



MEDIA ALERT

EFG Names Industry Leader to Expand Its Training, Compliance and Recruiting Capabilities

DALLAS, TX (August 2, 2022) EFG Companies today announced automotive industry sales and operations leader Kim Kotz Carroll has joined the company as Vice President of Training and Recruiting. Today, each of EFG's F&I training graduates produce an average of \$206,000 in additional annual revenue. The company also maintains an average of \$2,051 in client F&I PRU. For more information, visit <https://bit.ly/2N2SfM0>.

"In our current sales environment, dealers are facing a complicated paradigm shift," Kotz-Carroll stated. "On one hand, the traditional sales model is under tremendous strain to accommodate more pre-orders, an online or hybrid sales environment, and demand for increased transparency from both consumers and regulators. On the other hand, the process changes and market shifts are also creating a heightened regulatory atmosphere as regulators work to better understand the downhill compliance implications of processes such as online sales and market pricing adjustments."

EFG positions clients to weather these changes through the company's award-winning client engagement model that incorporates ongoing sales, F&I and compliance training, active recruiting, and product innovation with ongoing in-store engagement to tackle each dealership's unique goals. This engagement model relies on the expertise of individuals like Kotz-Carroll to provide strong direction to both EFG and its clients.

Throughout her 25 years of notable sales, operations, and training experience, Kotz-Carroll is known for developing enablement initiatives and managing sales programs which have driven profitable results for brands, such as LoJack, DealerSocket, Cox Automotive Group/Dealertrack F&I, and Reynolds & Reynolds. Kotz-Carroll is a Certified Technical Trainer (CTT) from The Chauncey Group, a Certified Challenger Messaging Consultant from Gartner, and a certified Association of Finance and Industry Professional (AFIP). She holds a Master of Science in Personnel Services in Higher Education/Counseling and a Bachelor of Arts in History from Wright State University.

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About EFG Companies

For more than 45 years, EFG Companies has provided consumer protection programs for vehicles and residences across seven market channels. The company's strategic intent is to build sustainable market differentiation and profitability for its clients and partners, including dealers, lenders, manufacturers, independent marketers, and agents. EFG's award-winning engagement model is built upon the belief that the company serves as an extension of its clients' management teams, providing ongoing F&I development, training, product development, compliance, and nationally recognized product administration with an ASE-certified claims team. Learn more about EFG at: www.efgcompanies.com