



PREPAID MAINTENANCE For Honda Models

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?

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

A service contract designed to provide customers coverage for 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 OEM recommended intervals for normal or severe usage conditions.

Why is there a need for Prepaid Maintenance?



Protects the customers against inflation by locking in the price of maintenance at today's price.

Provides convenience to the customers who like to plan ahead.



Offers up to 25% discounts instead of paying for the services out of pocket at each visit.



Increases potentially the resell and trade in value of the Honda vehicle.

How can Prepaid Maintenance benefit your dealership?



Helps to increase customer retention by bringing back the customer to the Selling Dealership for maintenance.
(the program can be serviced only at the selling dealership!)

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



Allows Service Department to sell additional services based on the OEM maintenance recommendations.

Prepaid Maintenance Eligibility



✓ Must be a **Honda model**.



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



✓ There are no exclusions on commercial vehicles

✓ No exclusions on Hybrid or Plug-in Hybrid models



✓ The 2019 Insight Hybrid is not currently eligible for Prepaid Maintenance

Prepaid Maintenance Plan Options – Basic Plan



Covers the essential maintenance needs of Honda vehicles

Maintenance/Common Wear Items	1	2	3	4	5	6	7	8	9	10	11	12	13	14
Replace Engine Oil	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Replace Engine Oil Filter	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Replace Engine Drain Plug Gasket	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Multi-point Inspection	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Shop Supplies	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Rotate Tires		•		•		•		•		•		•		•

Prepaid Maintenance Plan Options – Plus Plan



Covers the maintenance needs required for the manufacturer warranty

In addition to the items covered by the Basic Plan, the following items are covered under the Plus Plan:

Maintenance/Common Wear Items	1	2	3	4	5	6	7	8	9	10	11	12	13	14
Replace Dust and Pollen Filter		•		•		•		•		•		•		•
Replace Air Cleaner Element				•				•				•		
Service Front and Rear Brakes		•		•		•		•		•		•		•
Inspect and Adjust Drive Belt				•				•				•		
Replace Transmission Fluid						•						•		
Replace Brake Fluid						•						•		
Replace Engine Coolant										•				

Prepaid Maintenance Plan Options – Optional Items



Covers maintenance needs specific to some models and trims

In addition to the items covered by the Plus Plan, the following items are optional for specific models/trims only:

Maintenance/Common Wear Items	1	2	3	4	5	6	7	8	9	10	11	12	13	14
Replace Rear Differential Fluid (For Ridgeline, CR-V, HR-V and Pilot models)		•				•				•				•
Replace Transfer Fluid (For Ridgeline and Pilot models)						•						•		

Pricing and Markup – Basic Plan – Class 1

Class 1: Accord, Accord Hybrid, Civic, Civic Type R, Clarity Plug-In Hybrid, CR-V, Fit and HR-V

Maintenance Interval	Dealer Cost	Retail PPM Price	Dealer Markup
4	\$383	\$483	\$100
5	\$466	\$566	
6	\$572	\$672	
7	\$654	\$754	
8	\$759	\$909	\$150
9	\$841	\$991	
10	\$945	\$1,095	
11	\$1,026	\$1,176	
12	\$1,129	\$1,329	\$200
13	\$1,209	\$1,409	
14	\$1,311	\$1,511	

Pricing and Markup – Plus Plan – Class 1

Class 1: Accord, Accord Hybrid, Civic, Civic Type R, Clarity Plug-In Hybrid, CR-V, Fit and HR-V

Maintenance Interval	Dealer Cost	Retail PPM Price	Dealer Markup
4	\$681	\$881	\$200
5	\$764	\$964	
6	\$1,165	\$1,365	
7	\$1,247	\$1,447	
8	\$1,517	\$1,817	\$300
9	\$1,599	\$1,899	
10	\$1,897	\$2,197	
11	\$1,979	\$2,279	
12	\$2,406	\$2,806	\$400
13	\$2,487	\$2,887	
14	\$2,712	\$3,112	

Pricing and Markup – Additional Option – Class 1

Surcharge for Class 1: CR-V and HR-V

Option	4	5	6	7	8	9	10	11	12	13	14
Replace Rear Differential Fluid	\$39	\$39	\$78	\$78	\$78	\$78	\$116	\$116	\$116	\$116	\$153

Pricing and Markup – Basic Plan – Class 2

Class 2: Odyssey (Touring), Ridgeline and Pilot (EX, EX-L, Elite)

Maintenance Interval	Dealer Cost	Retail PPM Price	Dealer Markup
4	\$400	\$500	\$100
5	\$487	\$587	
6	\$597	\$697	
7	\$683	\$783	
8	\$792	\$942	\$150
9	\$878	\$1,028	
10	\$986	\$1,136	
11	\$1,071	\$1,221	
12	\$1,178	\$1,378	\$200
13	\$1,263	\$1,463	
14	\$1,369	\$1,569	

Pricing and Markup – Plus Plan – Class 2

Class 2: Odyssey (Touring), Ridgeline and Pilot (EX, EX-L, Elite)

Maintenance Interval	Dealer Cost	Retail PPM Price	Dealer Markup
4	\$707	\$907	\$200
5	\$794	\$994	
6	\$1,199	\$1,399	
7	\$1,286	\$1,486	
8	\$1,569	\$1,869	\$300
9	\$1,655	\$1,955	
10	\$1,958	\$2,258	
11	\$2,043	\$2,343	
12	\$2,484	\$2,884	\$400
13	\$2,568	\$2,968	
14	\$2,797	\$3,197	

Pricing and Markup – Additional Options – Class 2

Surcharge for Class 2: Ridgeline and Pilot (EX, EX-L, Elite)

Options	4	5	6	7	8	9	10	11	12	13	14
Replace Rear Differential Fluid	\$60	\$60	\$118	\$118	\$118	\$118	\$176	\$176	\$176	\$176	\$232
Replace Transfer Fluid	n/a	n/a	\$39	\$39	\$39	\$39	\$39	\$39	\$76	\$76	\$76

Pricing and Markup – Basic Plan – Class 3

Class 3: Odyssey (EX, EX-L, Elite, LX) and Pilot (Touring)

Maintenance Interval	Dealer Cost	Retail PPM Price	Dealer Markup
4	\$400	\$500	\$100
5	\$487	\$587	
6	\$597	\$697	
7	\$683	\$783	
8	\$792	\$942	\$150
9	\$878	\$1,028	
10	\$986	\$1,136	
11	\$1,071	\$1,221	
12	\$1,178	\$1,378	\$200
13	\$1,263	\$1,463	
14	\$1,369	\$1,569	

Pricing and Markup – Plus Plan – Class 3

Class 3: Odyssey (EX, EX-L, Elite, LX) and Pilot (Touring)

Maintenance Interval	Dealer Cost	Retail PPM Price	Dealer Markup
4	\$707	\$907	\$200
5	\$794	\$994	
6	\$1,428	\$1,628	
7	\$1,515	\$1,715	
8	\$1,798	\$2,098	\$300
9	\$1,884	\$2,184	
10	\$2,186	\$2,486	
11	\$2,272	\$2,572	
12	\$2,935	\$3,335	\$400
13	\$3,020	\$3,420	
14	\$3,249	\$3,649	

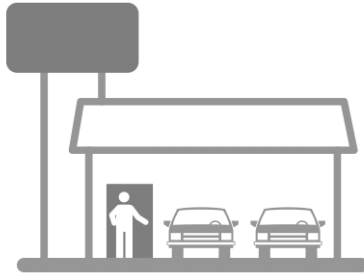
Pricing and Markup – Additional Options – Class 3

Surcharge for Class 3: Pilot (Touring)

Options	4	5	6	7	8	9	10	11	12	13	14
Replace Rear Differential Fluid	\$60	\$60	\$118	\$118	\$118	\$118	\$176	\$176	\$176	\$176	\$232
Replace Transfer Fluid	n/a	n/a	\$39	\$39	\$39	\$39	\$39	\$39	\$76	\$76	\$76

How to Submit a Prepaid Maintenance Claim

- The submission process is the same as that of SecureDrive MBP or Appearance Protection.
 1. You can submit a claim by calling the administrator at 1-866-287-6200
 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 Reimbursement – Class 1

	Reimbursement per interval		
Maintenance Interval	Basic Plan	Plus Plan	Optional: Rear Differential Fluid
1	\$85	\$85	
2	\$110	\$254	\$44
3	\$85	\$85	
4	\$110	\$298	
5	\$85	\$85	
6	\$110	\$442	\$44
7	\$85	\$85	
8	\$110	\$298	
9	\$85	\$85	
10	\$110	\$334	\$44
11	\$85	\$85	
12	\$110	\$487	
13	\$85	\$85	
14	\$110	\$254	\$44

Parts and Labour Reimbursement – Class 2

Maintenance Interval	Reimbursement per interval			
	Basic Plan	Plus Plan	Optional: Rear Differential Fluid	Optional: Transfer Fluid
1	\$90	\$90		
2	\$115	\$259	\$44	
3	\$90	\$90		
4	\$115	\$313		
5	\$90	\$90		
6	\$115	\$447	\$44	\$66
7	\$90	\$90		
8	\$115	\$313		
9	\$90	\$90		
10	\$115	\$338	\$44	
11	\$90	\$90		
12	\$115	\$502		\$66
13	\$90	\$90		
14	\$115	\$259	\$44	

Parts and Labour Reimbursement – Class 3

Maintenance Interval	Reimbursement per interval			
	Basic Plan	Plus Plan	Optional: Rear Differential Fluid	Optional: Transfer Fluid
1	\$90	\$90		
2	\$115	\$259	\$44	
3	\$90	\$90		
4	\$115	\$313		
5	\$90	\$90		
6	\$115	\$705	\$44	\$66
7	\$90	\$90		
8	\$115	\$313		
9	\$90	\$90		
10	\$115	\$338	\$44	
11	\$90	\$90		
12	\$115	\$759		\$66
13	\$90	\$90		
14	\$115	\$259	\$44	

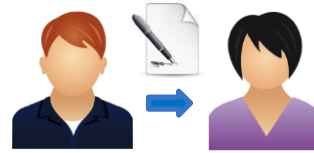
Terms & Provisions

New Vehicle Terms



30 – 90 months
expiration

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.

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.



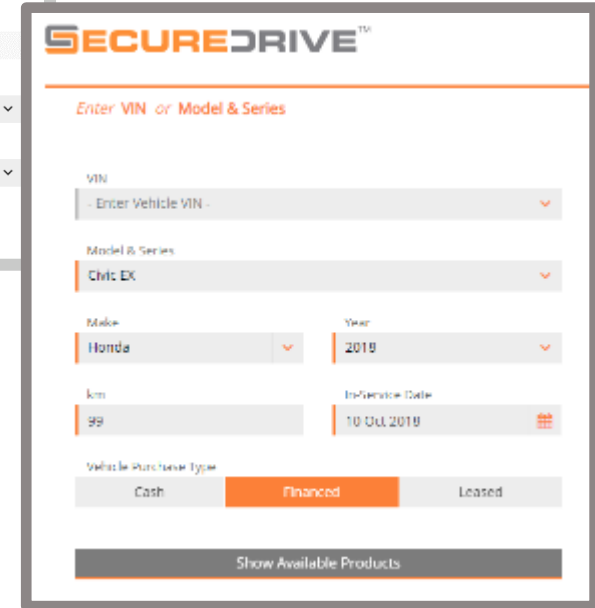
LGM HUB – Vehicle Information

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.



The screenshot shows the SECUREDRIVE logo at the top. Below it is the heading "Enter VIN or Model & Series". There are three input fields: a text field for "VIN" with the placeholder "- Enter Vehicle VIN -", a dropdown menu for "Model & Series" with the placeholder "- Select Model & Series -", and two dropdown menus for "Make" (set to "Genesis") and "Year" (set to "2017").

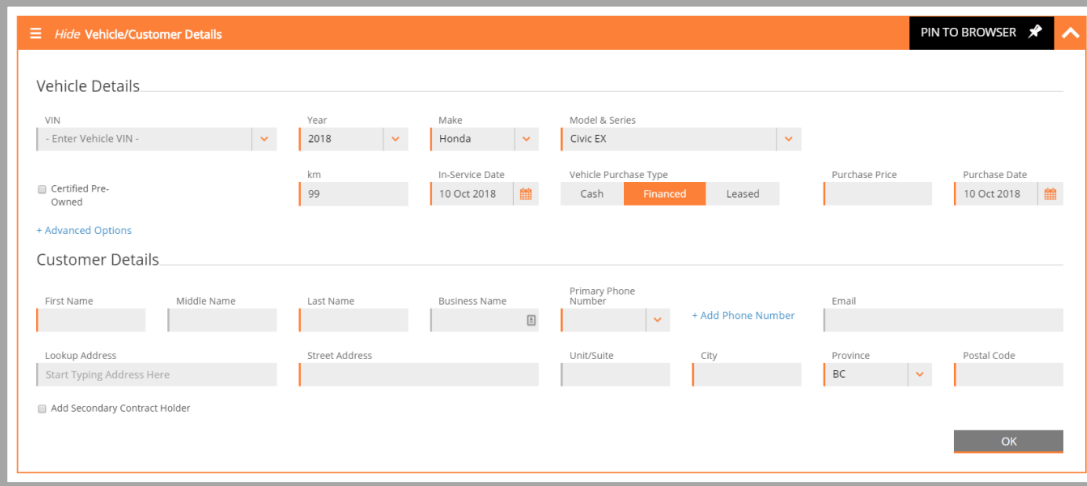


The screenshot shows the SECUREDRIVE logo at the top. Below it is the heading "Enter VIN or Model & Series". There are five input fields: a text field for "VIN" with the placeholder "- Enter Vehicle VIN -", a dropdown menu for "Model & Series" set to "Chrv: EX", a dropdown menu for "Make" set to "Honda", a dropdown menu for "Year" set to "2019", a text field for "km" set to "99", and a date field for "In-Service Date" set to "10 Oct 2019" with a calendar icon. Below these fields are three buttons for "Vehicle Purchase Type": "Cash", "Financed" (highlighted in orange), and "Leased". At the bottom is a button labeled "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.*

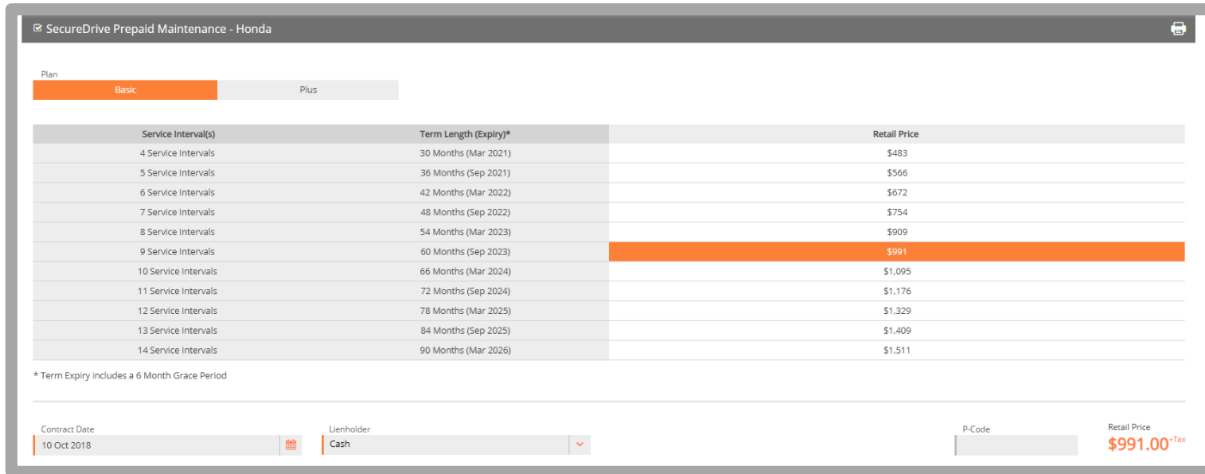


The screenshot displays a mobile application interface for entering vehicle and customer information. The top bar is orange with a menu icon, the text "Hide Vehicle/Customer Details", and a "PIN TO BROWSER" button. Below this, the "Vehicle Details" section contains several input fields: VIN (with a dropdown), Year (2018), Make (Honda), Model & Series (Civic EX), Certified Pre-Owned (checkbox), km (99), In-Service Date (10 Oct 2018), Vehicle Purchase Type (Cash, **Financed**, Leased), Purchase Price, and Purchase Date (10 Oct 2018). A "+ Advanced Options" link is also present. The "Customer Details" section includes fields for First Name, Middle Name, Last Name, Business Name, Primary Phone Number (with a dropdown and "+ Add Phone Number" link), Email, Lookup Address (with "Start Typing Address Here" placeholder), Street Address, Unit/Suite, City, Province (BC), and Postal Code. An "Add Secondary Contract Holder" checkbox is at the bottom left, and an "OK" button is at the bottom right.

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)



SecureDrive Prepaid Maintenance - Honda

Plan

Basic Plus

Service Interval(s)	Term Length (Expiry)*	Retail Price
4 Service Intervals	30 Months (Mar 2021)	\$483
5 Service Intervals	36 Months (Sep 2021)	\$566
6 Service Intervals	42 Months (Mar 2022)	\$672
7 Service Intervals	48 Months (Sep 2022)	\$754
8 Service Intervals	54 Months (Mar 2023)	\$909
9 Service Intervals	60 Months (Sep 2023)	\$991
10 Service Intervals	66 Months (Mar 2024)	\$1,095
11 Service Intervals	72 Months (Sep 2024)	\$1,176
12 Service Intervals	78 Months (Mar 2025)	\$1,329
13 Service Intervals	84 Months (Sep 2025)	\$1,409
14 Service Intervals	90 Months (Mar 2026)	\$1,511

* Term Expiry includes a 6 Month Grace Period

Contract Date: 10 Oct 2018

Lienholder: Cash

P-Code: []

Retail Price: \$991.00^{Tax}

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

No Interest Deferred Payment Plan (NIDPP)

1

Lienholder
LGM - NIDPP

LGM Financial Services Inc.
400 - 1021 West Hastings Street
Vancouver, BC, V6E 0C3

2

No Interest Deferred Payment Plan

Retail \$2,244.00	Tax \$112.20	Contract Cost \$2,356.20
Down Payment Percent (%) 10.00 %	Down Payment Amount \$235.62 LGM will collect the down payment within 5 days of contract purchase.	Financed Amount
Payment Frequency Monthly	Payment Term - Type to search -	Periodic Payment
First Payment Date 05 Nov 2016	Last Payment Date	

3

Payment Information

Credit Card Bank Account

Name on Card	Card Number	Card Expiry (mm/yy) mm/yy
<input type="checkbox"/> Same Address as Primary Contract Holder		
Lookup Address Start Typing Address Here		
Address	Unit/Suite	
City	Province - Type to search -	Postal Code

To choose the No Interest Deferred Payment Plan, **complete the following steps.**

1. Choose *LGM-NIDPP* as Lienholder
2. Enter the *Down Payment (if required)** and *Payment Term*
3. Enter Payment Information

***NOTE:** Customers have the option to make an upfront deposit to reduce their monthly payments.

Sales Tools and Resources

Highlight Sheet

Selling Dealer Guide

Brochure

SECUREDRIVE™

Product Features

- Allows customers to lock in the cost of maintenance on their
- Transferable coverage
- Fully refundable within 30 days
- Available terms from 24 months – 84 months
- 6 month grace period for claims submission
- Can be serviced only at the selling dealer

Plans

- **Basic:** covers essential maintenance needs such as Oil change
- **Plus:** covers all of the maintenance needs recommended
- Cabin air filter, Engine air filter, Spark plugs, Brake inspection
- **Options:** Some maintenance requirements are specific models

Eligibility

- All Honda models are eligible, with the exception of the 2016
- New vehicle within 6 months and 12,000 km, first service visit
- Commercial and light commercial vehicles are accepted
- Coverage available for financed, leased, or cash purchases

SD-PPM-82C-0018-R10E

For more information about Service Advantage, please contact your Dealer Development Manager or call 1-866-475-8864.

PREPAID Maintenance

Made for you.

Your vehicle is in good hands.

Assistance at your fingertips.


Dial toll-free 1-866-287-6200
or visit securedrive.ca

This brochure illustrates a summary of terms and conditions found in your contract. Refer to your contract for complete details of coverage and exclusions. The terms and conditions of the contract shall supersede the contents provided in this brochure. The contract may not be available in all provinces or territories and specific provisions may vary based upon individual provincial or territorial requirements.

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SD-PPM-82C-0018-R10E

SECUREDRIVE™



SECUREDRIVE™

Sales Tools and Resources

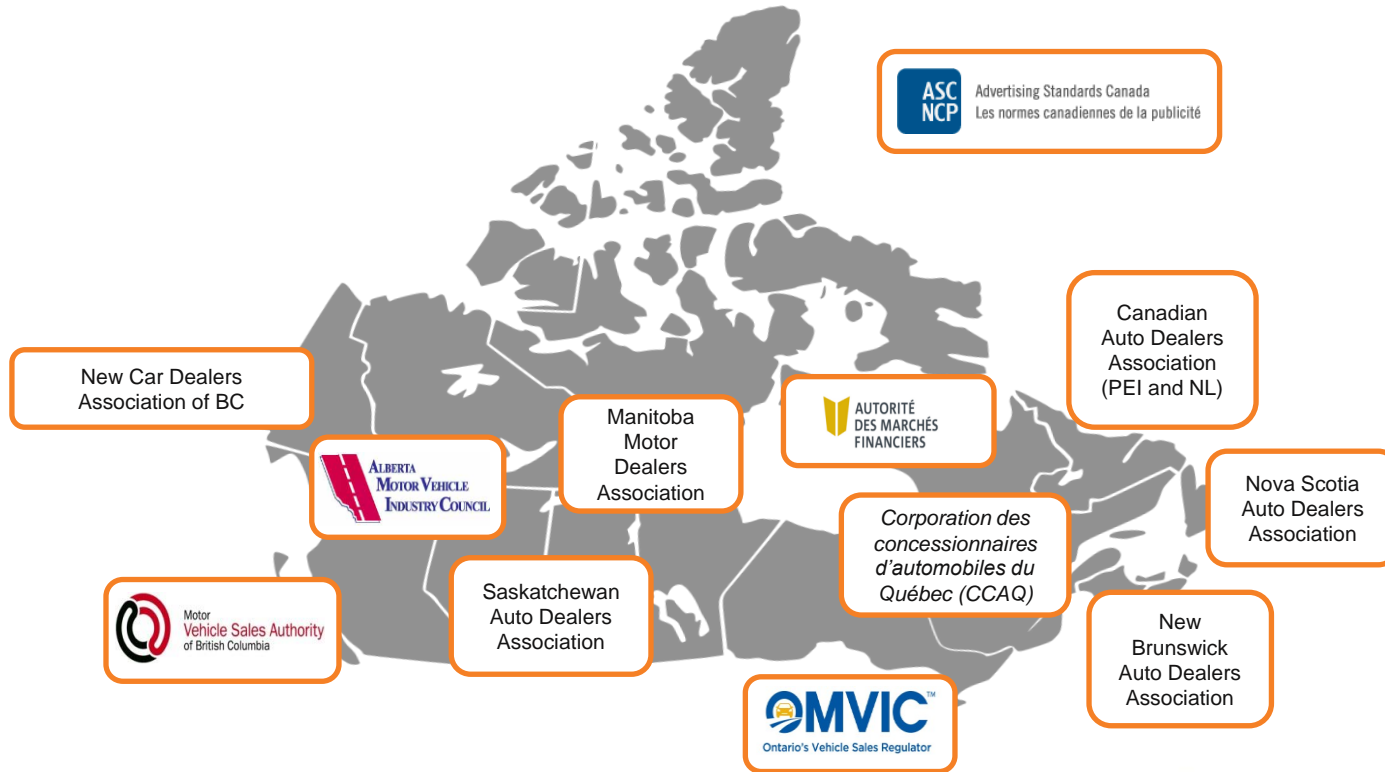
Coverage Matrix

COVERAGE MATRIX.
HONDA¹

SECUREDRIVE™
Prepaid Maintenance

		1	2	3	4	5	6	7	8	9	10	11	12	13	14	
BASIC	Replace engine oil	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Replace engine oil filter	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Replace engine drain plug gasket	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Multi-point inspection	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Shop supplies	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Rotate tires	-	✓	-	✓	-	✓	-	✓	-	✓	-	✓	-	✓	-
PLUS <small>Includes services offered in Basic.</small>	Replace dust and pollen filter	-	✓	-	✓	-	✓	-	✓	-	✓	-	✓	-	✓	-
	Replace air cleaner element	-	-	-	✓	-	-	-	✓	-	-	-	✓	-	-	-
	Service front and rear brakes	-	✓	-	✓	-	✓	-	✓	-	✓	-	✓	-	✓	-
	Inspect and adjust drive belt	-	-	-	✓	-	-	-	✓	-	-	-	✓	-	-	-
	Replace transmission fluid	-	-	-	-	-	✓	-	-	-	-	-	-	✓	-	-
	Replace brake fluid	-	-	-	-	-	✓	-	-	-	-	-	-	✓	-	-
	Replace engine coolant	-	-	-	-	-	-	-	-	-	-	✓	-	-	-	-
OPTIONS	Replace rear differential fluid <small>Ridgeline / CR-V / HR-V / Pilot models only</small>	-	✓	-	-	-	✓	-	-	-	✓	-	-	-	-	✓
	Replace transfer fluid <small>Ridgeline / Pilot models only</small>	-	-	-	-	-	✓	-	-	-	-	-	✓	-	-	-

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!

