

Pre-Paid Maintenance

Product Knowledge



Objectives

Introduce the features of Hyundai Prepaid Maintenance

Describe vehicle eligibility and Prepaid Maintenance terms and conditions

Describe the benefits for the customer and dealer

Explain the process for completing a Prepaid Maintenance transaction using the HUB

Hyundai Pre-Paid Maintenance

Introduction & Eligibility

What is Hyundai Prepaid Maintenance?



Widely Available

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



Comprehensive Coverage

A service contract designed to provide customers comprehensive coverage for service needs of their vehicles. This product not only covers scheduled maintenance items but covers wearable items as well.



Customizable

Dealers can offer protection that suits the intended ownership period of their customers while keeping up with the OEM recommended intervals.

Why is there a need for Prepaid Maintenance?



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

Ensures that service maintenance is performed by certified Hyundai technicians using Genuine Hyundai Parts.



Potentially increases the resell and trade in value of the Hyundai vehicle.

Provides convenience to the customers who like to plan ahead.

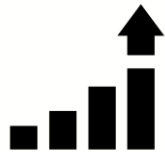
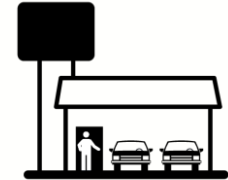


How can Prepaid Maintenance benefit your dealership?



Helps to increase customer retention and loyalty by bringing your customers back for maintenance.




Gives the Service Department the opportunity to upsell and to generate substantial revenue that could otherwise go outside of the dealership.





Allows the Financial Services Office to generate significant upfront revenue and provides the opportunity for the Service Department to sell additional services.

Prepaid Maintenance Eligibility

Eligibility

-  Must be a Hyundai model.
-  Must be a new vehicle within 6 months or 8,000 kilometers.
-  There are no exclusions on commercial vehicles.

Ineligibility

-  Customer must not have done the first service yet.
-  Vehicles that have passed (by time and kilometers) their first scheduled maintenance internal are **not** eligible.



No exclusions on Electric, Electric Plus, or Hybrid models



Hyundai Pre-Paid Maintenance

Plan Options & Coverage

Premium Plan – All Vehicles Except Electric Models

For all vehicles except electric models.

		Service intervals													
		1	2	3	4	5	6	7	8	9	10	11	12	13	14
Premium	Multipoint inspection	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Replace engine oil	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Replace engine oil (synthetic)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Shop supplies	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Rotate tires		✓		✓		✓		✓		✓		✓		✓
	Replace climate control air filter		✓		✓		✓		✓		✓		✓		✓
	Clean fuel injectors (additive)		✓		✓		✓		✓		✓		✓		✓
	Replace air cleaner filter				✓				✓				✓		
	Service brakes				✓				✓				✓		
	Engine clutch actuator fluid (IONIQ Hybrid and IONIQ Electric Plus only)			✓			✓			✓			✓		
	Replace hybrid starter & generator belts (Hybrid and Electric Plus models only)				✓				✓				✓		
	Replace brake fluid (if applicable)						✓						✓		



Premium Plan – *Electric Models Only*

		Service intervals													
		1	2	3	4	5	6	7	8	9	10	11	12	13	14
Premium	Multipoint inspection	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Shop supplies	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Rotate tires	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Replace Climate control air filter		✓		✓		✓		✓		✓		✓		✓
	Service brakes				✓				✓				✓		



Premium Plus Plan – All Vehicles (electric and non-electric)

Premium Plus1	Eligible replacements													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
Replace front wiper blades (driver/passenger)			①	→		②	→		③	→		④	→	
Replace rear wiper blade (if applicable)			①	→		②	→		③	→		④	→	
Replace front brakes (discs/pads)						①	→					②	→	
Replace rear brakes (discs/pads or drums/shoes)						①	→					②	→	
Replace front and rear spring-pad return (if applicable)						①	→					②	→	
Replace 12V battery (except for IONIQ Hybrid model)										①	→			

1. Includes services offered in the plan

 Represents recommended service intervals

 Represents number of eligible service interval replacements



Hyundai Pre-Paid Maintenance

Terms & Provisions

Terms & Provisions



Vehicle Terms

30 – 90 months expiration



Contract Expiry

Contract ends when all the intervals have been used or when the contract term has come to an end.



Transferable

Fully transferable to the next private owner. A \$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 we will provide the lienholder with a pro-rata refund and the dealer is not required to participate.

Hyundai Pre-Paid Maintenance

Online Claims & Processing a Transaction in the HUB

The 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 login to get started.

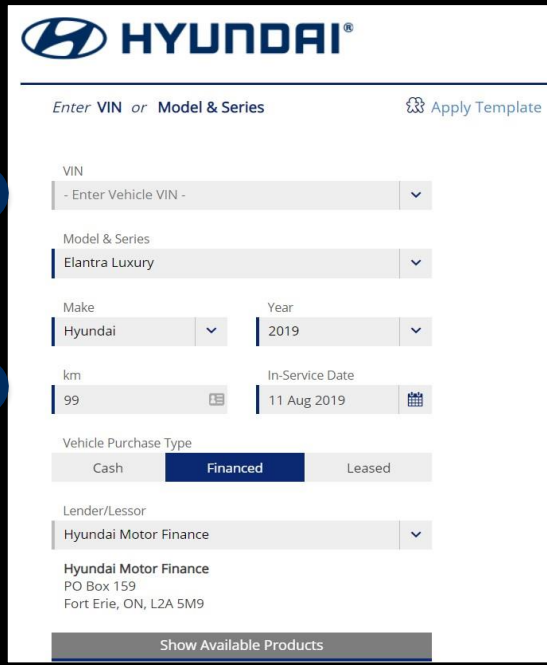


The screenshot shows the LGM-HUB login interface. At the top left is the LGM-HUB logo, which includes a stylized horse head icon. Below the logo is the text "F & I made simple". A horizontal line separates this header from the login section. The login section is titled "Login to begin" and contains two input fields: "Username" and "Password". Below these fields is a "Log In" button. At the bottom of the login section is a link for "Forgot password?".

The 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 Kilometers, In-Service Date, and Vehicle Purchase Type.

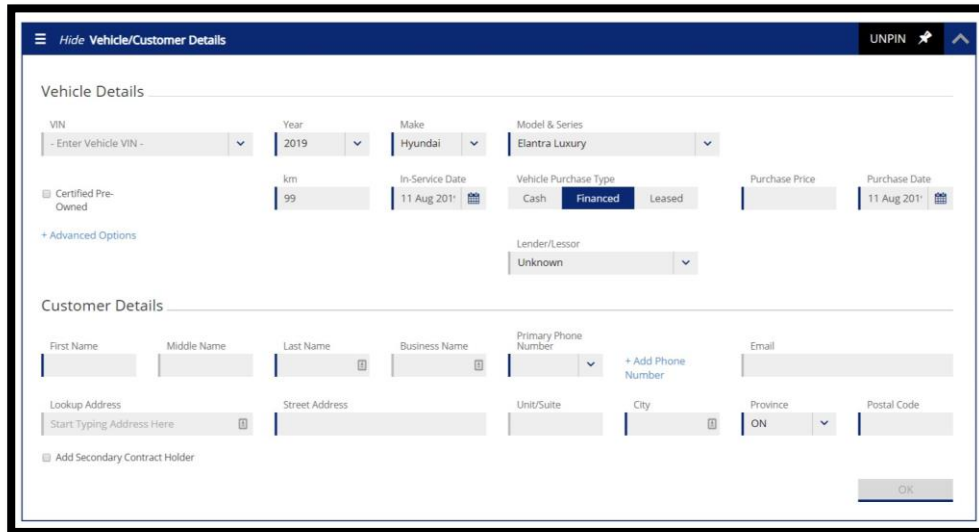


The screenshot displays the Hyundai Quick Quote interface. At the top, the Hyundai logo and 'HYUNDAI' text are visible. Below this, the text 'Enter VIN or Model & Series' is followed by an 'Apply Template' button. The form contains several input fields: a dropdown for 'VIN' with the placeholder '- Enter Vehicle VIN -', a dropdown for 'Model & Series' with 'Elantra Luxury' selected, two dropdowns for 'Make' (Hyundai) and 'Year' (2019), a text input for 'km' with '99' and a calendar icon for 'In-Service Date' with '11 Aug 2019'. Below these are three buttons for 'Vehicle Purchase Type': 'Cash', 'Financed' (which is highlighted in blue), and 'Leased'. A dropdown for 'Lender/Lessor' is set to 'Hyundai Motor Finance'. At the bottom, the text 'Hyundai Motor Finance PO Box 159 Fort Erie, ON, L2A 5M9' is displayed above a 'Show Available Products' button. Two blue speech bubble callouts with the numbers '1' and '2' are overlaid on the form, pointing to the VIN field and the km/In-Service Date fields respectively.

The 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 'Hide Vehicle/Customer Details' interface. The top bar includes a menu icon, the title 'Hide Vehicle/Customer Details', and 'UNPIN' with a pin icon and an upward arrow. The 'Vehicle Details' section contains the following fields:

- VIN: - Enter Vehicle VIN -
- Year: 2019
- Make: Hyundai
- Model & Series: Elantra Luxury
- km: 99
- In-Service Date: 11 Aug 201*
- Vehicle Purchase Type: Cash, **Financed**, Leased
- Purchase Price: [Empty field]
- Purchase Date: 11 Aug 201*
- + Advanced Options
- Lender/Lessor: Unknown

The 'Customer Details' section contains the following fields:

- First Name, Middle Name, Last Name, Business Name, Primary Phone Number, + Add Phone Number, Email
- Lookup Address: Start Typing Address Here
- Street Address, Unit/Suite, City, Province: ON, Postal Code
- + Add Secondary Contract Holder

An 'OK' button is located at the bottom right of the form.



The HUB – Quick Quote

Click on the Hyundai Pre-paid Maintenance Program on the Quick Quote screen to begin the process.

Quick Quote: Apply Template

OPTION "A" + COMPARE ALL +

Hyundai Prepaid Maintenance

Hyundai Appearance Protection

Hyundai Vehicle Loss Privilege Program

[+ Add Other OEM Product](#)

[+ Add 3rd Party Product](#)

The HUB – Product Details

Enter Product Details:

1. Select either Premium or Premium Plus
2. Choose the number of intervals desired by the client
3. Select the contract date and the creditor (if applicable)

1

Plan

Premium Premium Plus

Service Intervals	Term Length (Expiry)*	Retail Price
4 Service Intervals	30 Months (Feb 2022)	n/a
5 Service Intervals	36 Months (Aug 2022)	n/a
6 Service Intervals	42 Months (Feb 2023)	n/a
7 Service Intervals	48 Months (Aug 2023)	n/a
8 Service Intervals	54 Months (Feb 2024)	n/a
9 Service Intervals	60 Months (Aug 2024)	n/a
10 Service Intervals	66 Months (Feb 2025)	n/a
11 Service Intervals	72 Months (Aug 2025)	n/a
12 Service Intervals	78 Months (Feb 2026)	n/a
13 Service Intervals	84 Months (Aug 2026)	n/a
14 Service Intervals	90 Months (Feb 2027)	n/a

* Term Expiry includes a 6 Month Grace Period

2

3

Contract Date
11 Aug 2019

Product Lienholder
Cash

P-Code

Retail Price
\$0.00



No Interest Deferred Payment Plan (NIDPP)

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

1

Lienholder

LGM - NIDPP

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

2

No Interest Deferred Payment Plan

Retail \$2,979.00	Tax \$387.27	Contract Cost \$3,366.27
Down Payment Percent (%) 10.00 %	Down Payment Amount \$336.63 <small>LGM will collect the down payment within 5 days of contract purchase.</small>	Financed Amount
Payment Frequency Monthly	Payment Term -Type to search -	Periodic Payment
First Payment Date 28 Dec 2016	Last Payment Date	

3

Payment Information

Credit Card Bank Account

Name on Card _____ Card Number _____ Card Expiry (mm/yy) _____
mm/yy

Same Address as Primary Contract Holder

Lookup Address
Start Typing Address Here _____

Address _____ Unit/Suite _____

City _____ Province _____ Postal Code _____
-Type to search -

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



Online Claims

Key Benefits

- **Make a Claim 24/7** - Prepare and submit a claim online at any time. You can also look into coverage, access policy information, review claims history and check the status of your claim whenever you like.
- **Quick and Simple Navigation** - Submit a claim from end-to-end in just over two minutes. Enter directly into the system ensuring you've provided us with all the information we need to submit your claim.
- **Self- Authorization**– Receive instant approval and payment moments after claim submission.

Simple Sign up

- Contact Dealer Support to sign up for online claims at service@lgm.ca or call HPP @ 1-855-506-6160.
- Access the online claims tool anytime by logging in at lgmhub.ca.

Available Resources

- Check out the resources available on how to take advantage of this convenient new tool.
- Includes a step-by-step submission guide, FAQ, and video.
- Resources can be found in the HUB under Service Tools > Hyundai > Service training.



Contact your LGM Dealer Development Manager or Dealer Service Performance Representative for support.



How to Submit a Claim

- Pre-Paid Maintenance claims are exclusively submitted through the HUB.
- Setup your HUB user account by contacting our Dealer Support Department.
- Log into lgmhub.ca to submit your claim 24/7.
- Helpful submission resources can be found in the Service Tools section in the HUB including a step-by-step submission guide, FAQ and much more.

Contract Summary

Contract Number	Status	Customer Name	Vehicle	VIN	Product
☰ 2113582	Inforce	KRYSTLE MIGLIO		KNDCC3LC0K5235953	

Coverage Item Details [Hide](#)

Coverage Item	Maximum Number of Events	Maximum Usage per Event	Qty Remaining
Engine Oil	4	1	4
Engine Oil Filter	4	1	4
Engine Oil Drain Plug Gasket	4	1	4
Cabin Air Filter	2	1	2
Engine Air Filter	1	1	1
Shop Supplies	4	1	4
Service A	2	1	2
Service B	1	1	1
Service C	1	1	1

Hyundai Pre-Paid Maintenance

Sales Tools & Available Resources

Sales Tools and Resources

Brochure

Selling Dealer Guide

Highlight Sheet

Coverage Matrix

Prepaid Maintenance.

A service plan for new Hyundai vehicles.



Let your prepaid service plan take away the burden of worrying about your next service.

Choose from two service plans.

Premium.

Lock in the cost of vehicle services that satisfy Hyundai warranty requirements.

Services include*:

- ✓ Engine oil and filter change
- ✓ Climate control air filter replacement
- ✓ Tire rotation
- ✓ Brake service


And more...

Premium Plus.

Includes all Premium plan services with the addition of wearable items replacement.


Additional items include*:


- ✓ Wiper blades
- ✓ Brake discs and pads
- ✓ 12V battery


 Premium and Premium Plus service plans are environmentally friendly*. Hyundai electric/hybrid vehicles are eligible under Prepaid Maintenance.

* Talk to your Hyundai dealer to see the full list of covered services for your vehicle.



 Lock in your expenses with today's prices to save on future services.

 Your service plan is transferable to the next owner, if you sell your vehicle.

 Regular maintenance from a qualified Hyundai technician using genuine Hyundai parts could increase your resale value.

For more information contact your Hyundai dealer or call 1-855-506-6160.



Resources for Ethical Sales



About *My Distinction Learning*

- *My Distinction Learning* 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 *My Distinction Learning* with you anywhere you go.
- Simply access *My Distinction Learning* by logging into the HUB or reach out to your Dealer Development Manager and start your learning journey today!

