers and clients stay ahead, protecting bottom lines while moving claims forward with confidence.

References

- [1] American Transportation Research Institute, 2024
- [2] American Trucking Associations, 2024
- [3] Trucking News, 2024
- [4] FleetOwner, 2024
- [5] The American Prospect, 2024; U.S. Department of Transportation, 2024
- [6] FleetOwner, 2024

