



Anti-Theft Protection Product Knowledge

Objectives

Describe the Anti-Theft Protection product to customers

Discuss the provisions of Anti-Theft Protection to customers

Use resources available to Dealers to complete an Anti-Theft Protection sale

What is Anti-Theft Protection?



Theft deterrent system that provides protection to consumers.

Visible window stickers and etchings placed on vehicle to alert potential thieves.

Customer is provided certain benefits in the event a vehicle is stolen.



- ✓ Eligible vehicles – Automobiles, Travel Trailers, Motorized Recreation Vehicles, 5th Wheel Campers without age restriction.

SECUREDRIVE™

Provisions

If stolen and recovered with damage or missing articles within 30 days:

Full refund of Anti-Theft Protection purchase price provided to the customer.
Customer must supply all documents deemed necessary by the Administrator.



If stolen and not recovered within 30 days from date of theft OR recovered and declared total loss:

Contract holder eligible for a discount in the amount of the lesser of:

- a) 50% of the amount paid for the covered vehicle or
- b) \$5,000

In-Store Discount



- The customer is entitled to apply the in-store discount toward the purchase of any new or pre-owned vehicle within the Dealer's inventory



- This product feature is a customer retention mechanism that assures that even in the event of vehicle theft, your customer will return to you

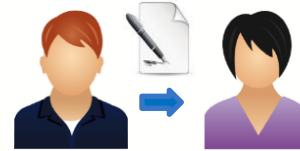
Terms & Conditions



Exclusion - Commercial Use

Rental, police or emergency use, road repair operations, hauling, driving school, route work, vehicles used primarily off road, taxi or public hire, tourist guide, job site activity, courier or delivery, snow removal, construction, limousine or shuttle.

Transfers



Not transferable to subsequent owners



Cancellation Provision

- Anti-Theft Protection is fully refundable within 30 days. Non-cancellable by customer after 30 days.
- Should Lienholder request cancellation due to total loss or repossession after 90 days from the date of purchase the dealer is not required to participate.

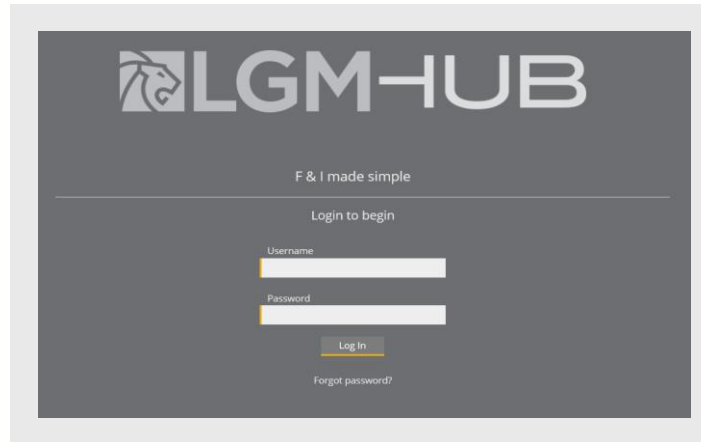
Claims Process

- File a Police Report within 3 days of theft
- File a Theft Report with your Insurance Provider within 3 days of theft
- Contact the Administrator at **1-866-363-1513** within 30 days of theft.
- Must file claims for refund or in-store discount within 60 days of theft



LGM HUB

- Products are available as an online registration only - there is no need to complete pre-printed forms.
- Every policy must be registered through the HUB to ensure coverage is effective for your customer immediately.
- Simply log on to get started.



The screenshot shows the LGM HUB login interface. At the top left is the LGM HUB logo, which consists of a stylized horse head icon followed by the text 'LGM-HUB'. Below the logo is the tagline 'F & I made simple'. Underneath that is the text 'Login to begin'. There are two input fields: 'Username' and 'Password', both with yellow highlights on their left sides. Below the password field is a 'Log In' button with a yellow highlight. At the bottom of the form is a link for 'Forgot password?'.

LGM HUB – Vehicle Information

Quick Quote screen:

1. Enter either the *VIN* or the *Year, Make, and Model* of the vehicle. The field that reads *Additional Vehicle Details* will populate.
2. Enter *Kilometres, In-Service Date,* and *Vehicle Purchase Type*.
3. Click *Next* to continue.

The screenshot shows the SECUREDRIVE Quick Quote Start interface. It features a header with the SECUREDRIVE logo and the title 'Quick Quote Start'. Below the title, there are three main input sections. The first section, labeled '1', is for VIN entry, with a dropdown menu currently showing '- Enter Vehicle VIN -'. Below this is an 'OR' separator. The second section, labeled '2', contains three dropdown menus: 'Year' (set to 2016), 'Make' (set to Acura), and 'Model & Series' (set to MDX Base w/Tech). Below these is a section titled 'Additional Vehicle Details' which has populated with '(2016 Acura MDX Base w/Tech)'. The third section, labeled '3', contains three input fields: 'km' (set to 99), 'In-Service Date' (set to 06 Oct 2016), and 'Vehicle Purchase Type' (with 'Financed' selected over 'Cash' and 'Leased'). A 'Next' button is located at the bottom right of the form.

LGM HUB – Customer Information

The screenshot shows a 'Customer Details' form with the following fields and options:

- First Name (text input)
- Middle Name (text input)
- Last Name (text input)
- Business Name (text input)
- Primary Phone Number (text input with a dropdown arrow and a '+ Add Phone Number' link below it)
- Email (text input)
- Lookup Address (text input with the placeholder 'Start Typing Address Here')
- Street Address (text input)
- Unit/Suite (text input)
- City (text input)
- Province (dropdown menu with 'BC' selected)
- Postal Code (text input)
- Add Secondary Contract Holder

When vehicle information is submitted, you can now enter customer information. This can be completed on the left side of your screen.

Enter required information such as *Name, Primary Phone Number, Street Address, City, Province, and Postal Code.*

LGM HUB – Anti-Theft Protection

Click on the *Anti-Theft* tab and **complete the following steps:**

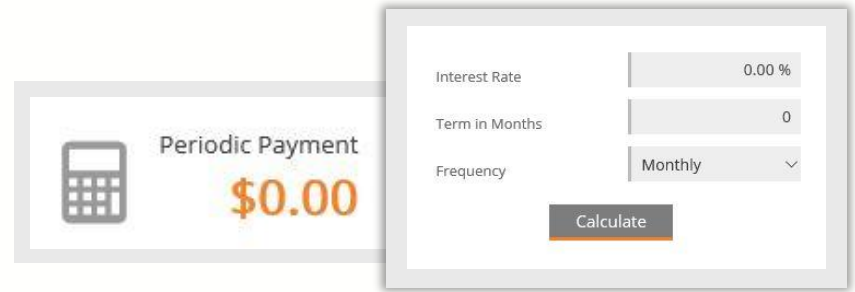
1. Choose the *Term Length* in months
2. Enter the *Anti-Theft Identification Number*
3. Enter the *Contract Date* and *Lienholder* (if applicable)

The screenshot shows a web form titled "SecureDrive Anti-Theft" with a printer icon in the top right corner. The form contains several input fields and a dropdown menu. Three numbered callouts are present: 1. A circle with the number "1" points to the "Term (months)" input field. 2. A circle with the number "2" points to the "Anti-Theft Identification Number" input field. 3. A circle with the number "3" points to the "Contract Date" input field, which contains the text "17 Oct 2016". Below the "Contract Date" field is a calendar icon. To the right of the "Contract Date" field is a "Lienholder" dropdown menu with "Cash" selected. Further right is a "P-Code" input field. On the far right, the "Retail Price" is displayed as "\$0.00".

You will now see the retail price of the product on the HUB screen.

Total Payment and Monthly Payments

You can now calculate periodic payments using the tool on the top-right of your page. Click on the calculator icon and enter the *Interest Rate*, *Term in Months* and *Frequency*



The screenshot shows a calculator icon on the left. To its right, the text "Periodic Payment" is displayed above a large orange "\$0.00". On the right side of the interface, there are three input fields: "Interest Rate" with a value of "0.00 %", "Term in Months" with a value of "0", and "Frequency" with a dropdown menu set to "Monthly". A "Calculate" button is located at the bottom right of the form.

You can also use the *Quote Summary* on the bottom of the page to calculate the total cost of the product (or products) purchased by the customer.

Quote Summary	Retail Price	GST	Total Payment
	\$533.00	\$26.65	\$559.65

Save Print Purchase

Dealer Cost and Retail Rates

	DEALER COST	RETAIL RATE
2 Year Plan	\$43	\$197
3 Year Plan	\$50	\$204
4 Year Plan	\$56	\$210
5 Year Plan	\$59	\$213
6 Year Plan	\$65	\$219
7 Year Plan	\$70	\$224

Sales Tools

Brochure

Highlight Sheet

Selling Dealer Guide

FACTS You Should Know ABOUT AUTO THEFT

- Vehicle theft is one of the most frequent crimes reported in Canada according to police reported data.
- Police reported close to 95,000 motor vehicle thefts in 2010; that's roughly 254 vehicles each day.
- About two-thirds of all stolen vehicles were taken from public areas such as parking lots and streets. The remaining third were taken from private residences.
- Insurance Bureau of Canada (IBC) statistics show that car theft costs Canadians about \$1 billion a year including health care expenses, court.

SECUREDRIVE

For more information about SecureDrive Anti-Theft Protection, contact your authorized dealer or call 1-866-287-8200.

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Anti-Theft Protection

ANTI-THEFT PROTECTION

For New & Pre-Owned Vehicles

DETERRENT SYSTEM

SECUREDRIVE™

SELLING DEALER'S GUIDE

SECUREDRIVE™
Anti-Theft Protection

SecureDrive Anti-Theft Protection is a vehicle theft deterrent system designed to help deter potential thieves from stealing a vehicle. In the event your customer's vehicle is stolen, SecureDrive Anti-Theft Protection will increase the odds of recovery and in many instances will provide a benefit to compensate for their loss.

Benefits of SecureDrive Anti-Theft Protection

Theft Deterrent

A subtle yet clearly visible warning label installed on the vehicle's front windows potential thieves that the vehicle is "Police Traceable".

Vehicle Recovery

In addition to the window decal, pre-registered numbers embedded on body panels will add your customer's vehicle to a national database to improve its traceability if the vehicle is stolen, these unique numbers allow the vehicle to be traceable.

Full Refund of Purchase Price

In the event a vehicle is stolen and recovered with damage or stolen goods, a full refund of the purchase price will be provided to the customer.

Discount on Replacement Vehicle

In the event a vehicle is stolen and unrecovered or recovered but as a total loss, a selling dealer discount of up to \$5,000 towards a replacement vehicle.

Program Highlights

- Available without age restriction for all makes and models
- Multiple coverage terms available to suit both lease and purchased vehicles
- Quick and easy to install
- No up-front fee or administration hassles
- Ideal product to blanket all vehicles on lot
- Underwritten by The Sovereign General Insurance Company
- Canadian product designed for Canadian dealers

Dealer Inventory Protection

In addition to providing anti-theft coverage for your customers, SecureDrive Anti-Theft Protection can also protect your dealership's inventory as well. For more information on this benefit contact your Dealer Development Manager.



SECUREDRIVE
Anti-Theft
PROTECTED

Imagine the sinking feeling you get as you walk up to the location you expect your vehicle to be, but it's gone. With over 250 vehicles stolen every day in Canada, always need to take precautions to reduce the risk of your vehicle being stolen and increase the chances of vehicle recovery.

Designed to deter vehicle theft, SecureDrive Anti-Theft Protection is the smart choice for vehicle safety and peace of mind.

SecureDrive Anti-Theft Protection is a powerful vehicle theft deterrent and prevention system. A clearly visible warning label combined with a subtle yet permanently attached pre-registered number embedded in a vehicle's paint is a winning combination for deterring thieves from stealing your vehicle. In the event your vehicle is stolen, SecureDrive Anti-Theft Protection provides a benefit to help compensate for your financial loss.

DETERRING THIEVES WITH THE POWER OF VEHICLE IDENTIFICATION

Car thieves target vehicles that present the least amount of risk and with SecureDrive Anti-Theft Protection on board, they will think twice about stealing your vehicle. SecureDrive Anti-Theft Protection offers:

MULTIPLE TERM OPTIONS

SecureDrive Anti-Theft Protection can be purchased for terms ranging from 24 to 84 months.

PROTECTION FOR RECOVERED VEHICLES

Provides a full refund of the purchase price for SecureDrive Anti-Theft Protection in the event your vehicle is stolen and recovered with damage or stolen goods?

PROTECTION FOR UNRECOVERED OR TOTAL LOSS VEHICLES

Provides up to \$5,000 as a selling dealer discount towards the purchase of a replacement vehicle in the event your vehicle is stolen and unrecovered for 30 days or recovered and declared a total loss.

IDENTIFICATION METHOD

PANEL MARKING
A decal with a unique, pre-registered number is applied to painted body panels in several discreet locations on your vehicle in order to improve its traceability. Even if the decal is removed, a nearly invisible number is left behind that gives when exposed to UV light to ensure the panel is permanently marked.



Roughly 40% of vehicles stolen in Canada are never recovered. With the SecureDrive Anti-Theft Protection window decal installed, thieves will be instantly notified that your vehicle is traceable.

Sovereign General Insurance Company

Since 2005, SecureDrive Anti-Theft Protection has been underwritten by The Sovereign General Insurance Company, a member company of The Co-operative Group. Established in 1952, Sovereign General employs approximately 275 staff throughout Canada and has 62 principal branch locations to assist. For more information about The Sovereign General Insurance Company, visit their website at sovereign-general.com.

SECUREDRIVE™
Anti-Theft Protection

For more information about Anti-Theft Protection contact your local Dealer Development Manager or 1.800.510.8372

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SECUREDRIVE™



Selling Anti-Theft Protection

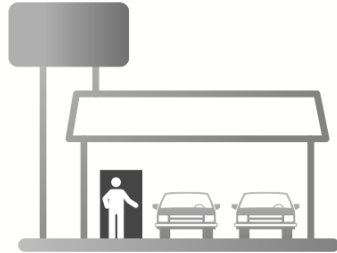
Selling Strategy

- Blanketing your lot is the preferred strategy
- As each vehicle is equipped with Anti-Theft window stickers, every customer has the opportunity to register the Anti-Theft product



- No upfront costs to the Dealer; however, Dealer is required to register the vehicle within 48 hours of application
- The Dealer remits the appropriate amount of each retail sale

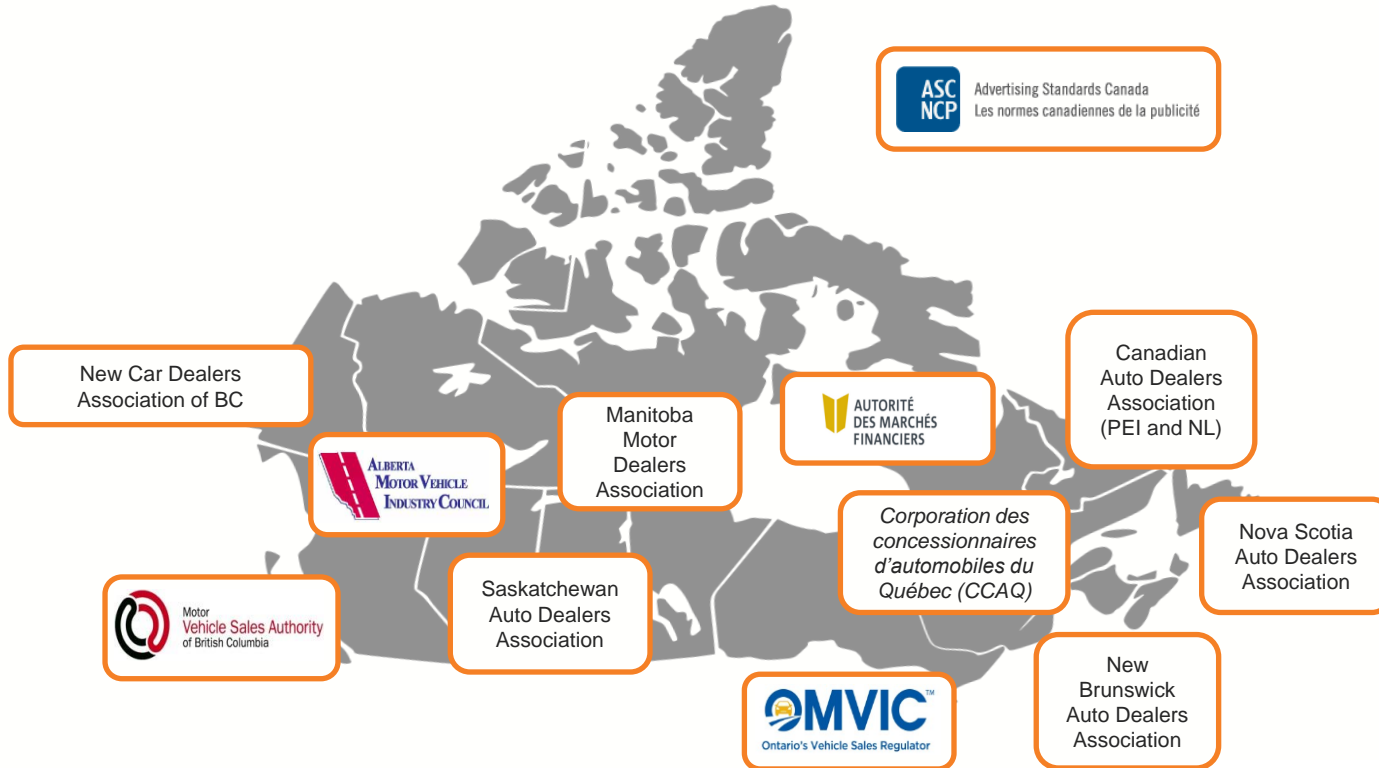
Dealer Inventory Coverage



The dealer has the option to protect its vehicle inventory against theft

- Should a vehicle be stolen, the dealer shall receive the lesser of \$5,000 or the amount of the dealer's insurance deductible
- Please consult your Selling Dealer Guide for full terms and conditions

Resources for Ethical Sales



About LGM Academy

- *LGM Academy* is our industry-leading Learning Management System (LMS) that hosts a full suite of interactive courses and serves as your one-stop-shop for everything related to training.
- Our courses are broken out into micro-learning modules to accommodate your busy work schedule and are available online 24/7. Even better, this software is compatible with multiple devices so you can bring *LGM Academy* with you anywhere you go.
- Simply access *LGM Academy* by logging into the HUB or reach out to your Dealer Development Manager and start your learning journey today!

