

# ***AutoXcel***<sup>®</sup>

*Your Personal Full Service F&I Provider*

**INVENTIVE | RESOURCEFUL | RESPONSIVE**



# AGENDA

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Stability and  
Trusted Partner

***AutoXcel***<sup>®</sup>

- **About AutoXcel**
- **Our Insurer**
- **F&I Product Overview**
- **Reinsurance Programs for Dealers and Agents**
- **AutoXcel's Marketing Services**
- **Claims Procedures & Payouts**
- **Dealer Access Portal (DAP) E-Contracting Review**
- **WheelRenew (Wheel Repair Solutions for Dealers)**

## ABOUT US

# AutoXcel<sup>®</sup>

*Provided The First Ancillary Bundle in 2005!*



### OUR HEADQUARTERS

*AutoXcel is proud to be located in beautiful downtown Wilmington NC, also known as "The Port City."*

Since then, we have expanded from one program to over 40 programs today. **AutoXcel<sup>®</sup>** has expanded its position of an expert in ancillary offerings to providing a full gamut of programs including Mechanical VSC, Loyalty Credits and Lifetime Warranties.

Our innovative Products and Programs are focused on our Customers, Agents and Dealers. **AutoXcel<sup>®</sup>** provides exceptional personal service to all our customers and representatives.

A great source of pride is **AutoXcel's<sup>®</sup>** ability to create New Ideas and New Programs. We seek to make original innovations. In addition, if there is a custom package that you need, we will make it happen.

## INVENTIVE | RESOURCEFUL | RESPONSIVE

- **Consistent Personable Service**
- **Creative, Innovative and Resourceful**
- **Excellent Programs for Agent and Dealer Profit**

# NATIONAL SALES TEAM

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*Southeast Area Sales Director*

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*Northeast Regional Manager*

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***AutoXcel***<sup>®</sup>



- 
- **Headquartered in Jacksonville, FL with 11 US locations**
  - **\$1.1 Billion in Gross Annual Sales**
  - **AM Best Ratings of A- (Excellent) for Our Subsidiaries**
  - **\$2.45 Billion in assets**
  - **Combination of Eight in-house Insurance Companies**
  - **Product and Obligor services in all 50 states, the District of Columbia and The UK**
  - **A Tiptree Inc. Company (NASDAQ: TIPT)**

***AutoXcel***®



***AutoXcel***<sup>®</sup>

**F&I PROGRAMS & PRODUCTS**

Products and Programs Featuring Expanded Specialization for Your Needs

## MECHANICAL VEHICLE SERVICE CONTRACTS

EV VSC  
 Total Protection or Total Protection Plus  
 AXC-3-6 providing AXC 3/3000 or 6/6000  
 High Mileage VSC  
 AXC Technology  
 Commercial Work Truck  
 AXC Certified Pre-Owned  
 CPO Exclusionary Wrap  
 Commercial Sales Agent Rideshare  
 Exotic VSC  
 AXC-3-6 Powertrain Plus



## ANCILLARY

### AutoXcel Bundles

StayNu  
 AX3  
 AX4 w/Key  
 AX5 w/Key  
 AX3 Exotics w/Key  
 AX4 Exotics w/Key

### Tire & Wheel

Dynamic Wheel  
 Dynamic Wheel Max  
 Dynamic Wheel Max Exotics  
 Dynamic Wheel Max Commercial Truck  
 Dynamic Tire  
 Tire & Wheel Rideshare

### Stand Alones

RecoverKey  
 Dynamic Image  
 Dynamic Glass  
 Paintless Dent Repair (PDR)



## LOYALTY PROGRAMS

Lifetime Powertrain  
 Total Loss Credit (TLC)  
 Total Loyalty Credit (TLC2)  
 Loyalty Advantage Program

## EXCESS WEAR & TEAR

AutoXcel Lease Wear & Tear  
 AX4 With Key Ultimate (LWT)  
 AX5 With Key Ultimate (LWT)

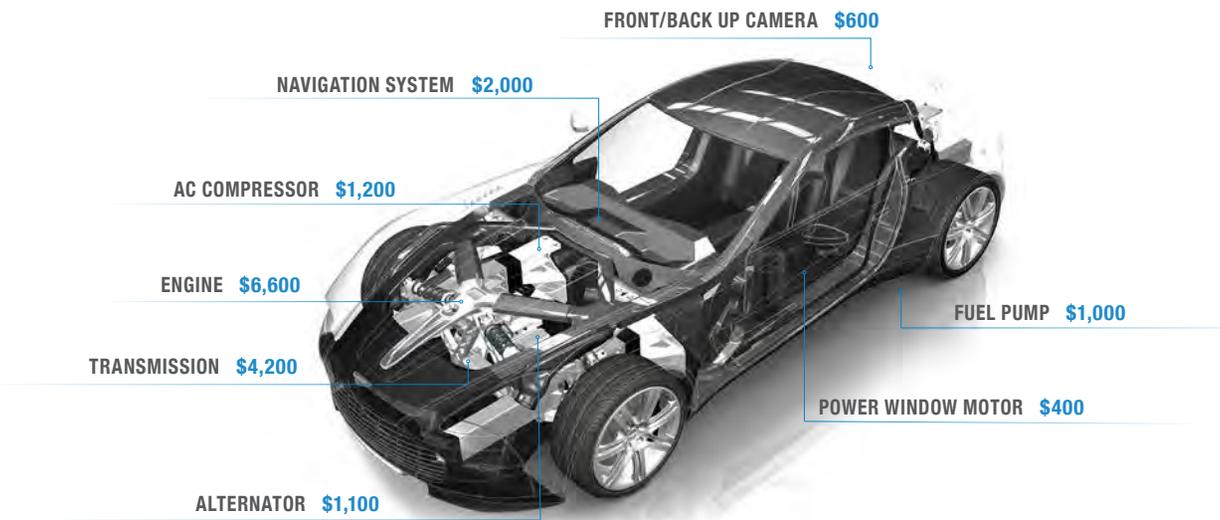
## GAP

Guaranteed Asset Protection  
 Guaranteed Asset Protection + TLC

## POWERSPORTS

VSC  
 Tire & Wheel  
 GAP





***AutoXcel***<sup>®</sup>

**VEHICLE SERVICE CONTRACTS**

Don't Let Standard Repairs Become Huge Out-of-Pocket Expenses for Your Customers

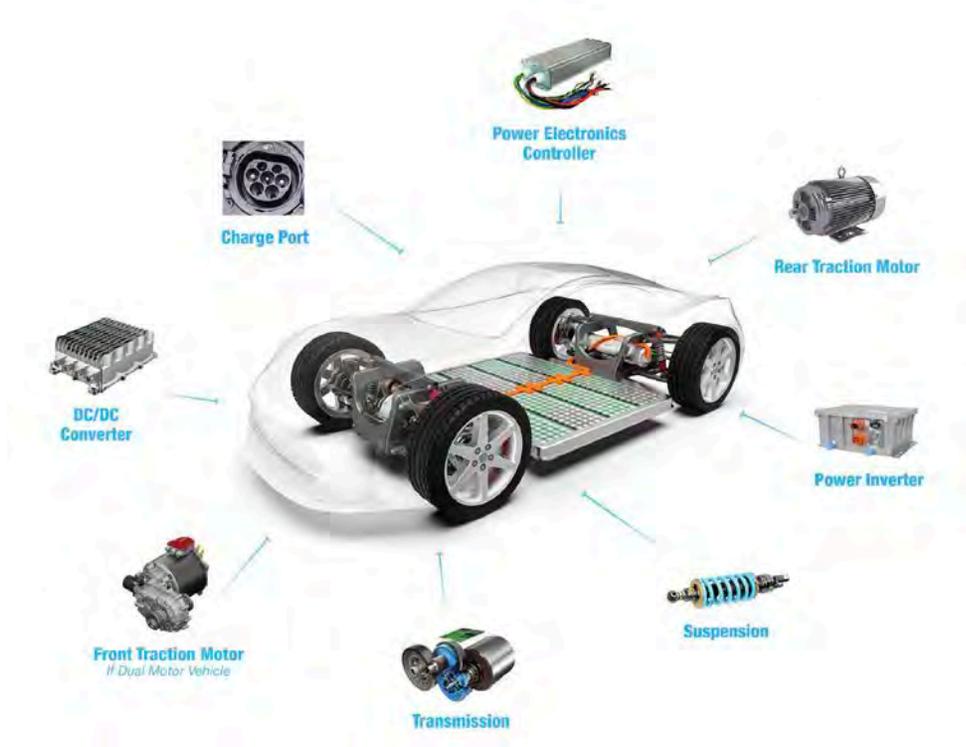


Make the switch!

## EV MECHANICAL COVERAGE

### PROGRAM HIGHLIGHTS

- Charge Port
- Power Electronics Controller
- Rear Traction Motor
- Power Inverter
- Suspension
- Transmission
- Front Traction Motor (If Dual Motor Vehicle)
- DC/DC Converter



### SUPPLEMENTAL COVERAGE Available

#### LIFT KIT COVERAGE

Available to trucks and SUV's with a lift kit up to 6 inches.

#### TECHNOLOGY

Coverage for the vehicle manufacturer's installed Hands Free, Voice Activated Accessories, Back-up Sensors, Blind Spot Sensors, Side Mirror Motor Sensors, Rear View Mirror Light Adjusting Auto Sensor, Power Tailgate Sensor and Tailgate Lock Sensor, Illuminated Vanity, Mileage Computer, Emergency Trunk Release, Automatic Climate Control Programmer, Navigation System, Video Display, WiFi or Bluetooth integrated router, Wireless or USB plug-ins, Cruise control sensors.



### OPTIONAL

## BATTERY ARRAY COVERAGE



-  **RENTAL CAR ALLOWANCE** Up to \$40 per day for a maximum of five (5) days.
-  **TOWING ASSISTANCE** Your vehicle will be towed to the closest licensed service facility within 15 miles.
-  **FLAT TIRE ASSISTANCE** Service consists of the removal of the flat tire and its replacement with the spare tire located with the Vehicle.
-  **LOCK-OUT ASSISTANCE** Assistance will be provided in unlocking Vehicle if the keys are lost or locked inside the Vehicle.
-  **BATTERY BOOST** If your vehicle is disabled due to an undercharged or exhausted battery, we arrange for help to arrive to your location. If your battery system is able to be charged, we will have it charged for up to 30 minutes which provides most EV's 20 miles of driving range.

# TOTAL PROTECTION

MECHANICAL VEHICLE SERVICE CONTRACT

## 4 SUPERB COVERAGES

### POWERTRAIN

Comprehensive stated coverage for these major drivetrain components:

-  Engine
-  Transmission
-  Drive Axle
-  Transfer Case
-  Hybrid Motor Components

### POWERTRAIN PLUS

Extensive coverage beyond Powertrain:

- Engine Cooling System**
- Air Conditioning**
- Suspension**
- Fuel System**
- Brake System**
- Electrical Systems**
- Electric High-Tech Components**
- Electric Plus**

### POWERTRAIN WRAP

The Powertrain Wrap coverage is designed to specifically provide protection for vehicles that come with or have an existing powertrain warranty. It wraps around your manufacturer's factory or other existing powertrain warranty. You get the same great coverage as in Powertrain Plus, Exhaust Boost/Spark and Technology.

### EXCLUSIONARY NOTED

The Exclusionary Noted plan is so extensive that there are too many covered parts to list here. This plan provides you with peace of mind for the continued performance of your vehicle – mechanical, electrical, advanced technology, emissions and lift kits, to name a few. Excluded items are listed in the "What is Not Covered" section.



	POWERTRAIN	POWERTRAIN PLUS	POWERTRAIN WRAP	EXCLUSIONARY NOTED
ENGINE →				
TRANSMISSION →				
TRANSFER CASE →				
DRIVE AXLE →				
HYBRID →				
AIR CONDITIONING →				
ENGINE COOLING SYSTEM →				
SUSPENSION →				
BRAKE SYSTEM →				
ELECTRICAL SYSTEM →				
ELECTRIC HIGH TECH COMPONENTS →				
ELECTRIC PLUS →				
FACTORY INSTALLED TECHNOLOGY →				
SPARK & EXHAUST COVERAGE →				
LIFT KIT COVERAGE →				

We make it simple to select the right plan for your budget by offering a variety of coverage levels, options and terms – all with great benefits included!

We make it simple to select the right plan for your needs and budget by offering a variety of coverage levels, options and terms – all with great benefits included!

## SUPPLEMENTAL COVERAGE Available

*Included with Exclusionary Noted*

**LIFT KIT COVERAGE** Available to trucks and SUV's with a lift kit up to 6 inches.

**TECHNOLOGY** Coverage for the vehicle manufacturer's installed Hands Free, Voice Activated Accessories, Back-up Sensors, Video Display Screen, Blind Spot Sensors, side mirror motor sensors, rear view mirror light adjusting auto sensor, Power Tailgate Sensor and Tailgate Lock Sensor, Illuminated Vanity, Mileage Computer, Emergency Trunk Release, Automatic Climate

Control Programmer, Navigation System, TV/VCR/DVD Players, WiFi or Bluetooth integrated router, Wireless or USB plug-ins, Cruise control sensors.

**EXTRA BOOST SPARK AND EXHAUST COVERAGE** Coverage available for spark plug wires, spark plug boot and connectors, vapor emission canister, crankcase ventilation valve, distributor cap, distributor motor, smog pump, catalytic converter, muffler and exhaust pipes, high voltage vehicle drive batteries and the gas cap.

## ROADSIDE BENEFITS Included with ALL Coverage Levels

**RENTAL CAR ALLOWANCE:** up to \$35 per day for a maximum of five (5) days.

**TRIP INTERRUPTION ASSISTANCE:** up to one hundred dollars (\$100) per day for a maximum of five (5) days.

**TOWING ASSISTANCE:** your vehicle will be towed to the closest licensed service facility within 25 miles.

**FLAT TIRE ASSISTANCE:** removal of your flat tire and replaces with your spare.

**FUEL, OIL, FLUID AND WATER DELIVERY SERVICE:** up to a 3 gallon supply of the fluids needed in the case of emergency

**LOCK-OUT ASSISTANCE:** if your keys are locked in the covered vehicle, service will be provided to gain re-entry.

**BATTERY ASSISTANCE:** if battery failure occurs, a jump start will be provided to start your vehicle.



DEDUCTIBLE OPTIONS OF  
**\$0, \$50, \$100**

Choose a 'credited deductible' and eliminate your deductible by returning to your selling dealership for repairs.



# TOTAL PROTECTION *PLUS*

*Includes Three Great Optional Coverages*

## ENHANCED COVERAGES Optional

**PDR & WINDSHIELD REPAIR** Covers repair of windshield star cracks no greater than two (2) inches in diameter. Paintless dent repair extends coverage to dents that are no greater than 4 inches in diameter. PDR includes hail damage benefit up to \$1000 where applicable by state law.

**KEY REPLACEMENT** Coverage includes replacement of all key(s) on your key ring including the key/transponder and any applicable programming if the key(s) are lost, stolen, or damaged.



PAINTLESS DENT REPAIR (PDR)



WINDSHIELD PROTECTION



KEY FOB REPLACEMENT



# Protect Your Investment

ULTIMATE VSC COVERAGE FOR EXOTIC VEHICLES

## EXCLUSIONARY NOTED

The **Exclusionary Noted** plan is so extensive that there are too many covered parts to list here. This plan provides you with peace of mind for the continued performance of your vehicle – mechanical, electrical, advanced technology, specific exhaust and lift kits, to name a few. Excluded items are listed in the “What is Not Covered” section.

## POWERTRAIN WRAP

The **Powertrain Wrap** coverage is designed to specifically provide protection for vehicles that come with or have an existing powertrain warranty. It wraps around your manufacturer’s factory or other existing powertrain warranty. You get the same great coverage as in Powertrain Plus, Exhaust Boost/Spark and Technology.

## POWERTRAIN PLUS

This level of protection includes all of the Powertrain additional:

- Engine Cooling System
- Factory Air Conditioning
- Suspension
- Fuel System
- Brake System
- Electrical Systems
- Electric High-Tech Components
- Electric Plus

## POWERTRAIN

Comprehensive stated coverage for these major drivetrain components:

-  **Engine**
- Turbo/Super-Charger**
-  **Transmission**
-  **Drive Axle**
-  **Transfer Case**
-  **Hybrid Motor Components**

### Optional Surcharge

### Hybrid Battery Coverage (Not Included)

If You select and pay an additional surcharge, **Your Vehicle** will provide coverage of up to \$10,000 for 1 **Hybrid Battery** replacement. To qualify for **Hybrid Battery** replacement, the failure must be caused by **Hybrid Battery Breakdown**. VEHICLES 10 MODEL YEARS AND OLDER ARE NOT ELIGIBLE FOR HYBRID BATTERY REPLACEMENT.



### 3 GREAT PLANS FOR A DEALERSHIP TO OFFER



- ✓ Great Pre-Load Product
- ✓ Ability to Up-Sell to Our TP VSC
- ✓ Eligible Vehicles with Miles up to 125,000



### EXCLUSIONARY NOTED

The Exclusionary Noted plan is so extensive that there are too many covered parts to list here. This plan provides you with peace of mind for the continued performance of your vehicle – mechanical, electrical, advanced technology, emissions and lift kits, to name a few. Excluded items are listed in the “What is Not Covered” section.



### POWERTRAIN

Comprehensive stated coverage for these major drivetrain components:

-  Engine
-  Transmission
-  Drive Axle
-  Transfer Case
-  Hybrid Motor Components



### POWERTRAIN PLUS

Comprehensive stated coverage for major drivetrain components!



#### TERMS

- 3 months | 3,000 miles
- 6 months | 6,000 miles

Drive Smart!

# ***AutoXcel***<sup>®</sup> ***HIGH MILEAGE***

- Add On Mileage and Term
- Coverage Available up to 20 year/200,000 miles
- Unlimited Mileage Option Available
- Lift Kit Option Available

PRE-OWNED VSC



*After Sale/Service Drive Opportunities Available*

**Aggressive Stated Component Coverage**

## Vehicle Service Contracts

*After Sale/Service Drive Opportunities Available*



### *High Tech Component Coverage*

- *Unlimited* Months and up to 150,000 miles available
- TPMS failure included
- Commercial Use Option Available
- Add On Mileage and Term

Bluetooth



Apple Play



Lane Departure



Backup Camera



Cruise Control



WiFi



Sound System





# 3 Flexible Coverages

## Protection, so you can keep working!

COMPREHENSIVE COMMERCIAL VEHICLE PROTECTION

### EXCLUSIONARY NOTED

The commercial Exclusionary Noted program is so extensive that there are too many covered components to list here. This plan provides peace of mind for the continued performance of workplace vehicles — mechanical, electrical, plus so much more.

### ROADSIDE BENEFITS

Included with ALL Coverage Levels



Service Body



Pickup



Flatbed



Cargo Van



### POWERTRAIN PLUS

The Powertrain Plus commercial program provides an extensive level of commercial vehicle protection which includes all Powertrain essentials and the following additions:

- Engine Cooling System
- Factory Air Conditioning
- Suspension
- Fuel System
- Brake System
- Electrical Systems
- Electric Plus

### POWERTRAIN

The Powertrain commercial program delivers comprehensive stated coverage for these major drivetrain components:

-  Engine
-  Transmission
-  Drive Axle
-  Transfer Case
-  Hybrid Motor Components

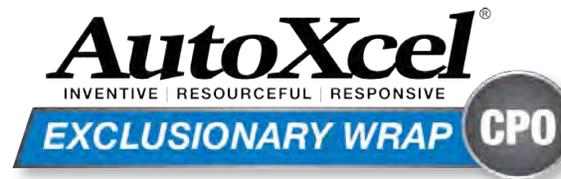
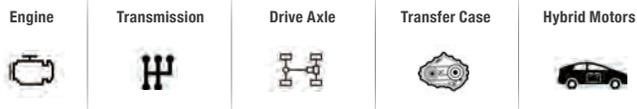
*Includes Coverage for Special Use, Commercial Vehicles*

# AutoXcel<sup>®</sup>

## CPO Vehicle Service Contracts



### POWERTRAIN COVERAGE



### EXCLUSIONARY WRAP CERTIFIED PRE-OWNED

- ENGINE →
- TRANSMISSION →
- TRANSFER CASE →
- DRIVE AXLE →
- HYBRID →
- AIR CONDITIONING →
- ENGINE COOLING SYSTEM →
- SUSPENSION →
- BRAKE SYSTEM →
- ELECTRICAL SYSTEM →
- ELECTRIC HIGH TECH COMPONENTS →
- ELECTRIC PLUS →
- FACTORY INSTALLED TECHNOLOGY →
- SPARK & EXHAUST COVERAGE →
- LIFT KIT COVERAGE →

EXCLUSIONARY WRAP CPO

**LifeTime and LifeTime WRAP Available**

Coverage Term up to 15/150,000 miles available Commercial Use Option Available



***AutoXcel***<sup>®</sup>  
**AUTOXCEL BUNDLES**  
Protection That Matters



## The Most Complete Appearance Protection Program

- Unlimited Windshield Repair
- Deductible Reimbursement for Replacement up to \$500
- Cosmetic Wheel Coverage
- Environmental Coverage
- Unlimited Paintless Dent Repair (PDR)
- Headlight Reconditioning
- Coverage Available on New and Pre-Owned Vehicles up to \$200,000 MSRP
- 1 to 7 Year Terms

  
**NO  
CHEMICALS  
NEEDED**

*In Most States*



Cosmetic  
Wheel Repair



Dents & Dings



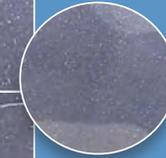
Headlight  
Reconditioning



Paint Chips



Windshield  
Star Cracks



Clearcoat  
Scratches



## Three-Part Protection

### COVERAGE

- Windshield Repair
- Paintless Dent Repair (PDR)
- Cosmetic Wheel Coverage
- 1 to 7 Year Terms Available



## Four-Part Protection

### COVERAGE

- Windshield Repair
  - Deductible Reimbursement for Replacement up to \$500 (in most states)
- Paintless Dent Repair (PDR)
- Comprehensive Tire and Wheel Protection
  - Includes Cosmetic Coverage
- 1 to 7 Year Terms Available
- Optional Coverages:
  - Key Replacement
  - Rental Coverage
  - Hail Coverage
- AutoXcel Benefits:
  - Covers Wheels even if Tires are Holding Air
  - Comprehensive Roadside Assistance Included



## Five-Part Protection

### COVERAGE

- Windshield Repair
  - Deductible Reimbursement for Replacement up to \$500 (in most states)
- Paintless Dent Repair (PDR)
- Comprehensive Tire and Wheel Protection
  - Includes Cosmetic Coverage
- Interior/Exterior Protection
- 1 to 7 Year Terms Available
- Same Optional Coverages and AutoXcel Benefits Apply





**THE THREE-PART  
MUST-HAVE  
APPEARANCE  
PACKAGE!**

**PROGRAM HIGHLIGHTS**

- Windshield Repair
- Paintless Dent Repair (PDR)  
*(Covers vertical panels and metal surfaces only)*
- Cosmetic Wheel Protection
- Up to 7 Year Terms Available
- No Aggregates
- Nationwide Coverage



**OPTIONAL  
KEY REPLACEMENT COVERAGE\***



Cosmetic Wheel Repair



Windshield Repair



Paintless Dent Repair (PDR)



New or Pre-Owned Vehicle Protection



**THE FOUR  
MOST-DESIRED  
COVERAGES  
& MORE**

**PROGRAM HIGHLIGHTS**

- Paintless Dent Repair (PDR)  
*(Covers vertical panels and metal surfaces only)*
- Windshield Repair
- Windshield Replacement Reimbursement  
*(Covers your insurance deductible up to \$500 in most states)*
- Comprehensive Tire and Wheel Coverage  
*(Repair/Replace with Cosmetic Coverage)*
- Extensive Roadside Assistance Benefits
- Up to 7 Year Terms Available
- No Aggregates or Deductibles
- Nationwide Coverage
- New or Pre-owned Vehicle Coverage



**OPTIONAL  
KEY REPLACEMENT COVERAGE\***



New or Pre-Owned  
Vehicle Protection



Wheel Protection



Tire Protection



Windshield Repair



Paintless Dent Repair (PDR)



Roadside Benefits



***AutoXcel***<sup>®</sup>

**TIRE & WHEEL**

Unrivalled Protection



## COSMETIC PROTECTION FOR WHEELS

### COVERAGE

- Cosmetic Only Coverage to include:
  - Scrapes and Scratches
  - Brake Dust Pitting
  - Curb Rash
- Chemicals Provided at No Charge to Dealer
- 1 to 7 Year Terms Available
- Great Service-Drive Opportunity
- \*Non-Cancelable Program\*



## COMPREHENSIVE TIRE & WHEEL PROTECTION

### COVERAGE

- Unlimited Repair or Replace
- Includes Cosmetic Coverage
- No Co-Pays or Deductibles
- Chrome Coverage Available
  - Replacement Only
- Available on vehicles up to \$200,000 MSRP
- 1 to 7 Year Terms Available
- Optional Coverages:
  - Key Replacement
  - Rental Coverage
- Benefits:
  - Covers Wheels even if Tires are Holding Air
  - Comprehensive 24-Hr Roadside Assistance



## TIRE & WHEEL PROTECTION FOR EXOTIC VEHICLES

### COVERAGE

- Unlimited Repair or Replace
- Includes Cosmetic Coverage
- No Co-Pays or Deductibles
- Chrome Coverage Available
  - Replacement Only
- Coverage Available up to \$600,000 Original MSRP
- 1 to 7 Year Terms Available
- Same AutoXcel Benefits Apply



**AutoXcel<sup>®</sup>**



## COMMERCIAL TRUCK

### Protection for Commercial Wheels & Tires

The most popular coverages for three classes of commercial vehicles with attractive optional surcharge options.



#### Wheel Coverage

**Repair or Replacement**  
Damaged Wheels will be Repaired or Replaced — even if it is holding air.



#### Tire Coverage

**Repair or Replacement**  
A tire with a bubble will be Replaced — even if it is holding air.

#### Key Replacement *Optional*

- \$450 benefit per year for vehicle classes 1 and 2.
- \$800 benefit per year for vehicle class 3-6.
- Includes replacement of all keys on customer's key ring including the key/ transponder and an applicable programming if the keys are lost, stolen, damaged, and will not work.
- AutoXcel will reimburse the consumer for keys that are not vehicle keys — up to \$100 per occurrence (limited to three occurrences during the contract term).



Unrivalled Protection for **Commercial**

# Tire & Wheel



## USAGE

Sales Call  
Rideshare  
Limousine

### Program Highlights

- Wheel Repair or Replacement
- Tire Repair or Replacement
- Cosmetic Curb Damage *included*
- No Co-pays
- No Deductibles

### Plus

ROADSIDE BENEFITS  
FUEL & FLUID DELIVERY  
LOCKOUT ASSISTANCE



**TIRE COVERAGE**



**WHEEL COVERAGE**



## TIRE PROTECTION PROGRAM

### COVERAGE FEATURES

- *Unlimited* Repair or Replacement
- No Co-Pays/Deductibles
- Comprehensive Roadside Assistance
- Up to 7 Year Terms Available

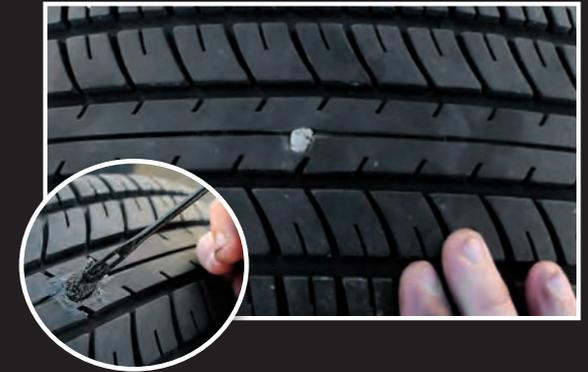


**AutoXcel**<sup>®</sup>

### *Unlimited* Tire Replacement



### *Unlimited* Tire Repair



## PLUS



24-Hr. Roadside Service



Fuel & Fluid Delivery



Lockout Assistance

**UNLIMITED REPLACEMENT OF RUN-FLAT TIRES**



***AutoXcel***<sup>®</sup>

**STAND ALONES**

Something for Everyone

# RecoverKey

KEY REPLACEMENT PROGRAM



## COVERAGE

- Covers Lost, Stolen, or Damaged Keys
- 1 to 7 Year Protection
- \$450, \$800 Yearly Benefit
- Covering Exotic Vehicles \$1500 Yearly Benefit Available
- Comprehensive Motor Club Membership
- Additional \$100 Benefit for Keys Lost on Your Key Ring



**AutoXcel**<sup>®</sup>



KEY/FOB REPLACEMENT



LOCKOUT ASSISTANCE



ROADSIDE ASSISTANCE



FUEL & FLUID DELIVERY

# **DYNAMIC GLASS**

Clear Vision  
Water Repellency  
Reduced Glare  
Windshield  
Replacement Option

## **COVERAGE**

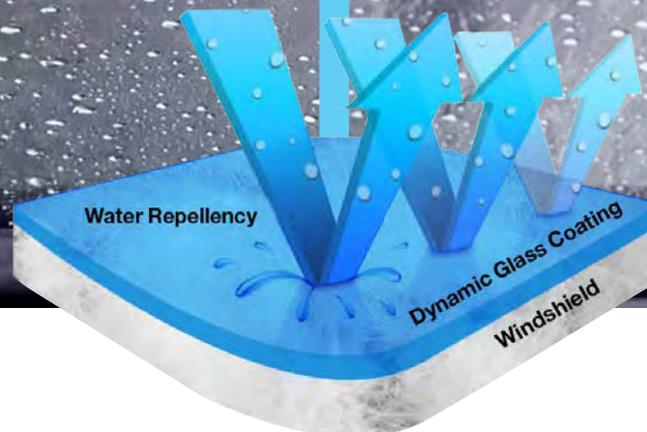
- Available in Repair Only or Repair/Replace Policies
- Does Not Exclude OEM Replacement
- Easy Application
- No Deductibles



**TREATED**



**UNTREATED**



**AutoXcel<sup>®</sup>**

# AutoXcel

## PDR

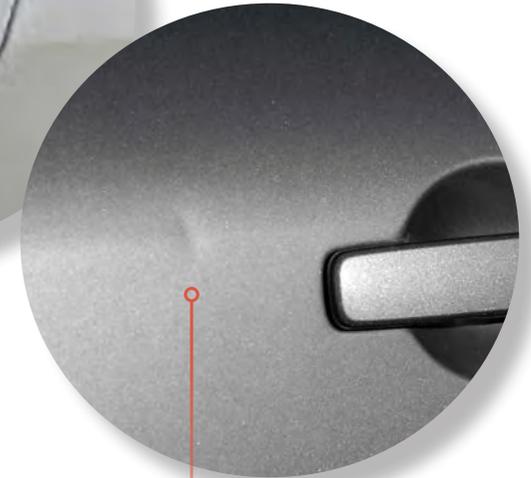
PAINTLESS DENT REPAIR

### COVERAGE FEATURES

- Unlimited Removal of Dents & Dings on Vertical Panels of the Vehicle.
- 1-7 Year Plans Available
- Optional Hail Damage Protection  
*(Only available in certain states, ask for details)*
- Nationwide Coverage

**AutoXcel**<sup>®</sup>

**UNLIMITED REMOVAL OF THOSE UNSIGHTLY BLEMISHES!**



**DOOR DENTS**

**DOOR DINGS**

# DYNAMIC IMAGE

## COVERAGE

- Interior and Exterior Protection
  - Rips, Tears, Stain, Cigarette Burns
- Chemicals Provided at No Charge to Dealer
- Perfect for Pre-Load Option
- Easiest Application on the Market



**AutoXcel<sup>®</sup>**

## Clear Coat & Paint Protectant

The advanced formulation of Dynamic Image provides technological protection against:

- Acid Rain
- Bird Droppings
- Salt
- Bugs
- Fading Due to UV Sunlight
- Sap
- Loss of Clearcoat
- Hard Water Stains



## Vinyl & Leather Conditioner

Dynamic Image leather care provides long lasting nourishment with protectants that enable your leather to survive and look lustrous for years to come.

- UV Absorbers
- Conditioners
- Protective Chemicals

## Fabric Protection

- Resists Both Oil and Water Based Stains.
- Protection also Covers Rips, Tears & Cigarette Burns.



***AutoXcel***<sup>®</sup>

**LOYALTY PROGRAMS**

Caring for Loyal Customers

# TLC

Total **Loss** Credit

## *Program Highlights*

- Loyalty credit in the event of Total Loss
- Return to purchasing dealership to receive up to \$5000 towards replacement vehicle



*Because Sometimes Bad Things Happen*

# TLC **2**

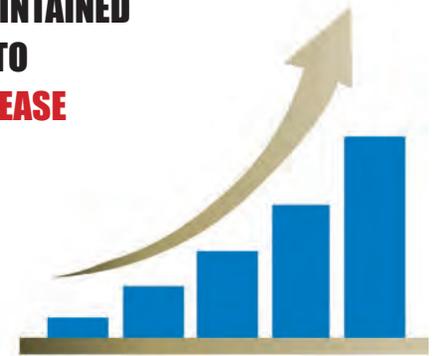
## 2 GREAT CREDITS

Total **Loss** Credit & Total **Loyalty** Credit

## *Program Highlights*

- Customer Loyalty Incentives to Return to Purchasing Dealership
- No Out-of-Pocket Cost to Consumer  
Maintenance Plan Guarantees Returns
- Well-maintained Vehicle Receives up to 10% Increase in FMV Trade-in at Dealership
- Includes TLC's Total Loss Credit

**THE CUSTOMER'S WELL MAINTAINED VEHICLE WILL BE ELIGIBLE TO RECEIVE UP TO A 10% INCREASE IN FAIR MARKET, TRADE-IN.**

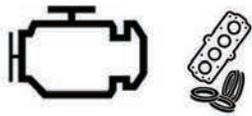


**AutoXcel<sup>®</sup>**

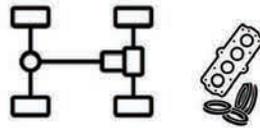
# LIFETIME POWERTRAIN WARRANTY

## COVERING VEHICLE'S MOST CRUCIAL COMPONENTS

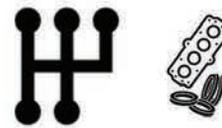
Reward customers for their choice in dealerships with Lifetime Powertrain Warranty. With built-in incentives to maintain and repair their newly purchased vehicle with you, we've made it even easier to build a loyal, lifelong relationship.



**Engine**  
Internally Lubricated Parts



**Axle Drive**  
Housed Lubricated Parts



**Transmission**  
Internally Lubricated Parts



**Transfer Case**  
Internal Parts



**Hybrid Parts**  
Hybrid Electric

Bearings  
Pistons  
Pins and Rings  
Valves  
Valve Springs  
Spring Retainers  
Rocker Arms  
Timing Chain  
Timing Gear  
Oil Pump  
Valve Guides  
Valve Followers  
Valve Seats  
Rocker Shafts  
Push Rods  
Valve Lifters  
Connecting Rods  
Crankshaft

Camshaft  
Cam Bearings  
Rocker Bushings  
Water Pump  
Engine Mounts  
**Engine**  
Cushions/Bushings  
Exhaust Manifold  
Intake Manifold  
Front Cover  
Harmonic  
Balancers  
Flywheel Ring Gear  
Pulleys &  
Eccentric Shaft  
**Seals & Gaskets**

Hub  
Axle  
Non-serviceable Bearings  
Drive Gears & Clutches  
Constant Velocity Joints  
Universal Joints  
Axle Shafts  
Drive Shafts  
**Seals & Gaskets**

Torque Converter  
Pump  
Drums  
Reaction Carrier  
Shafts  
Hubs  
Shift Rails  
& Forks  
Gears  
Internal Linkage & Bearings  
Transmission Mounts  
Vacuum Modulator  
**Seals & Gaskets**

Power Inverter Assembly  
Generator Assembly  
Hybrid Cooling System  
Blower Motor & Pumps

Hybrid System Stator & Rotor

**Pair with TLC2  
for the Ultimate  
Loyalty Advantage**

# LOYALTY

## ADVANTAGE PROGRAM

TLC2 Combines with Lifetime Powertrain Warranty

*The Ultimate Vehicle Care Package*

**TLC** **2**

Total **Loss & Loyalty** Credit

- 10% FMV Trade-in Boost
- Credit Up to \$5000
- Great maintenance plan at reduced prices.

**TRADE-IN VALUE  
INCREASES  
UP TO 10% ONLY  
WITH YOU!**



## LIFETIME POWERTRAIN

WARRANTY

**Comprehensive coverage for these crucial components**



Engine



Axle Drive



Transmission



Transfer Case



Hybrid Parts

Customers maintaining their vehicle with you ensures your loyal customers worry-free driving with our Lifetime Powertrain Warranty, covering the most vital parts of their vehicle.

**AutoXcel**<sup>®</sup>



***AutoXcel***<sup>®</sup>

**EXCESS WEAR & TEAR**

Peace of Mind for Leasing Customers



## END-OF-TERM BENEFITS FOR YOUR NEW LEASE

### PROGRAM BENEFITS

- Maximum of \$1,000 for each eligible itemized charge and \$5,000 total for charges owed by you resulting from Excess Wear and Tear as defined in your Lease.
- There is no limit in the number of items the consumer can be reimbursed, coverage will stop after the reimbursement dollars reaches \$5000 in total.
- No single item can be reimbursed for more than \$1000. If an item is over \$1000, AutoXcel will still reimburse the consumer a \$1000 toward that charge.
- Tires are covered and will be viewed as an individual item per tire resulting in up to \$1000 of coverage per tire maximum.

### AUTOXCEL'S LEASE WEAR & TEAR COVERS THE FOLLOWING COMMON EXCESS WEAR CHARGES

- Dents, Scratches & Paint Chips
- Rust, Corrosion & Sand Damage
- Windshield Cracks & Chips
- Wheel Damage
- Excess Tire Wear
- Headlights, Tail Lights & Brake Lights
- Bumpers & Tailgates
- Convertible Tops
- Upholstery Rips, Tears & Stains
- Audio Equipment & Speakers
- Muffler & Tail Pipes



END OF LEASE **HASSLE-FREE** **AutoXcel**<sup>®</sup>

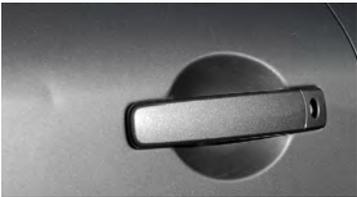
THIS PRODUCT IS NOT AVAILABLE IN CALIFORNIA & NEW YORK.



## Great Protection

TIRE & WHEEL, WINDSHIELD, PAINTLESS DENT REPAIR PROTECTION

WITH END-OF-TERM LEASE BENEFITS



### COVERAGE

- Comprehensive Tire and Wheel Coverage (Repair/Replace with Cosmetic Coverage)
- Unlimited Paintless Dent Repair (PDR)
- Windshield Repair
- Windshield Replacement Reimbursement (Covers your insurance deductible up to \$500)
- Extensive Roadside Assistance Benefits
- Up to 7 Year Terms Available
- No Aggregates or Deductibles
- Nationwide Coverage
- New or Pre-owned Vehicle Coverage

#### BENEFITS AT THE END OF YOUR LEASE

Dealer Loyalty Credit towards the purchase or lease of your next vehicle from the participating dealer, up to \$5,000, or for wear and tear charges at lease end.



**\*Optional Key Coverage**  
Check Applicable Box on Contract  
(Additional Fees will Apply)

**AutoXcel**<sup>®</sup>



## The Most Robust Package

### ► BENEFITS

- Comprehensive Tire and Wheel Coverage (Repair/Replace with Cosmetic Coverage)
- Unlimited Paintless Dent Repair (PDR)
- Windshield Repair
- Windshield Replacement Reimbursement (Covers your Insurance Deductible up to \$500)
- Extensive Roadside Assistance Benefits
- Interior/Exterior Protection
- Up to 7 Year Terms Available
- No Aggregates or Deductibles
- Nationwide Coverage
- New or Pre-owned Vehicle Coverage



**\*Optional Key Coverage**  
Check Applicable Box on Contract  
(Additional Fees will Apply)



#### BENEFITS AT THE END OF YOUR LEASE

Dealer Loyalty Credit towards the purchase or lease of your next vehicle from the participating dealer, up to \$5,000, or for wear and tear charges at lease end.



***AutoXcel***<sup>®</sup>  
**GUARANTEED ASSET PROTECTION (GAP)**

# CERTAINTY

Guaranteed Asset Protection by **AutoXcel**



## PROGRAM GUIDELINES

- Up to \$150,000 MSRP
- Maximum Loan-to-Value 150% of MSRP (New) or of NADA Retail (Pre-owned)
- Maximum Finance Term: 84 months
- Deductible Coverage: Benefit up to \$1000
- Gap Payout: Maximum benefit of \$50,000 or Unlimited per certain lender rules
- Protects the Customers Investment from additional Out-Of-Pocket Expenses in the event of a total loss
- Commercial Vehicle Registration & RideShare (optional)

## SAVING YOUR CUSTOMERS FROM ADDITIONAL OUT-OF-POCKET EXPENSE

*that insurance doesn't cover!*

### FINANCIAL EXAMPLE

Total Purchase Price <i>Loss Occurs During the First Year</i> .....	\$36,456.87
Loan Value Remainder .....	\$34,320.12
FMV from Insurer .....	\$30,300.00
Difference .....	\$4,020.120
	+
Deductible .....	\$1,000.00
Your Cost to Pay Off .....	\$5,020.12

**CERTAINTY™**  
 PAYS OFF &  
 YOU OWE  
**\$0**



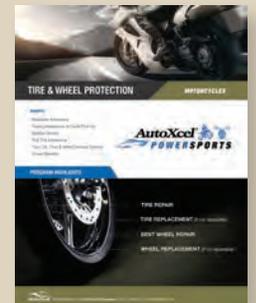
**AutoXcel®**

# SERVICE CONTRACTS



- ✓ MOTORCYCLES
- ✓ BOATS
- ✓ ATVs
- ✓ UTILITY VEHICLES
- ✓ SCOOTERS

## VSC | GAP | TIRE & WHEEL



***AutoXcel***<sup>®</sup>

# **REINSURANCE**

*Learn how to put your dealership in the driver's seat!*



## ***WE UNDERSTAND***

- Increased Profitability
- Enhance Control & Flexibility
- Enjoy Working Capital
- Improve Customer Experience



**TALK WITH OUR TEAM OF INSURANCE EXPERTS**

# MARKETING & DESIGN

Our belief is that vivid visuals are the most effective marketing tools -“a picture is worth a 1000 words.” **AutoXcel®** can provide you with personalized sales **placemats, addendums, brochure backers, certificates, car toppers** and just about any other personalized item you could need. For custom designed items or for questions about marketing services contact us.



**AutoXcel®**

## CUSTOMER SERVICE & CLAIMS

Our Claims Team is located in beautiful Wilmington, NC. We are here to help you six days a week. The best way to contact us is our toll free number **877.340.4227** during our normal business hours M-F from 8:30am-5pm. Follow the prompts which will direct you to your Department. It is our goal to make sure that you receive personal attention to your claim.

We look forward to helping you!

### Alex Bradley

*Claims Director*

O: 910.499.9081

E: alex@autoxcel.net



**AutoXcel**<sup>®</sup>

GENERAL CLAIMS  
**877.340.4227**

MECHANICAL VSC  
**888.368.2302**

ROADSIDE ASSISTANCE  
**844.539.5811**

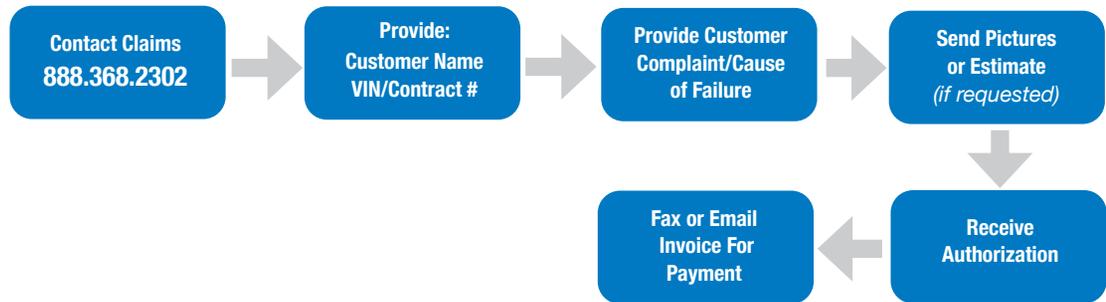
*Always a Person  
Available on the Phone*

**Monday-Friday  
8:30am - 5pm**

**Saturday  
9am - 3pm**



## MECHANICAL VSC CLAIMS GUIDELINE



### CREDIT CARD PAYMENT CHECKLIST

Invoices can be faxed **910.499.9082** or emailed [accounts payable@autoxcel.com](mailto:accounts payable@autoxcel.com). Please complete the cover sheet & include all applicable items below:

#### FAX REQUIREMENTS

##### REPAIR ORDER

- Repair Facility Names, Address & Phone Number
- Complete VIN
- Vehicle's Current Mileage
- Customer's Full Name/Address

##### ALL DOCUMENTATION SUBMITTED IS REQUIRED TO BE

- Legible (*Printed*)
- Itemized (*Parts & Labor*)
- Signed by The Customer (*where applicable*)

##### SUPPLEMENTAL INVOICES (SUBLETS)

- Part Invoices – any part obtained from a supplier or dealer must have an invoice accompanying the repair order & must show the parts at MSRP (*or your cost, which will be marked up 30%*)
- Any other outside vendor or supplier utilized to effect repairs will require invoices (*if applicable*)
- Towing Invoice (*if applicable*)

**Rental invoice (if applicable)- Final Signed Computer-Generated Invoice**

**AutoXcel**<sup>®</sup>



## AUTOXCEL CLAIMS TIRE & WHEEL

# Claims Procedures

The dealership needs the following prior to calling in a claim

### IMPORTANT *PRIOR TO CALLING*

SEND PHOTOS TO [CLAIMS@AUTOXCEL.NET](mailto:CLAIMS@AUTOXCEL.NET)

#### TIRE & WHEEL CLAIM

- Close up photo of Tire & Wheel Damage  
*(with the Damage Clearly Visible)*
- Photo of the VIN Plate or VIN off Door Jam
- Photo of License Plate
- Contract Holders information

#### WITH KEY REPLACEMENT CLAIM

- VIN# & License photo **or**
- Copy of the **Repair Order** showing vehicle information.



#### ALL OTHER ANCILLARY CLAIMS

- Call Claims # **1.877.340.4227** or **910.762.5300**
- At that time of the call, Claims will view the photos, verify pricing and approve Claim on the phone if possible.
- A Work Order will be emailed once approval is issued.
- All invoices/repair orders should be emailed or faxed to: [accountspayable@autoxcel.net](mailto:accountspayable@autoxcel.net) or **910.499.9082**.  
Invoices are processed once the dealer or vendor completes the work and sends a customer signed invoice/repair order. Checks payments are issued weekly. For credit card payments, please call **1.877.340.4227** or **910-762-5300 EXT 1000**. We require a verbal authorization/approval code at the time payment is made and will require a copy of the credit card payment receipt emailed to [accountspayable@autoxcel.net](mailto:accountspayable@autoxcel.net) at the time of processing.

#### SAMPLE PHOTOS



- A Photo of the Vehicle including License Plate
- B Photo of Wheel and Tire on Vehicle
- C Photo of Tread Depth (*at lowest point*)
- D Photo of Damage to Tire

- E Photo of Full Tire Tread (*shoulder to shoulder*)
- F Photo of DOT
- G Photo of VIN Plate

**AutoXcel**<sup>®</sup>

272 N Front Street, Suite 500 | Wilmington, NC 28401 | 877.340.4227 | [www.autoxcel.net](http://www.autoxcel.net)





# Claims Procedures

Customer will need the following information before presenting a claim to AutoXcel

## AUTOXCEL CLAIMS LEASE WEAR & TEAR

### LEASE WEAR & TEAR CLAIM

FOLLOW THESE STEPS WHEN FILING A CLAIM

CALL TOLL FREE 877.340.4227

- You must contact **AutoXcel** to file a claim: **877.340.4227**.  
*Please have the following information available when you call.*  
▼
- Copy of your **Lease End Inspection Report**.
- Copy of the finalized **Lease End Inspection Bill**, that shows the itemized deductions with dollar amounts for those items.
- Vehicle Return Documentation** (Proof vehicle was turned in, must have date on it)
- Copy of **Odometer Statement**
- Paid Receipt**. Customer is responsible for paying for the charges and **AutoXcel** will reimburse the consumer for all eligible charges not to exceed \$5,000 in total or \$1,000 for any single item.
- Copy of your **Bank Lease Contract**.
- Copy of your **AutoXcel Lease Wear and Tear Contract**.

**AutoXcel**<sup>®</sup>

272 N Front Street, Suite 500 | Wilmington, NC 28401 | 877.340.4227 | www.autoxcel.net



## AUTOXCEL CLAIMS

### STANDARD PROGRAM GUIDELINES

**Tires:** Tire Rack Retail plus 10% markup. **AutoXcel**<sup>®</sup> to pay reasonable labor charges to install.

**Wheel Repair:** **AutoXcel**<sup>®</sup> will coordinate repair directly with the appropriate wheel vendor. AutoXcel reserves the right to repair a bent or cracked wheel before replacing. The repairs will be handled directly with the vendor.

**Wheel Replacement:** **AutoXcel**<sup>®</sup> will send the dealership a reman wheel. **AutoXcel**<sup>®</sup> will pay the dealership reasonable labor charges to install.

*To begin a claim call*  
**877.340.4227**



### PREMIER PROGRAM GUIDELINES

**Tires:** Tire rack retail plus 15% markup. **AutoXcel**<sup>®</sup> to pay reasonable labor charges to install.

**Wheel Repair:** Cracked wheels will be replaced if repairs are not allowed. Bent wheels will still be straightened if possible. **AutoXcel**<sup>®</sup> will pay the dealership \$25 override for these repairs or can pay the dealer directly if the price is discussed and agreed upon up front.

#### Wheel Replacement

Replace wheel with an OEM wheel off the shelf at Dealer Cost plus 15% plus labor to install. (**AutoXcel**<sup>®</sup> reserves right to verify dealer's true cost) Surcharges Apply.

***AutoXcel***<sup>®</sup>

## **AUTOXCEL CLAIMS PAYMENT**

### **SECURING PAYMENT**

- Payment is issued once the dealer completes the work and supplies AutoXcel with an invoice for payment.
- Invoices should be sent via email: [accountspayable@autoxcel.net](mailto:accountspayable@autoxcel.net)  
efax: [910.499.9082](tel:910.499.9082)
- **Check Payment:** Dealership checks are sent out weekly, checks are cut on Thursdays.
- **Credit Card Payment:** Available over the phone [910.762.5300](tel:910.762.5300), (dealership must call for payment).
- If an outside vendor was used, they will receive payment directly  
Outside vendor checks are cut every Tuesday.

## E-CONTRACTING

VISIT [WWW.AUTOXCEL.NET/DEALERS](http://WWW.AUTOXCEL.NET/DEALERS)

## DEALER ACCESS PORTAL

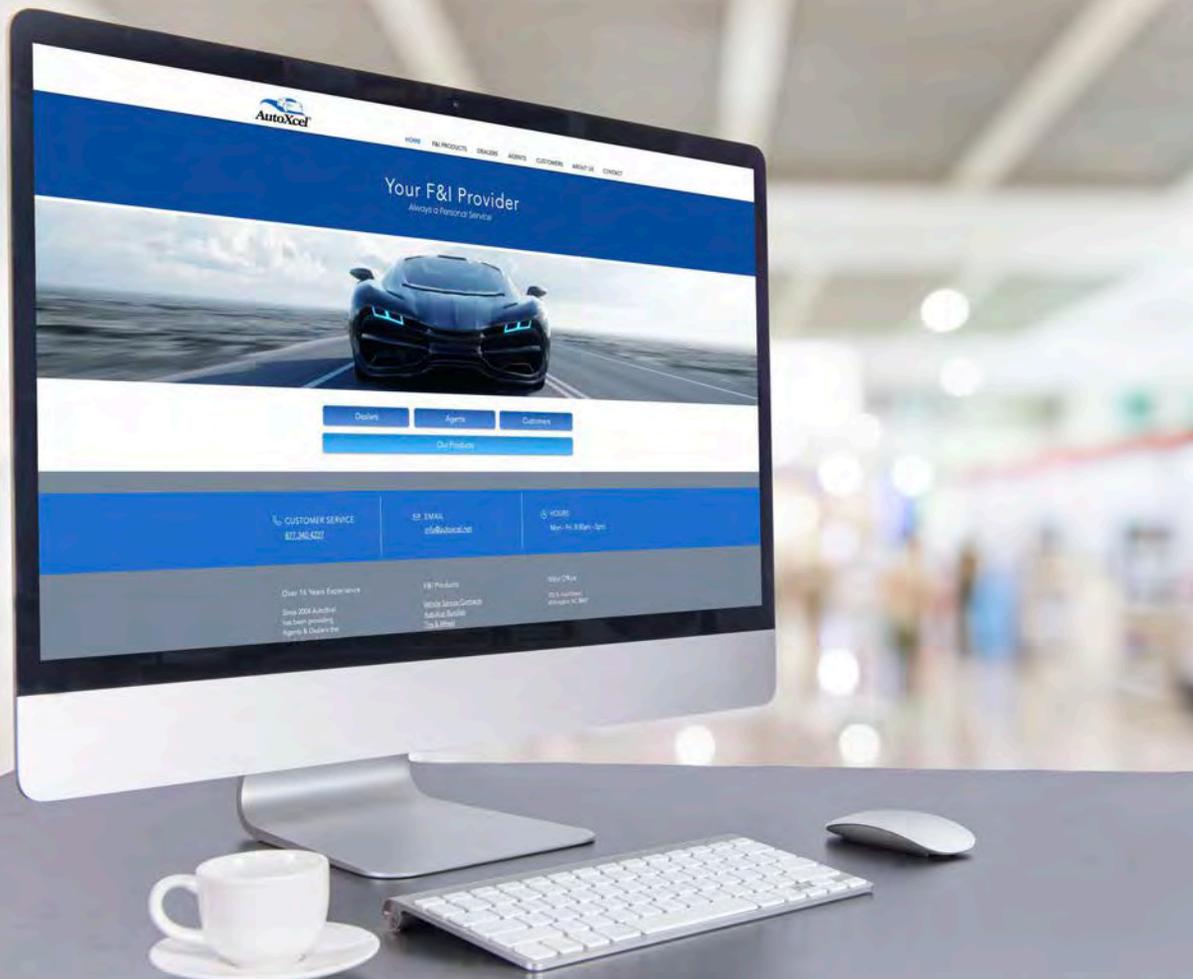
- Our portal is intuitive and easy to use.
- Rating tool will not allow contracts to be written on ineligible vehicles.
- Speeds up F&I transaction time with entire process on one page not separate tab
- Provides a real-time status update.
- Streamline the Remittance process for the dealer.
- Follow contract life cycle.
- Integrates with most dealers DMS.



<https://www.scsautoexpress.com/scs.dap.axl/UserLogin.aspx?>

**AutoXcel**<sup>®</sup>

# ***AutoXcel***<sup>®</sup>



- Link to DAP
- Product Overview
- Marketing Requests
- Cancellation Requests
- Company Directory

**VISIT [AUTOXCEL.NET](http://AUTOXCEL.NET)**



# It's All About Time Control Cost



**WHEEL REPAIR SOLUTIONS FOR DEALERS**



## DEALER BENEFITS

RELIABILITY

TIME

COST

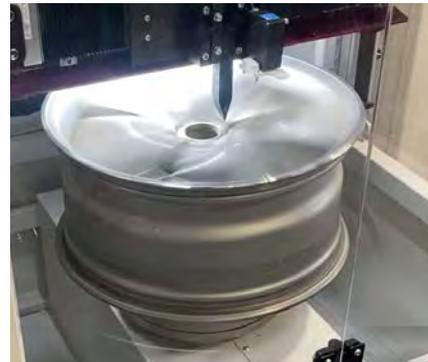
TURNAROUND

LOANER LEAN



*WheelRenew® Can Help Your Dealership Tackle the Frustration of Time, Control & Cost*

## ***Operating Units Provided to Meet Dealer Demand***



- ✓ Paint Techs
- ✓ Drivers & Vans
- ✓ Wheel Straightener
- ✓ Tire Balancer
- ✓ Wheel Lathe Operation

**POTENTIAL REINSURANCE OF TIRE/WHEEL**

***Partner with WheelRenew® today!***

***AutoXcel***<sup>®</sup> *Thank you for this opportunity!*



**INVENTIVE | RESOUCEFUL | RESPONSIVE**

877.340.4227 | [AUTOXCEL.NET](http://AUTOXCEL.NET)