

## FULLY INSURED & FINANCIALLY STRONG

All of our products are fully insured by an A. M. Best "A" rated (Excellent) insurance carrier, giving you and your customers the peace-of-mind you've been looking for.

Endurance DS is a portfolio company of TRP Capital, a transportation focused private equity firm. Since 1997, the TRP team has invested over \$675 million of equity in 22 platform transactions. Historical transactions include Penske Automotive Group (NYSE: PAG) Nacarato Volvo Trucks, Universal Technical Institute (NYSE: UTI), National Powersport Auctions, and Smith System.

TRP's philosophy is to support existing management teams while giving them autonomy to run the business. TRP's principals have 75+ years of experience in the areas of finance and transportation-related investing.

As a portfolio company of TRP, Endurance DS is able to capitalize on their strategic relationships, commercial synergies, and the transportation expertise of all of TRP's partners, including Penske Corporation and its subsidiaries, partners and affiliates.



Welcome to Endurance Dealer Services, the industry's fastest growing vehicle service contract administrator and premier provider of auto-related products and services in the nation. EDS provides top quality F&I products that can fortify your business, recession proof your dealerships, and help you design a customer experience that fosters long-term relationships and repeat sales.

ONG-TERM SUCCESS!

Our full suite of vehicle protection programs includes 3 unique used car products, aggressive terms like ANY MILE and UNLIMITED MILE, the most extensive EXCLUSIONARY coverage in the industry, plans for vehicles up to 15 years old with up to 175,000 miles at time of sale, as well as GAP and a wide range of ancillary products.

From customizing our products and services to meet your needs to providing the tools and resources that will help you grow, we're dedicated to building solid, success-driven relationships!

WE INVITE YOU TO LEARN MORE ABOUT EDS & LOOK FORWARD TO DOING BUSINESS WITH YOU!

# **PRACTICES**

Choosing a business partner is about more than the products and services, it's about the complete experience.

That's why at EDS, we're focused on ensuring your experience is positive, responsive, honest and authentic – from first meeting to final claim payment.

### WHY WORK WITH ENDURANCE DS?

- We provide integrity, simplicity, and a comprehensive knowledge of the automotive industry
- We offer process-driven training for all production positions inside your dealerships
- Claims are paid instantly by credit card for all covered repairs to ensure dealers don't wait for reimbursement, and customers won't have high out of pocket expenses
- We have the industry's most comprehensive
   e-contracting solution, making selling and managing
   products simple, efficient and mistake proof
- EDS is fully integrated with the top 20 menu and DMS systems in the nation
- We have the most generous profit sharing and reinsurance programs in the industry
- Clients have access to a full reporting suite including productivity ranking, production summary, loss summary, monthly contract activity by selling account, and many others
- Meenan P.A. oversees all filing and regulatory compliance for EDS to ensure we stay informed and adapt to the latest regulatory developments.
   All phone calls are recorded and available for compliance purposes
- We provide total transparency on all reinsurance and retro program costs with no hidden fees



### AWARD-WINNING CUSTOMER SERVICE & CLAIMS ADJUDICATION



Endurance is the only vehicle service contract company in the country that is both A+ rated & accredited by the Better Business Bureau and has more than 200 positive comments posted there by consumers!



Endurance Vehicle
Protection has made
the Inc. 5000 List
of Fastest Growing
Private Companies
in the United States
two years in a row 2015 and 2016!



Voted Gold Best
Extended Coverage
Provider on
TopTenReview™
the Internet's most
comprehensive
independent review site,
three years in a row.



Ranked in Crain's 2016
Fast Fifty List of fastest
growing companies in
the Chicago area for our
substantial growth and
gains over a five-year
period of over 274%!



Selected by American Business Awards as the Bronze Customer Service Department of the Year and Company of the Year in 2016 and 2015, and Gold Customer Service Department of the Year in 2014!



Mentioned on Forbes.com for having "one of the fastest customer response speeds."



Ranked #1 on Consumer
Affairs, a consumer awareness
site featuring actual reviews
from customers.



Endurance DS has an extensive line of vehicle protection programs, with options and add-ons, for most of the vehicles you sell. Each offers a series of coverage choices ranging from comprehensive coverage to more economical plans that cover just core components. Whether you deal in new vehicles or pre-owned with low or high mileage — with or without an existing manufacturer's warranty — we have a plan that will add value to every car on the lot.

### **ENDURANCE VSC PROGRAMS & MUCH MORE!**

- Apex VSC Core Add-On Program
- Classic Care VSC Program
- Essential Care VSC Program
- Auto Secure VSC Program
- EDS GAP Program
- Apex Certified Limited Warranty Program

- Combo 5 in 1 Ultimate Titanium Plus
- Traceable Theft Protection
- Lease Excess Wear & Tear
- Tire & Wheel Hazard Program
- Paint & Fabric, Paintless Dent Repair,
   Key Replacement Programs and more!

EDS is a nationally recognized administrator and obligor of our own vehicle protection plans and programs, so we can quickly and easily customize our products to meet your company's changing needs.

## VALUE-ADDED, PEACE OF MIND BENEFITS FOR YOUR CUSTOMERS



### **VEHICLE PROTECTION**

Endurance pays the manufacturer's suggested retail price for parts and your repair facility's posted labor rate, plus all tear-down, diagnostic, fluids and taxes on covered repairs.



### ACCEPTED BY ALL LICENSED REPAIR FACILITIES

Endurance protection plans are accepted by repair facilities nationwide. All claims are paid directly by corporate credit card.



### TRIP INTERRUPTION

If your vehicle breaks down due to a covered component, and you're more than 100 miles away from home, Endurance will reimburse you for your meal and/or lodging expenses for up to 3 days at \$150 per day.



### **ROADSIDE ASSISTANCE**

- 24-hour roadside assistance
- Flat tire change
- Vehicle jump start
- Lockout key recovery
- Emergency fuel, oil or coolant delivery



### RENTAL REIMBURSEMENT

If you're in need of a rental vehicle due to covered repair work, Endurance will provide rental coverage with no deductible for up to 5 days at \$40 per day.



### **TOWING COVERAGE**

All Endurance protection plans provide Sign & Drive towing.



### INCREASED RETAIL VALUE

If a customer sells their vehicle, the remaining Endurance coverage can be transferred to the new owner, allowing them the possibility of higher resale value.



# E-CONTRACTING SOLUTION

Endurance provides a powerful on-line e-contracting platform which allows dealers to sell and manage our full suite of products from one log-in. Fast and easy-to-use, the system includes web-based rating tools for real-time access to rates and on-the-spot contract creation/submission. It automatically displays the right products and options based on vehicle VIN, and generates PDF contracts for customers when complete, ensuring mistake-proof selling – from start to finish!

### SALES PLATFORM DETAILS:

- Accessible from any Internet-connected device, regardless of operating system
- Areas to save draft contracts, void, recall, edit, or submit in batches later
- Downloadable archive of all EDS forms
- Create Service Contract Remittance Registers to print and mail in with payments
- Supports multiple users and log-ins
- Easy-to-use Internet claims monitoring and reporting 24 hours a day

From vehicle rates,
to batch contract
processing, to claims
– our powerful on-line
system eliminates
contract processing errors
while enabling dealers to
control retail profit with
no technology risk and
top-level security.





### TERM/MILES ADDED TO SALE DATE & CURRENT MILEAGE

### **APEX PRO**

Top level exclusionary coverage providing the most comprehensive protection. Available for vehicles 10 years old with up to 125,000 miles at time of sale.

### **APEX PREMIER**

Top level stated component coverage.

Available for vehicles 15 years old with up to 150,000 miles.

### **APEX SELECT PLUS**

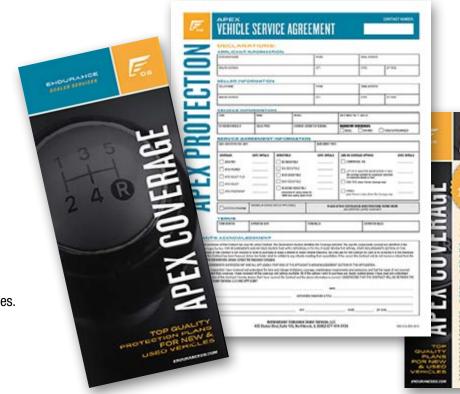
Strong stated component coverage designed for older vehicles. Available for vehicles 15 years old with up to 175,000 miles.

### **APEX SELECT**

Stated component coverage offering protection for most parts of the engine, transmission, drive axle, and turbo/supercharger. Available for vehicles 15 years old with up to 175,000 miles.

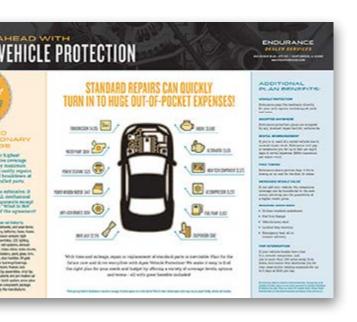
### **APEX POWERWRAP**

Exclusionary coverage designed to "wrap" around any manufacturer's Powertrain warranty. Available for vehicles 5 years old with up to 50,000 miles at the time of purchase.



Our newly expanded
Apex Program, designed
by dealers for dealers,
includes the most extensive
coverage, aggressive
eligibility guidelines and
best pricing in the industry!
Apex coverage offers a series
of choices, ranging from one
of the most comprehensive
coverages nationwide to more
economical plans that cover
iust core components.

All plans include 24-hour roadside services, towing, car rental, trip interruption & more!



### ADDITIONAL COVERAGE DETAILS

### **DEDUCTIBLE:**

- Standard \$100
- Optional \$0, \$50, \$200 or Disappearing

### **SEALS & GASKETS:**

Covered on all listed components on vehicles with less than 125,000 miles at time of sale.

### **HIGH TECH OPTION:**

Available with surcharge on APEX Premier only; included on APEX Pro. Provides coverage for back up camera & sensors/ perimeter warning; video system & display screen, radio, compact disc player, and cassette player, GPS/NAV systems; blind spot sensors; electronic driver information display; anti-theft systems (remote excluded).

### **HYBRID VEHICLE OPTION:**

Available with APEX Premier or APEX Select Plus only; included on APEX Pro or APEX Powerwrap. Provides coverage for the electric motor, power controller, inverter assembly, generator(s), electronic air conditioning compressor, and electronic power steering pump. Batteries are excluded.

### **COMMERCIAL USE OPTION:**

Available with surcharge on all plans. Provides coverage for vehicles used for the business purpose of farming or ranching, pushing, pulling, or hauling material of any kind, route work, job site activities, service or repair work, or has been issued commercial plates in the state in which it is titled, or is used for a commercial enterprise. Vehicles used commercially for snow removal must be equipped with factory installed or factory authorized snowplow package. Usage must not exceed manufacturer's ratings and/or limitations.



### LIFT KIT/TIRE MODIFICATION OPTION:

Available with surcharge on all plans. Provides coverage when the vehicle is equipped with oversized tires or body or suspension lifts at the time of vehicle purchase. The Lift Kit/Tire modification and all of their assemblies that are in addition to factory installed parts are excluded from coverage. The maximum increase for a body/suspension lift combined cannot exceed 6 inches. The maximum tire height modification allowed is 4 inches in overall diameter larger than the manufacturer's specifications. No coverage is available for suspension reductions or undersized wheels or tires.



### LISTED COMPONENT COVERAGE WITH NO MILEAGE RESTRICTIONS



### LEVEL 1

Basic stated component coverage for essential listed parts, including:

- Engine
- Turbo/Supercharger
- Automatic Transmission
- Manual Transmission
- Drive Axle Assembly
- Transfer Unit
- Cooling System
- Electrical Components
- Seals & Gaskets

### LEVEL 2

Mid-level stated component coverage which includes everything listed in Level 1, plus the following:

- Brakes
- Steering
- Air Conditioning & Heating
- Fuel System
- Cooling System (Enhanced)
- Electrical Components (Enhanced)

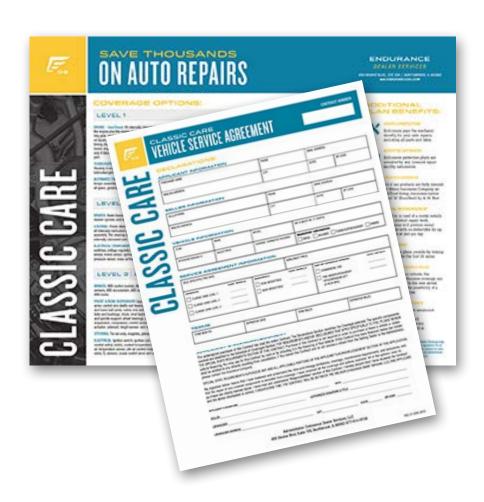
### LEVEL 3

Top-level stated component coverage which includes everything listed in Levels 1 and 2, plus the following:

- Brakes (Enhanced)
- Front & Rear Suspension
- Steering (Enhanced)
- Fuel System (Enhanced)
- Cooling System (Enhanced)
- Electrical Components (Enhanced)
- Air Conditioning & Heating (Enhanced)

The Classic Care Program offers three levels of stated component coverage for vehicles up to 15 years old with terms that include no mileage restrictions, real seals & gasket and true wear & tear.

All plans include 24-hour roadside services, towing, car rental, trip interruption & more!



### ADDITIONAL COVERAGE DETAILS

### **OPTIONS/SURCHARGES:**

- Lift Kit/Tire Modification (Up to 6" Max.)
- 4x4/All Wheel Drive
- Turbo/Supercharger
- Commercial Use
- Diesel
- Hybrid

### **DEDUCTIBLE:**

Based on coverage choice and dealer selection:

- \$100
- \$200

### **SEALS & GASKETS:**

Covered on all listed components. Available on vehicles with less than 125,000 miles at time of sale.





### LIMITED LIABILITY WITH NO MILEAGE RESTRICTIONS



### LEVEL 1

Basic stated component coverage for essential listed parts, including:

- Engine
- Turbo/Supercharger
- Transmission
- Drive Axle Assembly
- Electrical Components
- Fuel System
- Steering
- Seals & Gaskets

### LEVEL 2

Mid-level stated component coverage which includes everything listed in Level 1, plus the following:

- Air Conditioning
- Electrical Components (Enhanced)

### **LEVEL 3**

Top-level stated component coverage which includes everything listed in Levels 1 and 2, plus the following:

- Brakes
- Front & Rear Suspension
- Cooling System
- Seals & Gaskets (Enhanced)

The Essential Care Program offers three levels of Day 1 coverage for vehicles up to 15 years old with no mileage restrictions and no exclusion for wear & tear. Terms also available with unlimited mileage.

All plans include 24-hour roadside services, towing, car rental, trip interruption & more!



### **LIMIT OF LIABILITY (AGGREGATE):**

The aggregate total of all repairs and benefits paid or payable while this Vehicle Service Contract is in force shall not exceed the lesser of the following aggregate amounts: (1) the Vehicle Purchase Price as shown on the Vehicle Service Contract; or (2) the Limit of Liability stated for the Contract Term selected: Terms of 3 months or 6 months: \$1500; Term of 12 months: \$2,500; Terms of 18 months: \$3,000; Terms of 24 months: \$4,000.

### ADDITIONAL COVERAGE DETAILS

### **OPTIONS/SURCHARGES:**

- Lift Kit/Tire Modification (Up to 6" Max.)
- 4x4/All Wheel Drive
- Turbo/Supercharger
- Seals & Gaskets (< 125k miles at time of sale)
- Commercial Use
- Diesel
- Hybrid

### **DEDUCTIBLE:**

Based on coverage choice and dealer selection:

- \$100
- \$200

### **SEALS & GASKETS:**

Levels 1 & 2: Covered on all listed components if required in conjunction with a covered repair.

Level 3: Covered on all listed components. Available on vehicles with less than 125,000 miles at time of sale.





LIMITED LIABILITY WITH EXTENDED ELIGIBILITY & EASY-TO-SELL 5 YEAR/100,000 MILE TERM AVAILABLE



### **POWERTRAIN COVERAGE**

**Auto Secure Powertrain** provides basic stated component coverage for essential listed parts, including:

**ENGINE – Gas/Diesel:** All internally lubricated parts; water pump, harmonic balancer and its bolt and pulley; timing belt and tensioner, engine mounts, cylinder block, cylinder heads, intake manifolds, exhaust manifolds without internal catalytic converter; valve covers and timing cover if damaged by an internally lubricated part.

**TRANSMISSION & TRANSFER CASE:** All internally lubricated parts, torque converter; transmission mounts, transmission/transaxle case, transfer case body, extension housing, transmission pan and bell housing if damaged by an internally lubricated part.

**DRIVE AXLES:** All internally lubricated parts, front and rear wheel drive axle shafts and bearings, constant velocity joints, universal joints, drive shafts and yokes, center support bearings, and differential housing if damaged by an internally lubricated part.

**SEALS & GASKETS:** Covered only in conjunction with the repair or replacement of a covered part.

### STANDARD COVERAGE

Auto Secure Standard provides mid-level stated component coverage which includes everything listed under Powertrain, plus the following:

**AIR CONDITIONER:** Condenser, compressor; compressor clutch, coils, evaporator, serpentine belt tensioner, blower motor, expansion valve, orifice tube and hi-low pressure cut off/cycling switch.

ELECTRICAL: Alternator, voltage regulator, starter and solenoid, engagement switch and servo, distributor, ignition switch and module, heater fan, front and rear wiper motors; wiper motor relays and delay switch/module; washer pumps and switches; back up light switch, stop lamp switch, neutral safety switch, glove box light switch, courtesy light and door jamb switches, ignition switch, ignition lock cylinder, any electrical switch that is physically touched by a vehicle occupant to activate accessory, and wiring harnesses for listed covered components.

**FUEL:** Fuel pumps (mechanical or electrical), fuel injectors, and metal fuel lines.

The Auto Secure Program offers two levels of protection for vehicles up to 15 years old with up to 150,000 miles, and a wide array of options – including Day 1 coverage.

All plans include 24-hour roadside services, towing, car rental, trip interruption & more!



### LIMIT OF LIABILITY PER REPAIR VISIT:

Our Liability for any one repair visit shall in no event exceed the Actual Cash Value of the Vehicle at the time of said repair visit OR \$4,000 for an engine/water pump, \$3,000 for a transmission/transfer case, \$2,500 for a drive axle, or \$1,500 for any combination of air conditioning, brake, electrical, fuel, steering, whichever is less.

### AGGREGATE:

The total of all benefits paid or payable while this Contract is in force shall not exceed \$10,000 or the retail price paid for the Vehicle (excluding tax, title and license fees), whichever is less.

### ADDITIONAL COVERAGE DETAILS

### **OPTIONS/SURCHARGES:**

- Lift Kit/Tire Modification (Up to 4" Max.)
- 4x4/All Wheel Drive
- Turbo/Supercharger
- Commercial Use
- Diesel
- European
- Seals & Gaskets (< 125k miles at time of sale)</p>
- A/C Compressor (Powertrain coverage only)
- Day 1 Coverage (< 125k miles at time of sale)</li>
- Steering/Brakes (Max. 36 month/ 36,000 mile term from contract sale date)

### **DEDUCTIBLE:**

Based on coverage choice and dealer selection:

- \$100
- \$200

### SEALS & GASKETS:

Covered on all listed components if required in conjunction with a covered repair.





DAY I COVERAGE FOR CURRENT YEAR + 11 YEARS BACK WITH UP TO 125,000 MILES



The Apex Certified
Limited Warranty
Program offers two
levels of Day 1 coverage,
for vehicles current
year + 11 years back,
with up to 125,000
miles at time of sale!

### **MARKETING COLLATERAL AVAILABLE:**

Rack Cards, Mirror Hangers, Window Clings, Hanging Banners, Posters and more!



### SELECT COVERAGE - \$100 DEDUCTIBLE

**Apex Certified Select** provides powertrain protection for the most important (and expensive to repair) listed parts of your vehicle!

ENGINE – Gas/Diesel: All internally lubricated parts within the engine plus the timing chain/belt, timing chain tensioner, oil pump drive sprocket, oil pump, primary fuel pump, oil dip stick and tube, flywheel and ring gear, flex plate, engine mounts, intake and exhaust manifolds, harmonic balancer, engine block, and cylinder heads. The oil pan and valve covers are only covered if damaged by an internally lubricated part.

**TURBO/SUPERCHARGER:** All internally lubricated parts. Housing is only covered if damaged by an internally lubricated part.

TRANSMISSION: All internally lubricated parts located within the transmission case plus the torque converter, vacuum modulator, and transmission mounts. Transmission case and oil pan are only covered if damaged by an internally lubricated part.

**TRANSFER UNIT:** All internally lubricated parts within the transfer case. Transfer case is only covered if damaged by an internally lubricated part.

DRIVE AXLE: All internally lubricated parts within the drive axle housing plus the constant velocity joints, double offset joints, drive shaft/yokes, center carrier bearings, propeller shafts, and locking hub mechanisms. The drive axle housing is only covered if damaged by an internally lubricated part.

**SEALS & GASKETS:** Seals and gaskets on all listed components are covered.

### PREMIER COVERAGE - \$100 DEDUCTIBLE

From engine to alternator, **Apex Certified Premier** provides top-level listed parts protection against expensive repairs! Includes everything listed under Select, plus all of the following additional components:

ELECTRICAL: Starter motor, starter solenoid, starter drive, alternator, voltage regulator, ignition module, cam sensor, engine control computer (ECM), wiper motor, washer motor, analog gauges, electrical manual switches, electronic instrument cluster, electronic ignition management controls, electronic fuel management controls, power window motor, power door lock actuators, power sunroof motor, convertible top motor, cruise control servo, cruise control module, power seat motor, power antenna motor, and power mirror motor.

**BRAKES:** Master cylinder, brake booster, wheel cylinders, hydraulic lines and fittings, calipers, rear actuators, ABS sensors, and ABS pump.

**STEERING:** Power steering pump, all internal parts within the rack and pinion assembly, steering column shaft, and steering shaft couplings. The steering box is only covered if damaged by an internal part.

FRONT & REAR SUSPENSION: Upper and lower control arms, ball joints, wheel bearings, spindles, torsion bar, stabilizer bar, linkage, stabilizer shaft, and McPherson strut. AIR CONDITIONING: Compressor, compressor clutch, compressor pulley, receiver/dryer, accumulator, evaporator, condenser, expansion valve, orifice tube, high-low cut off switches, A/C tensioner assembly, and automatic temperature control programmer.

**FUEL SYSTEM:** Fuel injection pump, metal fuel lines, mass air flow sensor, map sensor, fuel tank, fuel float, and fuel sending unit.

**COOLING SYSTEM:** Water pump, heater core, radiator, cooling fan motor, clutch blade, blower motor, and cooling recovery unit.

### ADDITIONAL COVERAGE DETAILS

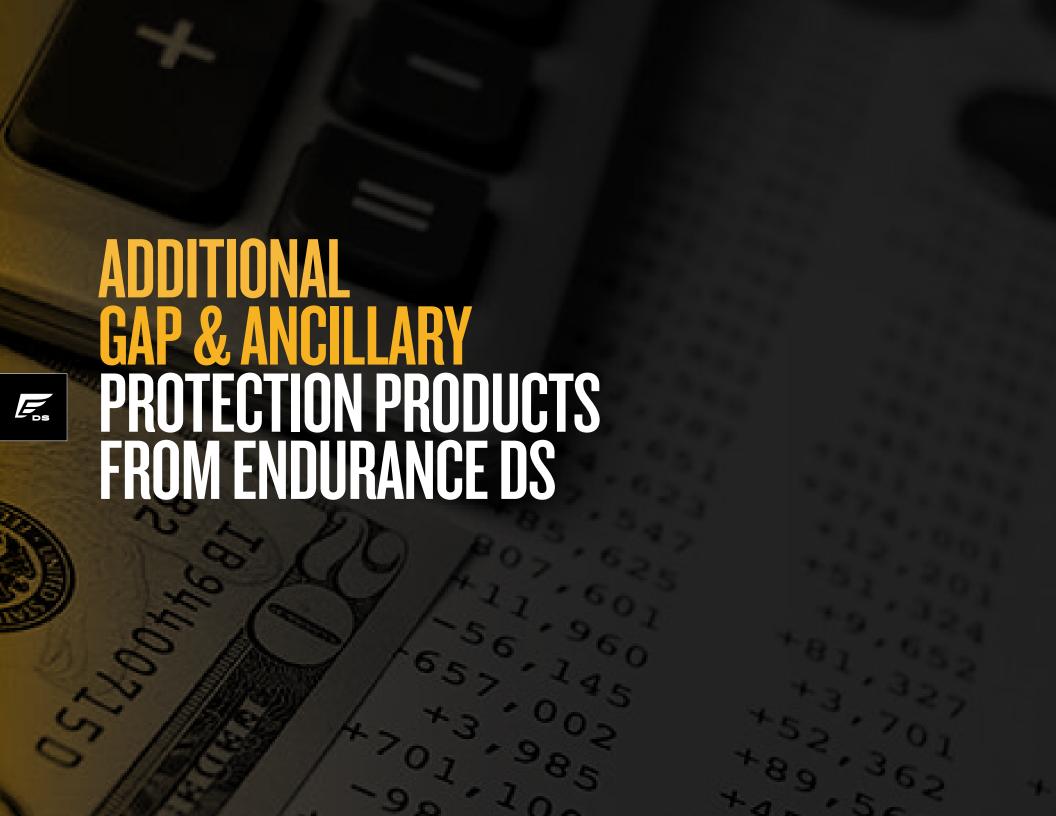
### **OPTIONS/SURCHARGES:**

- Term months added to vehicle sale date; term miles added to odometer reading at time of sale
- EDS Certification Guidelines must be met (Used Car Inspection required)

### **DEDUCTIBLE:**

- 3 months/3,000 miles
- 6 months/6,000 miles
- 12 months/12,000 miles
- 24 months/30,000 miles







### VALUE-ADDED PRODUCTS TO BUILD STRONG CUSTOMER RELATIONSHIPS, LOYALTY & REPEAT BUSINESS!

With EDS GAP, if a customer's car is stolen or totaled, the difference between the primary insurance settlement and the outstanding balance on their vehicle is covered!

<sup>1</sup>Programs and coverages may vary by state/lender. Please refer to the GAP Waiver for additional terms, conditions, limitations, and exclusions. GAP coverage can be canceled at any time in accordance with the GAP Waiver.

NOTE: Not available in all states



### **COVERAGE OPTIONS**1:

- Franchised GAP (125% or 150% MSRP)
- Franchised GAP Plus (150% MSRP)
- Non-Franchised 4-Tier GAP (125% or 150% MSRP)
- Buy Here Pay Here GAP (150% MSRP)

### **ADDITIONAL DETAILS:**

- Amount Financed/MSRP: \$100,000
- Limit of Liability: \$50,000 per payable loss
- Primary Carrier Deductible: \$1,000
- MSRP Limits: 150% or 125% depending on dealership's needs
- Maximum Term: 84 Months
- Private Passenger Commercial Coverage included at no additional charge
- No denials for late submission of benefit request
- Insured by an AM Best "A" rated carrier
- Primary Insurance Settlement



5-IN-I COVERAGE FOR SCRATCHES, DENTS, WINDSHIELD CHIPS & MORE!



Ultimate Titanium Plus Coverage offers combined tire & wheel, 24-hour roadside, windshield repair, dent & ding coverage and more – with a variety of term months and optional coverage add-ons! PROVIDES REAL FINANCIAL HELP WHEN IT'S NEED IT MOST!



Traceable Theft Protection includes down-payment assistance, trip interruption benefits and much more!



PEACE-OF-MIND PROTECTION FOR LEASED VEHICLES UP TO \$5,000!



Excess Wear & Tear
Protection offers coverage
for normal and unexpected
vehicle interior & exterior
wear and minimizes out-ofpocket costs at lease end!

### **COVERAGE INCLUDES:**

- Scratches & Chipped Paint
- Lenses Head Lamps, Rear Lamps& Fog Lights
- Chipped & Cracked Glass
- Interior Stains & Burns
- Tears In Upholstery & Carpet
- Tires, Wheels & Wheel Covers
- Missing or Broken Parts
- And More!

### ADDITIONAL EDS PROTECTION PRODUCTS

- Tire & Wheel Hazard Program
- Vehicle Theft Deterrents (E.T.C.H.)
- Key Remote Replacement Program
- Paintless Dent Repair Plus
- Combo Product aka 4/5-in-1, Lease Wrap, Titanium
- Identity Theft & Legal Benefits
- Paint & Fabric Protection
- Windshield Repair & Replacement





**ACCESS MAJOR PROFIT & WEALTH CREATION OPPORTUNITIES** 

### REINSURANCE HIGHLIGHTS & BENEFITS:

- Capture underwriting income
- Earn investment income
- Potential tax advantages of a small insurance company

### **COMPANY FORMATION:**

- Domiciled in the Turks & Caicos
- All monies are held in a U.S. bank
- Subject to U.S. Federal Income Tax

### **REPORTING & FUNDS:**

- Quarterly ceding statement
- All funds are held in a custodial account at an approved bank
- Funds transferred monthly

### **COSTS & EXPENSES:**

- Requires a volume of at least 40 net contracts (12/12+) per month to be viable
- No up front capitalization required
- Nominal formation cost

Discover a new profit and wealth center, while enhancing the security and value of all of our F&I products, with generous retro and reinsurance opportunities from EDS!

# COMPREHENSIVE TRAINING & SUPPORT TO ENSURE YOUR SUCCESS

- Comprehensive, process-driven training for all dealership production positions
- Assistance in process development and a tailored curriculum
- Interactive training model, inclusive of video performances, and extensive role play
- Certification program with measurable criteria
- Positive reinforcement from an on-site, hands-on instructor with verified, successful retail experience
- Training program evaluations by students to ensure quality experience and facilitation expertise

### TRAINING OPTIONS INCLUDE:

- Total Dealership Compliance Auditing & Education
- AFIP Certification
- Train-the-Trainer Series for Management
- Introduction to the Sales Process
- Objection Handling for the Sales Professional
- Internet & E-Commerce Strategy
- Consumer Communication Series: Telephone Skills Email
   Etiquette Chat & Texting Scripts/Templates CRM Efficiency
- Principles of the Business Office
- Advanced F&I
- Docupad® Smartmenu E-Contracting



### NOT ALL VSC PROVIDERS ARE CREATED EQUAL!

GRAB A PEN & COMPARE YOUR CURRENT SERVICE CONTRACT PROVIDER WITH ALL THAT ENDURANCE DS CAN OFFER YOU:

	CURRENT PROVIDER	EDS
Nationally Recognized Administrator Obligor		1
Fully Insured by an A.M. Best "A" Rated Carrier (FIRST DOLLAR INSURANCE COVERAGE)		<b>✓</b>
A+ BBB Rating, Award Winning Customer Service and Claims Adjudication		1
APEX Pro Exclusionary Coverage Available for Vehicles Up to 10 Years Old With Up to 125,000 Miles at Time of Sale		1
<ul> <li>Add 10 More Years With Coverage Up to 175,000 Miles</li> </ul>		<b>/</b>
APEX Premier Coverage Available for Vehicles Up to 15 Years Old With Up to 150,000 Miles at Time of Sale		1
APEX Select Plus Coverage Available for Vehicles Up to 15 Years Old With Up to 175,000 Miles at Time of Sale		✓
APEX Select Powertrain Coverage Available for Vehicles Up to 15 Years Old With Up to 175,000 Miles at Time of Sale		<b>√</b>
More High-Tech Components Than Any Other Plan in the Industry		1
Hybrid, Diesel, Turbo and Supercharger Included		<b>√</b>
TRUE Wear & Tear / REAL Seals & Gaskets Included		1
Option for Lift Kit Up to 6" and Oversize Tires Up to 4"		<b>/</b>
Option for Commercial Use Vehicle With Snow Plows		1

	CURRENT PROVIDER	EDS
Plans Cover Progressive Damage		<b>√</b>
0% Payment Plan Available (With Terms of 24 Months)		<b>/</b>
Any Mileage / Unlimited Mileage Service Contracts Available		<b>/</b>
Certified Limited Warranties Available		<b>/</b>
Rental Car Based on Claim Amount NOT Labor Hours (Up to \$40 Per Day)		<b>/</b>
Towing Covered Even if Failure is Not (25 Miles Sign & Drive)		<b>√</b>
Trip Interruption (Up to \$150 Per Day) Subject to State Regulations		<b>√</b>
Transferable and Renewable		<b>/</b>
Claims Paid Up to Retail Parts & Labor / Same Day Payments by Credit Card		<b>/</b>
Online E-Contracting and Remittance for VSC, GAP, and F&I Products		<b>√</b>
F&I Training, Administrative, and Consulting Services		<b>√</b>
Franchise and Independent Dealers Welcome		<b>√</b>
Generous Profit Participation Programs - Bonus, Retro, and Reinsurance		1
CONTRACTS PROPERLY RESERVED TO PAY CLAIMS		1
GAP, 5-in-1 Protection, Traceable Theft, Lease Wear & Tear, and Other Ancillary Products Available		<b>√</b>

CLIDDENT



