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DTF Offers Dealers “One-stop Shopping” with a Competitive Program

Known for its impeccable customer service, Diesel Specialists of Orlando, which was named the 2010 National Dealer of the Year by Mitsubishi Fuso Truck of America, chooses to work with business partners who provide the same.

And that’s why co-owner and Chief Financial Officer Marie Lovell, who has 23 years in the truck dealership business, doesn’t hesitate to rave about Daimler Truck Financial (DTF).

“The Daimler people are extremely professional, qualified and knowledgeable,” she says.

And while you can’t put a price on customer service, you sure can put a price on lots of other things, which Lovell is quick to point out. Especially since that price is tens of thousands of dollars – the amount she estimates she’s saved in one year after switching her floorplan to DTF.

In addition to the competitive interest rate on her floorplan, she has achieved savings through taking advantage of DTF’s unique Cash Management Agreement (CMA) option and other financing products.

“I don’t see DTF as a ‘floorplan source’ but rather an overall money source, a complete package of banking. Most competitors only offer floorplanning, and not all the other services that I get from DTF,” she said.

“The wide variety of offerings really drew me to DTF. It’s one-stop shopping with competitive rates, and using one provider consolidates the people I need to work with.”

And, she adds, not just “any people,” but professionals whom she feels wholeheartedly appreciate their dealer body. “We are so impressed that DTF has a group specifically designed to support the FUSO dealers. They embrace our passion for the product and our customers.”

She also mentions the ease of DTF’s floorplan audit. “We have had great success with their quick audit process. With other companies, audits can be a pain in the neck—both wasting time and consuming our staff.”

Lovell says that whether she’s calling about her line of credit, her floorplan, or some other financial question, she gets a level of service that she hasn’t seen elsewhere. “People like my husband and me are very involved in the day-to-day workings of our business. We crave a personal connection with our financial partners, and that’s what we get with DTF.”

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