

# Mechanical Breakdown Protection for Other Makes and Models

---

Understanding and Selling the Product



# Objectives

**Introduce the flexible Mechanical Breakdown Protection for Other Makes and Models options to your customers.**

**Describe vehicle eligibility and Mechanical Breakdown Protection for Other Makes and Models terms and conditions.**

**Respond to customer objections using a consultative sales process.**

# Mechanical Breakdown Protection for Other Makes and Models (MBP OMM)



Customers want additional protection to match their driving needs and intended ownership period.

Mechanical Breakdown Protection for Other Makes and Models(MBP OMM) is designed to safeguard the customer from unexpected repair costs.



Mechanical Breakdown Protection for Other Makes and Models(MBP OMM) can be customized to meet your customers' needs.



# Why is there a need for MBP OMM?

## Finance and Lease Terms

Often 60 months or more and many customers drive in excess of 20,000 km per year.

## Cost of Repairs

Customers want costs to be covered beyond the comprehensive warranty period.

## Used Vehicles

Used vehicle purchasers may wish to purchase extended protection.

# Why Type of Customer Purchases MBP OMM?



Customers who...

Are high mileage drivers

Want protection once comprehensive warranty expires



Value peace of mind protection for years to come

Want to lock in tomorrow's repair costs at today's prices

Value additional benefits during comprehensive warranty

# Vehicle Eligibility and Available Terms



Models eligible: Brand new and used vehicles, including electric or hybrid vehicles

Cash and finance purchases only



New Vehicles are eligible for terms of 4-10 years and 200,00 KMs from the in-service date

Used Vehicles within 13 model years are eligible for terms of 1-4 years and 80,000 KMs from the contract purchase date

US-imported vehicles are eligible for used-car pricing



# Elite Coverage

Supreme protection for total peace of mind

All components covered except for a select list of exclusions

## Examples of components exclusively covered under the Elite Plan:

Airbags	Heated Seat Elements
Wiring	Windshield Washer
Lane Assist System	Reservoir and Spray
Fuse Box	Nozzles
Power Window Regulator	Rear Park Assist
Coil Springs	Cameras and System

## Non-Covered Components:

Accessory Items  
Maintenance Related Items  
Cosmetic Items

See contract for complete details.



# Plus Coverage

Extensive coverage across the powertrain

Covers many critical components that can be costly to repair

Listed parts fall under the following categories:

Engine	Air Conditioner
Transmission	Fuel Delivery System
Transfer Case	Front and Rear Suspension
Drive Axle	Cooling
Steering	Electrical
Brakes	Enhanced Electrical
Electric/Hybrid Vehicle Coverage	Turbocharger





# Basic Coverage

Coverage for major powertrain components

Maximum coverage limit equal to retail price of vehicle

Engine	Electrical
Transmission	Turbocharger
Transfer Case	Electric/Hybrid Coverage
Drive Axle	

## IMPORTANT

The covered items within each component group of the Basic Plan are not as extensive as the Plus or Elite Plan. Please be sure to explain this to your customers.



# Additional Protection



## Electric/Hybrid Coverage

The following electric/hybrid vehicle components are covered on all plans

- Electric Motor
- High Voltage Cables
- Power Converter/Inverter
- Home Charging Unit
- EV/Hybrid Battery
- EV/Hybrid Battery Charger
- Generators



## Car-share & Rideshare

Ridesharing is included in all plans so customers can continue making money on the side



## Light Commercial Use

Protection is offered for Light Commercial Use vehicles

A 20% claim surcharge applies or standard deductible whichever is greater at time of claim

# Additional Benefits Bundle

Use with no deductible

Included automatically on ALL plans with the option to remove the bundle to reduce the premium to meet a customer's budget or reduced coverage needs

**24 Hour  
Roadside Assistance**

**Trip Interruption**

**Rental Benefit**

**Multi-Media  
Software Package**

**Claim-Free Reward\***

\*REQUIRES A MINIMUM 4-YEAR TERM AND IS NOT AVAILABLE WITH THE BASIC PLAN



# Rental, Trip Interruption, and Roadside Assistance

<b>Rental Benefit</b>	<ul style="list-style-type: none"><li>• \$65 per day allowance (up to 4 days)</li><li>• Any approved labour time to a repair qualifies for rental</li><li>• Rental agency or dealer's own program</li></ul>
<b>Trip Interruption</b>	<ul style="list-style-type: none"><li>• \$150 allowance per day (up to 5 days)</li><li>• Breakdowns that occur 150+ km from home</li></ul>
<b>24 Hour Roadside Assistance</b>	<ul style="list-style-type: none"><li>• Towing</li><li>• Winching</li><li>• Battery Boost</li><li>• \$175 allowance per event</li><li>• Fuel Delivery*</li><li>• Tire Change**</li><li>• Lockout Service*</li><li>• Concierge Service</li></ul>

\*LIMIT ONE CLAIM PER YEAR

\*\*USING OWNER'S INFLATED TIRE



# Multi-Media Software, and Claim-Free Reward

## Multi-Media Software Package Update

- Covers the cost of software upgrades for the vehicle's entertainment and navigation systems
- Maximum aggregate benefit limit is \$500

## Claim-Free Reward Benefit

- If the customer does not make any claims and the contract expires by time
- Options:
  1. Credit towards a new Hyundai MBP contract with a total value of the contract purchased
  2. Issuing dealer store credit of up to \$2,000
  3. Refund cheque of up to \$1,000

\*TIRE STORAGE AND ROADSIDE ASSISTANCE DO NOT AFFECT CFRB ELIGIBILITY



# Claim-Free Reward Requirements

Customer's responsibility to initiate claim by calling LGM directly

Claim must be made within 6 months after expiration date of contract

Purchaser of policy must be owner of vehicle

See Selling Dealer Guide for full terms and conditions

Advise customers to review contract in complete detail

MBP policies purchased with a Claim Free Reward credit are not eligible for the Claim Free Reward when they expire



# Optional Upgrades



## Genuine OEM Parts

Any replacement parts will be manufacturer new or remanufactured





## Tire Storage

Covers the cost of storing the customers tires in the dealerships facility for up to \$150 including taxes.  
Maximum 2 Tire Storage events per calendar year.\*

\* AVAILABLE AT PARTICIPATING DEALERS



# Terms & Provisions

<b>Dealer Markup</b> \$2,000 maximum	<b>Deductible</b> \$0, \$50, \$100, \$250, or \$500	<b>Fully Transferable to Next Private Owner</b>  \$100 Transfer fee applies (except where prohibited by law)
Protection provided for breakdowns anywhere in Canada and Continental U.S.A.		
Three Limit per repair options on all plans: None, \$2,500 or \$5,000		
<b>Cancellation Provision</b>  MBP OMM 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.		



# Claims

- MBP is administered by LGM Financial. Claims are processed in the LGM Vancouver and Montreal offices.
- All claims are submitted and processed online through the HUB. Customers and dealers can call LGM's toll free phone number for personalized service.
- The retail cost of parts will be reimbursed to the dealer.

- Retail labour rates are paid for approved repairs.
- Retail labour times are approved according to a nationally recognized labour guide.
- Pre-existing conditions are not covered.

# Completing a Sale using 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 log on to get started.



The screenshot shows the LGM-HUB login interface. At the top, there is a logo featuring a horse head profile next to the text 'LGM-HUB'. Below the logo, the text 'F & I made simple' is displayed. A horizontal line separates this from the 'Login to begin' section. Underneath, there are two input fields: 'Username' and 'Password', each with a yellow vertical bar on the left side. Below the password field is a 'Log In' button with a yellow border. At the bottom of the login section, there 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. The field that reads *Additional Vehicle Details* will populate.
2. Enter *Kilometers, In-Service Date,* and *Vehicle Purchase Type*.
3. Click *Show Available Products* to continue.

The screenshot shows the Hyundai Quick Quote interface. On the left is a 'MENU' with options: Sales Tools, Account Payments, Quick Quote (selected), Quote Search, Contract Search, and Report Search. The main area features the Hyundai logo and the text 'Enter VIN or Model & Series' with an 'Apply Template' icon. Below this are several input fields: 'VIN' with a dropdown menu containing '- Enter Vehicle VIN -'; 'Model & Series' with a dropdown menu containing 'CX-5 GS'; 'Additional Vehicle Details' with a dropdown menu containing '4X2'; 'Make' with a dropdown menu containing 'Mazda' and 'Year' with a dropdown menu containing '2019'; 'km' with a text input containing '99' and 'In-Service Date' with a date picker containing '29 Jan 2019'; and 'Vehicle Purchase Type' with three radio buttons: 'Cash', 'Financed' (selected), and 'Leased'. At the bottom is a 'Show Available Products' button. Three numbered callouts are present: '1' points to the VIN field, '2' points to the km and In-Service Date fields, and '3' points to the Show Available Products button.

# The HUB – Customer Information

1. Once vehicle information has been submitted, you can now enter applicant information. This can be completed from expanding the applicant details field under the vehicle information.
2. Enter required information such as *Name, Primary Phone Number, Street Address, City, Province, and Postal Code*.

The screenshot displays the Hyundai HUB interface for entering customer information. At the top, the Hyundai logo and 'HYUNDAI' text are visible. Below the logo is a navigation bar with a hamburger menu icon, the text 'Hide Vehicle/Customer Details', and a 'PIN TO BROWSER' button with a star icon and an upward arrow. The main content area is divided into two sections: 'Vehicle Details' and 'Customer Details'. The 'Vehicle Details' section includes fields for VIN (with a dropdown menu), Year (2019), Make (Mazda), Model & Series (MX-5 GS), km (99), In-Service Date (29 Jan 201), Vehicle Purchase Type (with buttons for Cash, Financed, and Leased), Purchase Price (\$25,000.00), and Purchase Date (29 Jan 201). Below this is a '+ Advanced Options' link. The 'Customer Details' section includes fields for First Name (Esteemed), Middle Name, Last Name (Customer), Business Name, Primary Phone Number (709-555-121), Email, Lookup Address (888 Bloor Street West, Toronto, ON, Can), Street Address (888 Bloor Street West), Unit/Suite, City (Toronto), Province (ON), and Postal Code (M6G 1M5). There is also an 'Add Secondary Contract Holder' checkbox. An 'OK' button is located at the bottom right of the form.

# The HUB – Select Product

## Quick Quote screen:

1. Click the Hyundai Mechanical Breakdown Protection for Other Makes and Models header to select the product and display product options

MENU < HYUNDAI®

Show Vehicle/Customer Details 2019 Mazda MX-5 RF GS-P Apply Template

### Quick Quote:

OPTION "A" COMPARE ALL

- Hyundai Mechanical Breakdown Protection for Other Makes & Models
- Hyundai Vehicle Loss Privilege Program
- Hyundai Loan Protection
- SecureDrive Mechanical Breakdown Protection

+ Add Other OEM Product

---

Quote Summary

Retail Price	\$0.00	Total Payment	\$0.00
--------------	--------	---------------	--------

Save Save as Template Print Purchase



# The HUB – Mechanical Breakdown Protection for Other Makes and Models

Click on the *Mechanical Breakdown Protection for Other Makes and Models* tab and **complete the following steps**:

1. Choose the *Plan Level, Deductible, and Limit to Repair*
2. Use the rate chart to select the appropriate term (time and kilometers)
3. Click on *Optional Upgrades* if available

HYUNDAI

Show Vehicle/Customer Details 2019 Mazda MX-5 GS

Quick Quote:

OPTION "A" COMPARE ALL

Apply Template

Periodic Payment

Hyundai Mechanical Breakdown Protection for Other Makes & Models

Plan: Elite (Wrap) Plus (Wrap)

Deductible: \$0.00 \$50.00 \$100.00 \$250.00 \$500.00

Limit per Repair: None \$2,500.00 \$5,000.00

Certified Pre-Owned

Term km (Expiry)	80,000 km	100,000 km	120,000 km	140,000 km	160,000 km	180,000 km	200,000 km
48 mo (Jan 2023)	\$2,444*	\$2,456*	\$2,469*	\$2,481*	\$2,494*	\$2,506*	\$2,518*
60 mo (Jan 2024)	\$2,701*	\$2,773*	\$2,794*	\$2,813*	\$2,833*	\$2,853*	\$2,873*
72 mo (Jan 2025)	\$3,013*	\$3,114*	\$3,215*	\$3,243*	\$3,271*	\$3,298*	\$3,326*
84 mo (Jan 2026)	\$3,292*	\$3,413*	\$3,535*	\$3,656*	\$3,689*	\$3,722*	\$3,756*
96 mo (Jan 2027)	\$3,550*	\$3,686*	\$3,823*	\$3,959*	\$4,095*	\$4,133*	\$4,170*
108 mo (Jan 2028)	\$3,794*	\$3,942*	\$4,090*	\$4,238*	\$4,386*	\$4,534*	\$4,574*
120 mo (Jan 2029)	\$4,027*	\$4,185*	\$4,342*	\$4,499*	\$4,656*	\$4,813*	\$4,971*

OEM Parts Additional Benefits Details \* This plan may be eligible for the Claim-Free Reward Benefit

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



# 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

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	

Payment Information

Credit Card  Bank Account

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

Same Address as Primary Contract Holder

Lookup Address  
Start Typing Address Here

Address Unit/Suite

City Province Postal Code


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





# 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*



Periodic Payment  
**\$0.00**

Interest Rate	<input type="text" value="0.00 %"/>
Term in Months	<input type="text" value="0"/>
Frequency	<input type="text" value="Monthly"/>
<input type="button" value="Calculate"/>	

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	HST	Total Payment
	\$2,979.00	\$387.27	<b>\$3,366.27</b>
<input type="button" value="Save"/> <input type="button" value="Print"/> <input type="button" value="Purchase"/>			

# Forms, Resources, and Sales Tools

## Forms

Transfer Form, Cancellation Form

## Resources

Selling Dealer Guide and Quick Reference Guides

## Sales Tools

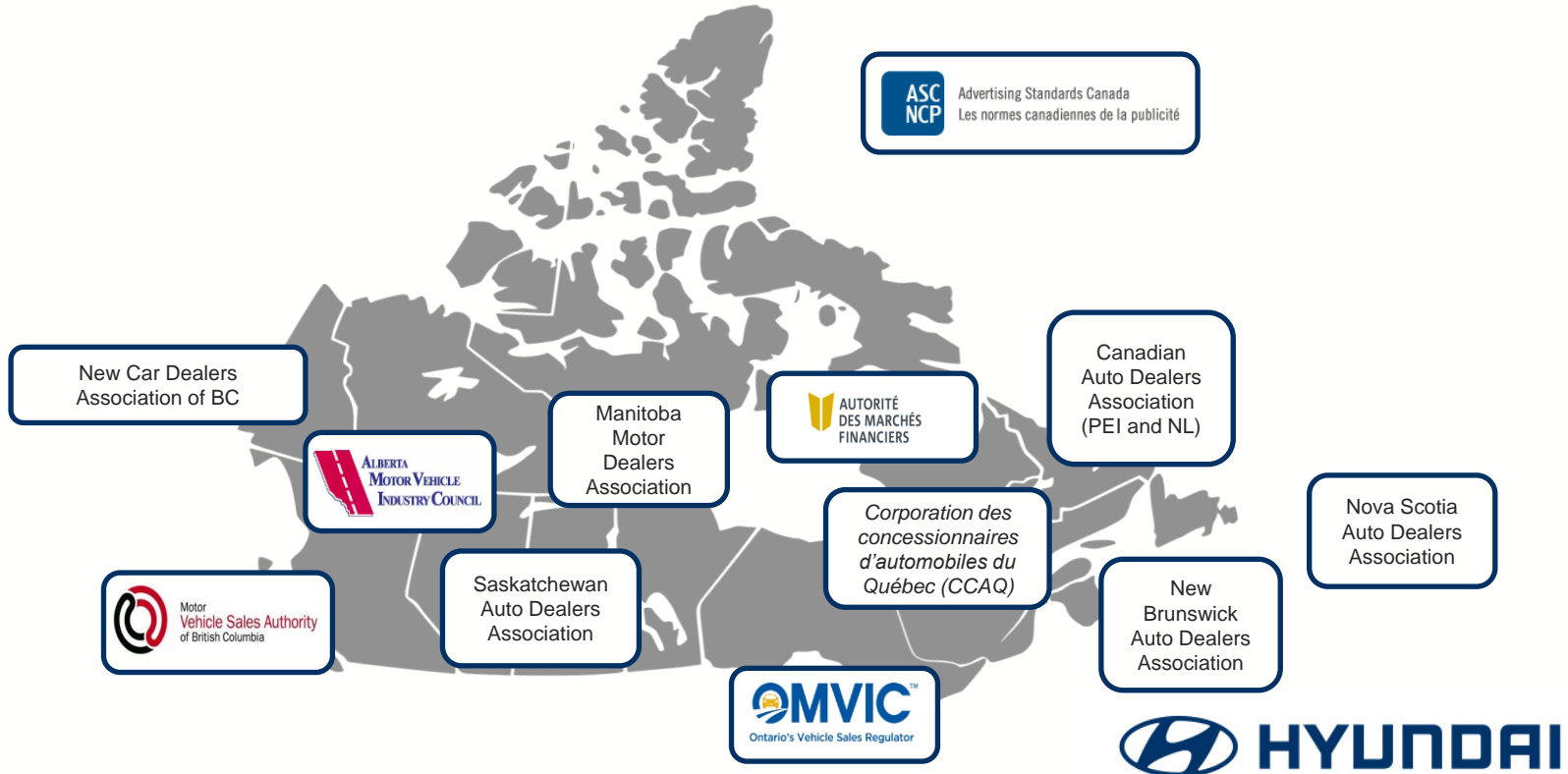
Brochure and Highlight Sheet

## Typical Repair Costs

Engine replacement	\$12,000
Differential repair	\$3,000
Alternator replacement	\$1,200
Air conditioning repair	\$2,000
Fuel pump replacement	\$1,200
Rear park assist camera	\$490
Transmission replacement	\$6,000
Leaking cylinder head gasket	\$1,600
Four wheel drive, transfer case repair	\$2,000
Master brake cylinder replacement	\$800
Electric / Hybrid power converter / inverter	\$3,200
Airbag assembly replacement	\$2,500



# 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!

