

A1's Towing & Hauling
160 West Mallory Avenue
Memphis, TN 38109

A1's Towing & Hauling is deeply committed to rectifying any misinformation or lack of transparency and is dedicated to protecting its reputation.

We want to emphasize that A1's Towing & Hauling takes customer interactions seriously. To maintain transparency and accountability, members of our A1's Towing & Hauling team and representatives wear body cameras that record and upload every interaction with our customers, regardless of whether they are happy or disgruntled. These recordings serve as a testament to our commitment to maintaining the highest standards of service and professionalism. This also provides protection for our representatives and company when individuals seek to be untruthful regarding their interactions.

Part of ensuring that we operate transparently and document every transaction is part of the reason why when our team has come under all of the false allegations fueled by inaccurate media reporting, we are able to provide a successful defense of the truth that allows us to continuously prevail.

One of the most significant inaccuracies we wish to address is the claim that A1's Towing & Hauling has been involved in illegal towing practices. We want to make it unequivocally clear that this assertion is entirely false. A1's Towing & Hauling operates on a strict protocol wherein we respond to service requests from individuals and companies, including our services for parking compliance. Our drivers are dispatched from our yard to perform these services professionally and within the boundaries of the law. Any attempts to depict A1's Towing & Hauling as participating in illegal towing, price gouging, or any other illicit activities are baseless and untruthful.

A1's Towing & Hauling has not violated any civil ordinance with the fees charged for booting. Sec 11-70-8 applies to passenger motor vehicles, not for commercial vehicles such as 18-wheelers, big rigs, or tractor-trailers within the City of Memphis. In addition, the State of Tennessee Code 47-18-3203 supersedes all local ordinances, rules, or other enactments regarding booting and a vehicle owner's failure to pay a required parking charge.

It is crucial to recognize that in situations like these, there are often individuals who may not be pleased when rules are enforced, and they are held accountable for their actions. As many of the complaints have stated, the truck drivers acknowledged that they knew they had to pay for parking yet refused to do so. Before being towed, all individuals are offered the opportunity to have the boot removed. Many of them refuse, which in return grants us permission to have the tractor-trailers towed per the request of those utilizing our services for parking enforcement. In addition, it is also considered trespassing when drivers have stated they will not correct their actions of illegally parking.

A1's Towing & Hauling has successfully completed thousands of service calls for our clients without any complaints. In comparison to other competitors in the industry, A1's Towing & Hauling offers competitive rates and, in many cases, even lower rates while upholding the highest ethical standards.

Each individual that interacts with any of A1's Towing & Hauling compliance representatives are provided with a card that clearly states payment options and that our compliance agents do **NOT** accept cash. We do accept other forms of payment including debit/credit cards, as well as Zelle, Cash App, ACH and Direct Bank Wire. A1's Towing & Hauling only accepts cash at our office, not in the field. We do not accept any EFS Money Codes or Venmo; any individual stating otherwise is being untruthful.

A1's Towing & Hauling is resolute in its commitment to providing top-notch towing and hauling services to our valued customers. We are equally committed to addressing any concerns or misconceptions that may arise. We encourage open communication and welcome the opportunity to engage with our customers, media, and the public to clear up any doubts or questions.

Best Regards,

A1's Towing & Hauling

Enc: copy of tow card

S COMPLIANCE

ATED OR TOWED?

901-217-8697

Zelle: Axadispatch@yahoo.com

Cash App: 9012178697

Tn, Ar, Ms

S Line customer service email

HELP@SLINEPARKING.COM

Compliance agents
don't accept
cash.
Methods of payment are
Cash app, zelle, or Qr

