



FREQUENTLY ASKED QUESTIONS

Q. What is a catalytic converter and why is theft rising so fast?

A. A catalytic converter removes toxins and pollutants from exhaust. It contains platinum, palladium and rhodium which are all precious metals. These metals react with exhaust to remove pollutants. The prices of these metals have reached all time highs, giving thieves good reason to steal them.

Q. How do thieves steal them?

A. The converter is part of the exhaust system and sits in between the engine manifold and muffler. Thieves can slide under the vehicle with a battery powered saw and remove the converter in less than 60 seconds.

Q. How much do thieves get for a catalytic converter?

A. A thief can get anywhere between \$50 and \$300 per converter. Hybrid converters command higher prices because they contain more of the precious metals. In fact some vehicles (Prius) have two (2) or more catalytic converters. A Toyota Tundra has four (4).

Q. How does SAFECAT work?

A. SAFECAT is a theft deterrent with a replacement benefit. The marking kit includes an ultra-destruct label and a unique number etched into the converter metal. The number is registered into a database accessible by law enforcement. Converter marking is a recommended theft deterrent.

Q. What is the replacement benefit?

A. If the converter is stolen and not recovered in 30 days, the limited warranty reimburses the customer up to \$3000 for repair and/or replacement. Wise F&I is the administrator and Old Republic is the insurer. The warranty term is 5 years.

Q. How much does it cost to replace a catalytic converter?

A. NICB estimates the average cost of replacement between \$1000 and \$3000.

Q. How does SAFECAT installation work?

A. The marking kit includes a unique label and etch. No special tools or training is required. Remove the adhesive backing and place the label on a dry, clean and cool catalytic converter. Use the brush to fill the laser cut number & web address with etch fluid. Idle the car for a minute or two and you are done.

Q. Does the vehicle have to be placed on a lift?

A. No. Most SUV's, trucks and vans have enough clearance to slide under the vehicle. Passenger cars with low clearance may have to be lifted with a jack. Installation generally takes less than 5 minutes.



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Q. Is SAFECAT available for pre-load?

A. Yes. This is a great product for pre-load. Works very well as part of a security bundle. Dealer only pays for labels upfront. Warranty is registered and remitted when sold.

Q. Doesn't the customer insurance cover the cost of replacement?

A. If the customer has the correct coverage (comp & collision) the insurance may reimburse the cost AFTER the customer pays the deductible (usually \$500 - \$1000 or more). The customer may also be subject to a rate increase upon renewal.

Q. How are claims paid?

A. The customer will contact Wise F&I directly to file a claim. They will need to have a copy of their police report, warranty form and invoice for the replacement. Wise will reimburse the customer up to \$3000. Only one claim is paid per warranty.

Q. Is the warranty transferrable?

A. No. Not at this time.

Q. Can the dealer sell SAFECAT on the drive?

A. Yes, the product can be sold on the service drive.

Q. How is the warranty registered?

A. The warranty is registered at time of sale directly through the Wise F&I Portal. The warranty form(s) is printed directly from the portal after registration.

Q. How does the dealer obtain marking kits?

A. The kits are ordered and paid for directly from SAFECAT. The warranty is registered and remitted separately to Wise F&I.

Q. How do we sign up a dealer?

A. If the dealer is already signed up with Wise, simply complete, sign and return the Wise Product Line Addendum (PLA) for SAFECAT. If the dealer is NOT already signed with Wise F&I, complete the Dealer Originator Agreement AND Wise PLA for SAFECAT.

Q. How long does it take to receive the marking kits?

A. Allow 3 – 4 weeks for the marking kits to arrive once ordered and paid. They are manufactured in the UK. SAFECAT maintains a small supply to expedite initial orders.