



Pre-Paid Maintenance

Understanding and Selling the Product

Objectives

Introduce the features of SecureDrive Prepaid Maintenance

Describe vehicle eligibility and Prepaid Maintenance terms and conditions

Describe the benefits for the customer and dealer

Explain the process for selling a Prepaid Maintenance contract using the HUB

What is SecureDrive Prepaid Maintenance?

A service contract designed to provide customers coverage for essential service needs of their vehicles such as oil and filter changes, tire rotation and more.

Dealers can offer protection that suits the intended ownership period of their customers while keeping with the Owner's Manual recommended intervals for normal or severe usage conditions.

Coverage available on any new vehicle that is either financed, leased, or cash-purchased.

Why is there a need for Prepaid Maintenance?



...allows you to lock in the price for essential maintenance on your vehicle

Have trained technicians and genuine OEM parts used for maintenance



Increase the resell and trade in value of your vehicle

How can Prepaid Maintenance benefit your dealership?



Has the customer coming back to the dealership and helps to increase customer retention

Opportunity to generate substantial service department revenue that could go outside the dealership



Allows Service Department to sell additional services as required based on the vehicle inspection report

Prepaid Maintenance Eligibility



The Power to Surprise

✓ Must be a **Kia model**.



✓ Must be a new vehicle within 6 months and 12,000 kilometers



✓ There are no exclusions on commercial vehicles; both commercial and light commercial vehicles are accepted



✓ **Kia Soul EV, K900 and Stinger are not eligible for Prepaid Maintenance**

Prepaid Maintenance Coverage Options



Service Intervals	1	2	3	4	5	6	7	8	9	10	11	12	13	14
Engine Oil	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Engine Oil Filter	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Engine Oil Drain Plug Gasket	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Tire Rotation	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Multi-point Vehicle Inspection	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Shop Supplies	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Cabin Air Filter		•		•		•		•		•		•		•
Engine Air Filter				•				•				•		

Parts and Labour Pricing

Service Intervals	Retail Cost		
	Class 1	Class 2	Class 3
4	\$448	\$481	\$530
5	\$507	\$542	\$601
6	\$650	\$698	\$769
7	\$708	\$759	\$839
8	\$826	\$891	\$986
9	\$881	\$948	\$1,052
10	\$1,018	\$1,097	\$1,212
11	\$1,072	\$1,154	\$1,278
12	\$1,184	\$1,278	\$1,417
13	\$1,235	\$1,331	\$1,478
14	\$1,316	\$1,423	\$1,580

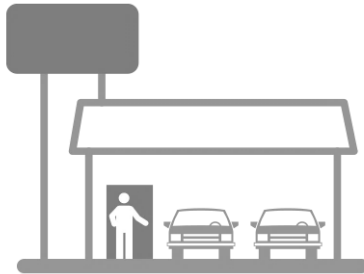
Example:

8 Intervals(4 years)
Interest: 3%
Retail cost: \$826-\$986

= \$4.22-\$5.00 weekly

How to Submit a Prepaid Maintenance Claim

- The submission process is the same as that of MBP or Appearance Protection.
 1. You can submit a claim by calling the administrator at 1-866-475-8864
 2. LGM currently developing to allow Service Department to submit claims directly through HUB
- The customer's first service can be scheduled the day they purchase the vehicle
- Service Department can contact LGM and have the services pre-authorized before the customers comes in



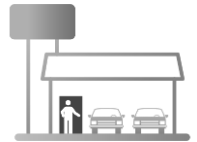
Parts and Labour Pricing

Reimbursement for items required under Kia Service advantage claims will be as follows:

- Parts will be reimbursed at dealer cost plus 10%
- Reimbursement for labour will be calculated at 60% of the dealer's warranty labour rate.

Any other items required as per the vehicle inspection report (VIR) will be:

- Sold at dealer retail rates and billed on a separate repair order



Dealer Markup – Class 1

Class 1: Rio, Rio 5-door, Rio5, Soul, Rondo, Forte, Forte Koup, Forte5

Maintenance Interval	Dealer Cost	Retail PPM Price	Dealer Markup
4	\$348	\$448	\$100
5	\$407	\$507	
6	\$500	\$650	\$150
7	\$558	\$708	
8	\$676	\$826	
9	\$731	\$881	
10	\$818	\$1,018	\$200
11	\$872	\$1,072	
12	\$984	\$1,184	
13	\$1,035	\$1,235	
14	\$1,116	\$1,316	

Dealer Markup – Class 2

Class 2: Sportage, Sorento 4 cyl, Optima, Optima Hybrid, Optima Plug-In Hybrid

Maintenance Interval	Dealer Cost	Retail PPM Price	Dealer Markup
4	\$381	\$481	\$100
5	\$442	\$542	
6	\$548	\$698	\$150
7	\$609	\$759	
8	\$741	\$891	
9	\$798	\$948	
10	\$897	\$1,097	\$200
11	\$954	\$1,154	
12	\$1,078	\$1,278	
13	\$1,131	\$1,331	
14	\$1,223	\$1,423	

Dealer Markup – Class 3

Class 3: Niro, Sorento 6 cyl, Sedona, Cadenza

Maintenance Interval	Dealer Cost	Retail PPM Price	Dealer Markup
4	\$430	\$530	\$100
5	\$501	\$601	
6	\$619	\$769	\$150
7	\$689	\$839	
8	\$836	\$986	
9	\$902	\$1,052	
10	\$1,012	\$1,212	\$200
11	\$1,078	\$1,278	
12	\$1,217	\$1,417	
13	\$1,278	\$1,478	
14	\$1,380	\$1,580	

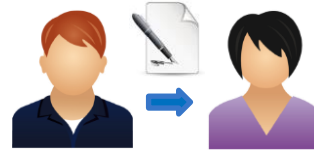
Terms & Provisions

New Vehicle Terms



24 – 90 month plans

Transferability



\$100 Transfer fee applies
(except where prohibited by law)

Cancellation Provision

- Prepaid Maintenance is fully refundable within 30 days. Non-cancellable by customer after 30 days. (Dealer may override if participating in the refund)
- 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.



Pre-Paid Maintenance

Processing a Transaction in the HUB

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.



LGM HUB – Vehicle Information

Quick Quote screen:

1. Enter either the *VIN* or the *Year, Make,* and *Model* of the vehicle. Once you have entered this in, the additional vehicle details will populate.
2. Next, enter Kilometres, In-Service Date, and Vehicle Purchase Type.

MENU <

KIA | KIA PROTECT™

Enter VIN or Model & Series

VIN
- Enter Vehicle VIN -

Model & Series
Forte EX Plus

Make Year
Kia 2017

km In-Service Date
99 18 Oct 2017

Vehicle Purchase Type
Cash **Financed** Leased

Show Available Products

LGM HUB – Customer Information

When vehicle information is entered, you can then enter the customer information. This can be completed from expanding the customer details field under the vehicle information.

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

The screenshot displays the LGM HUB interface for entering customer information. The interface is divided into two main sections: 'Vehicle Details' and 'Customer Details'.

Vehicle Details:

- VIN:** A dropdown menu with the text '- Enter Vehicle VIN -'.
- Year:** A dropdown menu with the value '2017'.
- Make:** A dropdown menu with the value 'Kia'.
- Model & Series:** A dropdown menu with the value 'Forte EX Plus'.
- Certified Pre-Owned:** A checkbox that is currently unchecked.
- km:** A text input field with the value '99'.
- In-Service Date:** A date picker showing '18 Oct 2017'.
- Vehicle Purchase Type:** A set of radio buttons with options 'Cash', 'Financed' (selected), and 'Leased'.
- Purchase Price:** A text input field.
- Purchase Date:** A date picker showing '18 Oct 2017'.
- + Advanced Options:** A link to expand more options.

Customer Details:

- First Name:** A text input field.
- Middle Name:** A text input field.
- Last Name:** A text input field.
- Business Name:** A text input field.
- Primary Phone Number:** A text input field with a '+ Add Phone Number' link.
- Email:** A text input field.
- Lookup Address:** A text input field with the placeholder 'Start Typing Address Here'.
- Street Address:** A text input field.
- Unit/Suite:** A text input field.
- City:** A text input field.
- Province:** A dropdown menu with the value 'AB'.
- Postal Code:** A text input field.
- + Add Secondary Contract Holder:** A checkbox that is currently unchecked.

The interface includes a sidebar menu on the left with options like 'Sales Tools NEW!', 'LiveDoc', 'Account Payments', 'Certified Pre-owned', 'Quick Quote', 'Quote Search', 'Contract Search', and 'Report Search'. The top right corner features a 'PIN TO BROWSER' button. The bottom right corner has an 'OK' button.

LGM HUB – Prepaid Maintenance

Click on the *Prepaid Maintenance* tab and **complete the following steps:**

1. Choose the amount of Service Intervals the customer is purchasing
2. Enter the *Contract Date* and *Lienholder* (if applicable)

The screenshot displays the LGM HUB interface for Prepaid Maintenance. On the left, a sidebar lists various protection options: Kia Protect Mechanical Breakdown Protection, Kia Protect Appearance Protection, Kia Protect Vehicle Loss Privilege Program, Kia Protect Anti-Theft, and Kia Protect Service Advantage. The main area shows a table of service intervals with their respective term lengths and retail prices. The 4 Service Intervals option is highlighted in red. Below the table, there are input fields for Contract Date (29 Sep 2017) and Lienholder (Cash). A summary section at the bottom right shows the Retail Price (\$530.00) and Total Payment (\$0.00).

Service Intervals	Term Length (Expiry)*	Retail Price
4 Service Intervals	30 Months (Mar 2025)	\$530
5 Service Intervals	36 Months (Sep 2025)	\$601
6 Service Intervals	42 Months (Mar 2026)	\$759
7 Service Intervals	48 Months (Sep 2027)	\$899
8 Service Intervals	54 Months (Mar 2028)	\$1,036
9 Service Intervals	60 Months (Sep 2028)	\$1,102
10 Service Intervals	66 Months (Mar 2029)	\$1,212
11 Service Intervals	72 Months (Sep 2029)	\$1,278
12 Service Intervals	78 Months (Mar 2030)	\$1,417
13 Service Intervals	84 Months (Sep 2030)	\$1,478
14 Service Intervals	90 Months (Mar 2031)	\$1,500

* Term Expiry includes a 6 Month Grace Period

Contract Date: 29 Sep 2017 | Lienholder: Cash | P-Code: | Retail Price: \$530.00TM

Quote Summary: Retail Price \$530.00 | GST \$68.90 | Total Payment \$598.90

Retail Price: \$0.00 | Total Payment: \$0.00

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



Pre-Paid Maintenance

Available Resources

Sales Tools and Resources

Highlight Sheet

Selling Dealer Guide

Vehicle Inspection Report

KIA PROTECT
Service Advantage

Program Features

- Allows customers to lock in the cost of essential maintenance on the
 - Engine oil, filter and drain plug gasket replacement
 - Tire Rotation
 - Cabin Air Filter replacement
 - Engine Air Filter replacement
 - Inspection
- Transferable coverage
- Fully refundable within 30 days
- Available terms from 24 months – 84 months
- 6 month grace period for claims submission

Eligibility

- All Kia models are eligible except:
 - Soul EV
 - K900
 - Singer
- New vehicle within 6 months and 12,000 kms
- Commercial and light commercial vehicles are accepted
- Coverage available for financed, leased, or cash purchases

Coverage Options

KEY FEATURES	Vehicle Inspection	Price Fix	Single Cycle	Single Cycle 12/24/36/48/60/72/84	Transferable
24 MONTH / 24,000 KMS	✓	✓	✓	✓	✓
36 MONTH / 36,000 KMS	✓	✓	✓	✓	✓
48 MONTH / 48,000 KMS	✓	✓	✓	✓	✓
60 MONTH / 60,000 KMS	✓	✓	✓	✓	✓
72 MONTH / 72,000 KMS	✓	✓	✓	✓	✓
84 MONTH / 84,000 KMS	✓	✓	✓	✓	✓

For more information about the Kia Protect program Dealer Development Manager or call 1-866-800-4KIA

KIA Vehicle Inspection Report

PRE-INSPECTION

KIA and Service Campaigns Covered and Completed
 All Products (Mechanical Breakdown Protection) purchased
 KIA Rewards Member

Customer Name: _____

Contact Phone: _____

Contact Email: _____

Service Advisor: _____

SAFARI **MAY REQUIRE FUTURE ATTENTION** **REQUIRES IMMEDIATE ATTENTION**

PRE-INSPECTION DAMAGE NOTED: YES NO CUSTOMER INITIALS: _____

INTERIOR / EXTERIOR

- HEADLIGHTS (HIGH & LOW BEAMS)
- WIPERS
- BRAKE LIGHTS
- TURN SIGNALS
- HEADS (WORKING) LIGHTS
- INTERIOR LIGHT
- HORN
- ANCHORED SEATING FLOOR MAT INSTALLED
- WHEELS
- WINDSHIELD WASHER SPRAY, WIPER OPERATION AND WIPER BLADES
- PARKING BRAKE
- CLUTCH OPERATION (IF APPLICABLE)
- LATCHES, KEYS AND LOCKS

TIRE WEAR PATTERN (DAMAGE)

CUTTING CAMEL WEAR CURVING TIRE WEAR

LF RF LR RR LF RF LR RR LF RF LR RR LF RF LR RR

COMMENTS & RECOMMENDATIONS

NEXT SERVICE VISIT

DATE: _____ TIME: _____ HRS

FOR SCHEDULED MAINTENANCE SERVICE: 1 2 3 4

PRICE 1: _____

TIRES

750 OR GREATER 750 OR GREATER

450 TO 750 450 TO 630

350 OR LESS 350 OR LESS

750 OR GREATER 750 OR GREATER

450 TO 750 450 TO 630

350 OR LESS 350 OR LESS

CHECK BRAKES

FRONT REQUIREMENTS MET (MARK THIS SERVICE)

LF RF LF RF

LR RR LR RR

OVER 1 mm (200) or LESS 1 mm (200) 1.5 to 3 mm (50) or LESS 1 mm (200) LESS THAN 3 mm (200) or 1 mm or LESS (200)

CHECK BATTERY

BATTERY CONCERN (SIZE MISMATCH)

BATTERY CABLES AND CONNECTIONS

UNDER THE HOOD

ENGINE OIL

COOLANT LEVEL & STRENGTH

POWER STEERING FLUID LEVEL

BRAKE FLUID LEVEL

WINDSHIELD WASHER FLUID LEVEL

TRANSMISSION FLUID LEVEL

DRIVE BELTS AND TENSION HOSES

AIR AND CARBON FILTERS

CLUTCH FLUID LEVEL (IF APPLICABLE)

UNDER THE VEHICLE

BRAKE LINES, HOSES, PARKING BRAKE CABLE

SHOCK ABSORBERS / STRUTS / SUSPENSION

EXHAUST SYSTEM / HIGH BEPILLS

ENGINE OIL AND OIL FILTER LEAKS

DRIVE SHAFT CONSTANT VELOCITY BOOTS

FUEL LINES, HOSES AND CONNECTIONS

HYDRAULIC AND AIR CONDITIONING

MANUAL, HEATER AND A/C CONNECTIONS


DIFFERENTIAL / TRANSFER FLUID

Sales Tools and Resources

Coverage Matrix

Brochure

kiaprotect.ca



ABOUT KIA PROTECT SERVICE ADVANTAGE.

At Kia, we are committed to surpass your expectations, whether you are looking for a sporty and fun drive or a comfortable and relaxing experience.

With the assurance of a Kia Protect Service Advantage, you know that your essential maintenance needs are covered in a smart and convenient way.

All you need to think about now are the exciting journeys ahead.

FOR YOU

WHY KIA PROTECT SERVICE ADVANTAGE?

- Monetary savings by locking in your service costs
- OEM Genuine parts
- Kia factory trained technicians
- Multi-point vehicle inspection to help identify any preventative needs
- Available at all Kia dealers
- Higher resale value

Please consult your local Kia Dealer for a list of recommended maintenance services under Severe or Normal usage conditions for your Kia vehicle.

To learn more about Kia Protect products, call our toll-free number at 1-866-475-8864, or visit kiaprotect.ca

KEY FEATURES:

	Multi-point Vehicle Inspection	Engine Oil	Engine Oil Filter	Engine Oil Drain Plug Gasket	Tire Rotation	Cabin Air Filter	Engine Air Filter	Shop Supplies
Service Interval 1	✓	✓	✓	✓	✓			✓
Service Interval 2	✓	✓	✓	✓	✓	✓		✓
Service Interval 3	✓	✓	✓	✓	✓			✓
Service Interval 4	✓	✓	✓	✓	✓		✓	✓
Service Interval 5	✓	✓	✓	✓	✓			✓
Service Interval 6	✓	✓	✓	✓	✓			✓
Service Interval 7	✓	✓	✓	✓	✓			✓
Service Interval 8	✓	✓	✓	✓	✓	✓	✓	✓
Service Interval 9	✓	✓	✓	✓	✓			✓
Service Interval 10	✓	✓	✓	✓	✓	✓		✓
Service Interval 11	✓	✓	✓	✓	✓			✓
Service Interval 12	✓	✓	✓	✓	✓		✓	✓
Service Interval 13	✓	✓	✓	✓	✓			✓
Service Interval 14	✓	✓	✓	✓	✓	✓		✓

SECUREDRIVE™

LGM Academy



BROAD LEARNING SCOPE

A full suite of interactive courses ranging from product knowledge, to consultative selling, to personal growth and development.



MULTI-DEVICE FUNCTIONALITY

Compatible with multiple devices so you can switch between your desktop, tablet, or mobile device and learn on-the-go!



TRACK YOUR PROGRESS

Your progress is automatically saved so you can pick up right where you left off. Collect custom badges each time you complete a course!



PERSONALIZED COACHING

Your LGM Dealer Development Manager (DDM) will provide a personalized coaching experience throughout your learning journey.

Start your learning journey today.

Simply log into the HUB and select 'LGM Academy' from the menu on the left-hand side to get started. Don't have a HUB account? No problem! Reach out to LGMAcademy@LGM.ca and we will get you all set up.

Resources for Ethical Sales

CLICK ON THE LINK FOR YOUR RESPECTIVE REGION FOR MORE INFORMATION ABOUT LICENSING, COMPLIANCE, AND INDUSTRY GUIDELINES.

BRITISH COLUMBIA - COLOMBIE-BRITANNIQUE

[BC Financial Services Authority \(BCFSA\)](#)

[Insurance Council of BC](#)

[New Car Dealers Association of BC](#)

[Motor Vehicle Sales Authority](#)

ALBERTA - ALBERTA

[Superintendent of Financial Institutions \(ASFI\)](#)

[Alberta Motor Vehicle Industry Council](#)

[Alberta Insurance Council](#)

[Motor Dealers' Association of Alberta](#)

SASKATCHEWAN - SASKATCHEWAN

[Financial and Consumer Affairs Authority](#)

[Saskatchewan Auto Dealers Association](#)

[Insurance Councils of Saskatchewan](#)

MANITOBA - MANITOBA

[Consumer and Corporate Affairs](#)

[Manitoba Motor Dealers Association](#)

[Insurance Council of Manitoba](#)

NORTHWEST TERRITORIES - TERRITOIRES DU NORD-OUEST

[Office of the Superintendent of Securities](#)

ONTARIO - ONTARIO

[Financial Services Regulatory Authority \(FSRA\)](#)

[Ontario Motor Vehicle Industry Council \(OMVIC\)](#)

QUEBEC - QUÉBEC

[Autorité des marchés financiers \(AMF\)](#)

[Corporation des concessionnaires d'automobiles du Québec \(CCAQ\)](#)

[Consumer Protection Office \(OPC\)](#)

NEW BRUNSWICK - NOUVEAU-BRUNSWICK

[Financial and Consumer Services Commission](#)

[New Brunswick Auto Dealers Association](#)

NEWFOUNDLAND & LABRADOR - TERRE-NEUVE-ET-LABRADOR

[Department of Government Services](#)

[Automobile Dealers Association of Newfoundland and Labrador \(ADANL\)](#)

NOVA SCOTIA - NOUVELLE-ÉCOSSE

[Finance and Treasury Board](#)

[Nova Scotia Auto Dealers Association](#)

PRINCE EDWARD ISLAND - L'ÎLE DU PRINCE-ÉDOUARD

[Justice & Public Safety](#)

[Prince Edward Island Auto Dealers Association](#)

NATIONAL RESOURCES

[Financial Consumer Agency of Canada \(FCAC\)](#)

[Canadian Council of Insurance Regulators \(CCIR\)](#)

[Canadian Auto Dealers Association \(CADA\)](#)

[Office of the Superintendent of Financial Institutions \(OSFI\)](#)

[Advertising Standards Canada](#)