

## Response to COVID-19:

Greetings,

We will continue to be open 24/7 to release vehicles and we will continue to monitor CDC guidelines and recommendations.

During this period, the City of San Antonio is requiring that you make an appointment to access your vehicle. Please call the San Antonio Vehicle Impound Facility to schedule your appointment. Our staff will work with you to determine what documentation you will need to access your vehicle and how to submit your documentation prior to your scheduled appointment. If proper documentation has not been provided prior to your arrival for your appointment, you will not be granted access to your vehicle.

As always, you are welcomed to call or email our office to get information about the vehicle in question. Email is monitored 24/7 and responses are quick. We do not accept payments online or over the phone so payment will have to be done in person.

We would like to take this time to remind everyone to take the following precautions:

- Wash hands often
- Avoid close contact with others
- Cover coughs and sneezes
- Stay home if you are sick
- Clean and disinfect

We will be monitoring the lobby and we are disinfecting more frequently. Below is a short list of information you might need to release your vehicle.

**Phone: 210-881-8440**

**Fax: 210-664-3838**

**Email: [impound@alaniswrecker.net](mailto:impound@alaniswrecker.net)**

**If you are listed as the REGISTERED OWNER and vehicle REGISTRATION IS CURRENT, you will need:**

- CURRENT government issued Driver's License (to drive out)
- CURRENT Insurance (to drive out)

**If you are listed as the REGISTERED OWNER and your REGISTRATION IS EXPIRED, you will need:**

- Original Title in your name- Front and Back
- A licensed tow service (CANNOT drive out with expired registration) (tow service must be present at time of payment)
- CURRENT government issued Identification

**If you are an INTERESTED PARTY and vehicle REGISTRATION IS CURRENT, you will need:**

- CURRENT government issued Driver's License
- Notarized VSF
- Notarized Handwritten Letter

**If you are an INTERESTED PARTY and vehicle REGISTRATION IS EXPIRED, you will need:**

- Original Title- Front and Back
- A licensed tow service (CANNOT drive out with expired registration) (tow service must be present at time of payment)
- Notarized VSF
- Notarized Handwritten Letter

**If you are a TOW OPERATOR releasing a vehicle you will need:**

- Credentials: Current Driver's License, Current TDLR, Cab Card Certificate, Current Insurance
- Notarized VSF
- Notarized Handwritten Letter

**IF DRIVING OUT YOU MUST HAVE:**

- CURRENT Driver's License
- CURRENT Insurance
- CURRENT Registration