

World Class Dealer Services Products & Services

“World Class” Services

Staff Recruiting and Training

Recruiting for all managers & Sales people includes a turnkey approach to hiring the most qualified candidate and performing a thorough interview and personality profiling of all the candidates. Training is designed for all levels of experience. The training covers all of the management, administrative, sales and legal aspects of running a profitable Dealership. “ProfitCompli Selling System” is included with all the installation of our products.

Predictive Personality Profiling Program

- ▶ Turn key Web based personality assessments from Sales people, F&I managers and Sales managers.
- ▶ Auto industry specific predictive measurement of cars sold




“World Class” Menu Selling Program





- ▶ Supports Regulation Z, full disclosure of all F&I products
- ▶ Increases product sales by offering each customer 100% of the products
- ▶ Intuitive-Easy to use
- ▶ Helps to identify areas for training
- ▶ Web based
- ▶ Multi dealership control capabilities
- ▶ DMS Integration
- ▶ Management reporting capabilities

Management Reporting Program

- ▶ Provides real time management reporting for all F&I numbers
- ▶ Tracks variances against goals for F&I production
- ▶ Measures effectiveness of Lenders, Sales People and Managers

“World Class” Products

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Vehicle Service Contract Program
 Wear and Tear Exclusionary Coverage for New and Used Car Plans • Seals and Gaskets Covered • \$0 deductibles available • Light Commercial Use coverage • Coverage available up to 150,000 miles • Rental Car coverage • Roadside Assistance coverage • Trip Interruption • Saturday Claims Hours • Retail payment for parts and labor
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GAP Program
 Loan/Lease terms to 84 months • Maximum payout is \$50,000 • Customer’s deductible covered up to \$1,000 Additional customer retention program available-pays • \$1,000 for customer to return to the selling dealer for next purchase • Pays up to 1 past due payments owed to the lender • No charge back option available
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Vehicle Replacement Program
 Replacement Cost Value up to MSRP on new vehicles or NADA retail on used vehicles • Replacement of the stolen vehicle • Maximum payout is \$25,000, term is 5 years • Vehicle must be a total loss as a result of a theft, recovered or unrecovered • Body labeling application.

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Theft Deterrent Program
 Maximum payout is up to \$8,600 term is 5 years • Vehicle must be a total loss as a result of a theft, recovered or unrecovered • Body labeling application
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Tire and Wheel Program
 Covers road hazard damage to wheels and tires • Optional curb damage available • No limit on tire or wheel replacement costs • 24 hour road side assistance for tire repair, at tires • Emergency Travel Expenses for lodging/ meals • Mounting and balancing costs are covered • Local and State taxes are covered
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Composite Product Program
 Emergency Towing and Roadside Assistance • Windshield Repair Protection • Tire Repair/Replacement • Wheel Repair/Replacement • Dent and Ding Protection
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Lease Wear and Tear Program
 Covers up to \$5,000 of damage on wear and tear items • Maximum term is 72 months • Maximum MSRP is \$125,000 • Available for all residual based finance programs

"World Class" Products

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Pre-Paid Maintenance Program
Completely customized from L.O.F. to Factory coverage, to meet any customer's needs • Available for new and used vehicles • Turn key program that includes brochures, customer ID cards with Dealer logo, and state of the art marketing materials • Management reporting tools available to measure service R.O. up-selling
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Auto Appearance Program
• Repairs are made to interior and exterior of vehicle • Scratches, paint chips, wheels, leather damage covered
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Environmental Service Contract Program
Covers all of the exclusions of the factory warranty, one time application • Covers both interior and exterior
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Lifetime Warranty Program
For the owners life of the vehicle
• Supports customer retention through increased service visits • Builds increased sales of used cars
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Paintless Dent & Ding Repair Program
Removes dents and dings without damage to the paint • Covers all body dent and ding repairs • No limits on service calls • Up to 5 years of coverage
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Identity Theft Program
Improves peace of mind for customers against having their personal identification stolen • Allows customers to have complete concierge FCRA approved advocates handled their case
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Windshield Repair & Replacement Program
Up to 5 years of coverage • Repair or replacement of windshield • Unique and easy treatment process enhances driving in rain and at night
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Reinsurance, Retrospective and Dealer Capital Program
The industries finest reinsurance and retrospective program that enhance the dealership's ability to build additional wealth, with • Only reinsurance program that has been tested and approved by the IRS • Offering tax efficiency and transparency on all products

Michael Tuno

President and Founder of
World Class Dealer Services, Inc. (WCDS)



- ▶ 9 years: Sales and Management with Universal Underwriters Group
- ▶ 3 years: Automotive Banking experience with First Fidelity Bank
- ▶ 6 years: Automotive Retail experience in Sales, F&I, and Sales Management
- ▶ 2007 RVDA National Convention Workshops, "F&I Compliance & Sustained Profitability"
- ▶ 2005 RVDA National Convention Workshops, "Safeguards & Disposal Rule Compliance Issues"

Industry Publications and Workshops:

- ▶ **Agent Entrepreneur Magazine:**
 - ▶ February 2018 – the Future of Compliance
 - ▶ September 2014 – Top Agents Talk About PVR
 - ▶ May 2013 – Who's Who
- ▶ **Providers & Administrators Magazine:**
 - ▶ September 2014 – An Interview with Michael Tuno
- ▶ **Industry Summit**
 - ▶ May 2016 – Passing The Compliance Test

Educational Background:

- ▶ 2004 RVDA National Convention Workshops, "Compliance & Profitability for RV Dealers"
- ▶ AFIP Certified since 1996, Senior AFIP Master Certification 2009, Masters AFIP Certification 2012, MPFS 2014
- ▶ J.L. Kellogg Graduate School of Management, Northwestern University: Executive Management Program 1997
- ▶ MBA Temple University, May 1995 Marketing in the Automotive Industry
- ▶ BA Dickinson College, May 1982

Professional Experience:

- ▶ 1998-2001, 2014: Instructor for F&I with the NADA Automobile Dealer Candidate Academy
- ▶ 2007-Current: Instructor for F&I with the NADA American Truck Dealer Candidate Academy
- ▶ 1 year: Vice President Franchise Sales with The Guardian Warranty Corporation

Compliance Summit

- ▶ September 2017 – Keynote speaker: The Future of Compliance and The Front Line: Vitamin "C" Compliance
- ▶ May 2015 – Compliance: Your Responsibility

Agents Summit

- ▶ 2017 – Member of Advisory Board

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