

## **EXTENDED SERVICE CONTRACTS (ESC)**

### **MAJOR FACTS:**

- Zero dollars deductible (\$0)
- Exclusionary Coverage (This means that if it is not listed as an exclusion it is covered)
- Roadside Assistance and Trip Interruption
- Transferrable
- Nationwide Coverage (United States and Canada)

### **IMPORTANT CUSTOMER INFORMATION:**

- Each customer will get a card in the mail with information about their ESC.
- This card will also have valuable information on what to do in the event of a Mechanical Failure.
- It is important that they follow these instructions carefully to avoid any problems.
- There is also a Customer Service Assistance number on the card if they have questions.

### **IMPORTANT DEALERSHIP INFORMATION:**

- Service Department can sign-up to self-authorize up to \$750 per claim, in warranty work without a pre-authorization.
- RpmOne pays the servicing Dealer retail on parts and labor.
- Dealers can be paid via ACH, Check, or Credit Card.
- Service Department can submit and manage claims on-line through the IQ System.

## **PRIORITY MAINTENANCE (PMA)**

### **MAJOR FACTS:**

- Program consists of the first 6 scheduled maintenances or 3 years, or the first 3 scheduled maintenances or 18 months, whichever comes first.
- Scheduled Maintenance is defined in the Owner's Manual for each vehicle.

### **IMPORTANT CUSTOMER INFORMATION:**

- Customer must put their initials in the Program Explanation block to indicate that they understand the provisions of the program.
- Customer must be briefed on the provisions of the program.

### **IMPORTANT DEALERSHIP INFORMATION:**

- Service Department can submit and manage claims on-line through the IQ System.
- Service Department must adhere to the Reimbursement guidelines of the Program.

## **ZERO INTEREST PROGRAM (ZIP)**

### **MAJOR FACTS:**

- The ZIP Program does not require pre-qualification.
- Customer must have a major credit card or a Checking/Savings Account to participate in the program.
- The ZIP Program can be used on both the RpmOne ESC (18 Months Max for new and used) and PMA Programs.

### **IMPORTANT CUSTOMER INFORMATION:**

- Customer must be informed that equal payments will be deducted from their credit card or Direct Debit from their savings or checking account each month until the program is paid for.
- No interest is charged for the program.

### **IMPORTANT DEALERSHIP INFORMATION:**

- If the ZIP is used on both ESC and PMA programs for a single customer, then two separate ZIP forms must be prepared.
- Payment plan terms can only go up to half of product term in months
- \$3,000 is the max amount allowed to be financed per contract
- The ZIP form along with the contract must be sent to RPM One for processing immediately.
- No money is sent with the ZIP Form – The Dealers profit will be sent once the customer has made their First payment – The Program Fee is based on the amount being loaned and the length of the term.
- The ESC and PMA contracts can be created in the IQ system. ESC and PMA contracts using the ZIP, created in the IQ will be remitted to RpmOne automatically upon Closing the Sale.

## **GUARANTEED ASSET PROTECTION (GAP)**

### **MAJOR FACTS:**

- GAP covers the original loan amount at the time of sale.
- GAP covers the difference between the Actual Cash Value of the vehicle at the time of loss and the balance on the loan based on the following factors:
  - RpmOne has two (2) basic GAP Programs and several specialty GAP Programs.
  - Most Dealers either use 120%, 125% or 150% GAP – These represent the maximum loan over MSRP at the time of loan origination, not at time of loss (i.e. If a vehicles MSRP is \$8000 at the time of sale then 150% GAP will cover a loan up to \$12,000 – If a loan is written for more, GAP will use \$12,000 as the basis for the loss claim calculation).
- Additions to the original loan amount (i.e. Revolving Loans) will not be considered
- Revolving Loans will be amortized over a 60 month period utilizing the original loan amount, when calculating a loss claim.
- GAP will cover up to \$500 of the Primary Insurance Deductible and up to two (2) delinquent payments.

## THEFT

### **MAJOR FACTS:**

- If the protected vehicle is stolen and not recovered within Thirty (30) days from the date a valid police report is filed (Date of Loss), the original selling dealer will be eligible to receive, on behalf of the customer, a Replacement Allowance that can ONLY be used as a credit toward the customer's purchase of a replacement vehicle.
- Actual cash value will be determined using Clean Trade Value (N.A.D.A.) during the 1st year of the limited warranty, thereafter shall be determined using the Rough Trade Value (N.A.D.A.).
- The amount paid under this allowance shall be the lesser of the Actual Cash Value or the amount selected on the face of the Limited Warranty.
- If the Protected Vehicle is stolen and recovered within Thirty (30) days from the Date of Loss and it is determined that the Protected Vehicle sustained a physical damage loss during that period, the said registered Owner will be reimbursed the comprehensive amount deducted by the Insurance Company with respect to the deductible up to \$500.00.

## TIRE AND WHEEL/ROADSIDE ASSISTANCE

### **MAJOR FACTS:**

- Tire and Wheel coverage includes repair of tire/wheel or replacement of flat tire if repair is not possible, or wheel if damaged to the extent it fails to seal with the tire, with like tire/wheel using the current retail market value of the replace tire/wheel. Replacement tires are covered by the Agreement.
- Tire and Wheel coverage can be offered to any customer after the time of vehicle sale.
  - Agreements sold after the time of sale have a wait period of the greater of 30 days from the effective date or 1,000 miles before any Tire and Wheel claim can be filed.
- Coverage is available on all on-road units, including trikes, reverse trikes, Polaris Slingshot, and Vanderhall Autocycles.
- In order to be eligible under this agreement, tires must have a minimum of 2/32" tread depth for motorcycles and 3/32" for all other on-road vehicles. Manufacturer defect-free tires at the time of the incident. Vehicles involved in accidents are not covered.
- Limited or Full Roadside benefits can be chosen at the time of contract creation.
- Emergency Roadside Assistance is available 24/7/365 throughout the United States and Canada, and will cover up to \$50.00 per occurrence maximum for covered costs. Customer will have to pay for any non-covered expenses.
- Transferrable

### **IMPORTANT DEALERSHIP INFORMATION:**

- Dealer can choose to be reimbursed directly by the Administrator or to have the customer pay for tire/wheel repair/replacement and be reimbursed by the Administrator.
- Dealer can be reimbursed by credit card authorization or by check.
- Dealer must call Administrator for pre-authorization and claim tracking number prior to commencing with repair/replacement.

## **SIMONIZ MOTOTECT**

### **MAJOR FACTS:**

- New protectant designed to maintain the exterior of on-road units.
- Any new, current model year, or new previously untitled prior model year, motorcycle is eligible for a lifetime warranty (needs reapplication every 5 years)
- Protects the units paint from acid rain, tree sap, bird waste, insects, UV damage, road salt, fading, chalking, loss of gloss.
- Covers seat against long-term shine and protection.
- Covers area leather and vinyl seats and saddlebags from cracking, fading, and staining.
- Protects chrome from pitting, flaking, and bubbling.
- Provides outstanding long-term shine and protection.
- No deductible to consumer.