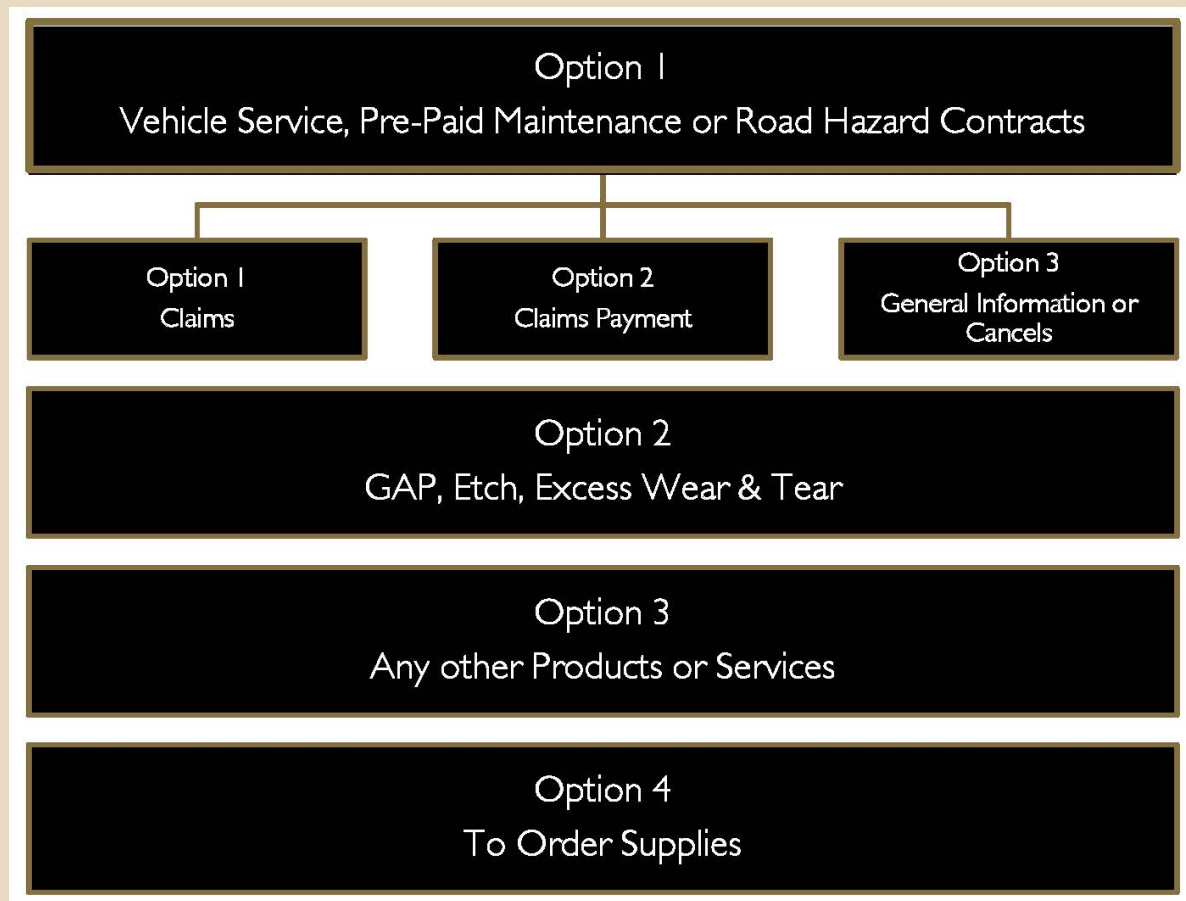




# Phone System Changes

In an effort to provide better service to our Dealers and Customers, we recently simplified our phone menu.

Callers will now receive a message stating to please listen carefully, as our menu options have changed. Please make note of these changes and pass this information along to the various departments of your dealership. Those accustomed to our previous system may continue pressing the prompt numbers they are familiar with, and as a result may be routed to the incorrect department, delaying the call.



Follow us on **LinkedIn**

# New Products and Programs

## US Wear & Tear Coverage - Now Including the Nissan Leaf

After several requests for coverage, the Nissan Leaf is now eligible for coverage.

## Critical Auto Glass Protection

- Great product for bottom line profit
- Increased retention due to complementary “Renewer” benefit
- Added safety for the customer
- Process for in-store sales including on site installation and training

**Increases** driver vision by 34% and wet weather driver reaction time by 51%.

**Repels** rain, sleet and snow on contact.

**Detracts** insects, salt, grime, snow and ice easily while deflecting small road debris.

**Protects** against pitting, minerals and small scratches.

**Improves** clarity, light refraction while dramatically reducing night glare.

## Drive Assure– Service Drive Sales Program

If your dealership is like most, when a customer expresses some interest in coverage at the service department, they send the customer to the F&I department. F&I is so busy that the customer has to wait for an available manager or come back at another time. The majority of interested customers will end up leaving the dealership, and looking elsewhere for coverage. That’s why there is a huge benefit in being able to sell coverage from your Service Drive after the initial sale of the vehicle.

Setting up your service department with the tools they need to discuss or even sell the coverage directly can be a crucial starting point. United States Warranty Corp. offers two different programs that the dealership can utilize based on the Service Department’s needs:

### Option 1

We can train your Service Drive providing them with the marketing materials, to enable them to sell coverage direct to the consumer. They will have access to the online quoting system, with specific coverage options geared towards the Service Drive Customer. Also, as soon as coverage is entered online, the contract is generated and can be printed for immediate fulfillment for the customer.

### Option 2

You can refer these customers to our Call Center, and we will market and sell the coverage on your behalf.

***If you need additional information regarding any of our products,  
please email us at: [sales@uswarranty.com](mailto:sales@uswarranty.com)***

# **US College Of Automotive Excellence**

## **Make Sure Your F&I Staff Has The Training & Tools They Need To Succeed!**

- \* Three Phases of Selling: Interview Process, Product Sales & Menu Presentation
- \* Finance Professionals Role and Responsibility
- \* Regulations and Compliance
- \* Product Knowledge
- \* Objection Handling Tools & Skill
- \* Credit Process/Lender Relation

***Our next USCAE class will be held:***

***July 14th-18th***

***In Pompano Beach, FL***

***For more information, please contact  
Raynie Ridenour 800-432-4566 x 239  
rridenour@uswarranty.com***

## **DID YOU KNOW WE OFFER ON-LOCATION TRAINING?**

Training In-Store or at a Designated Location  
Customized Training Based on Dealership's Objectives  
Maintain Productivity of Your Staff with Flexible Course Scheduling

**FOR DETAILED INFORMATION  
CONTACT YOUR SALESPERSON OR AGENT**

# E-Contracting and PDF Printing Capability

Over this past year, we have worked with several dealerships, helping them convert from paper contracts to **E-contracting**. Additionally, we recently implemented our own process, where completed **PDF contracts**, can be printed directly from our Online Entry System.

We can help you choose the best solution for your Dealership and guide you through the implementation process as well.

## Both contracting programs, encompassed the following:

### Electronic Ratings

Instant and accurate pricing to eliminate rating errors

### Forms Preparation

Reduces the need to carry inventory of paper contracts

Ensures compliance by eliminating error and guesswork in the transaction process

Ensures forms are current and accurate, only appropriate forms populate for each customer

### Electronic Contract Origination

Real-time accounting and reporting

Increased customer service and satisfaction in claims processing

## Take Advantage of Online Entry, Regardless of your Printing Preferences

### Benefits of Online Entry

Enter multiple products, all at one time

Avoid CSI issues, your customer is immediately in our system upon entering the contract

Eliminate policy errors/chargebacks

Account for the entire month of business, billing statements processed on 5th of the month

Process your cancels online, saving time & money not having to mail in your requests



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