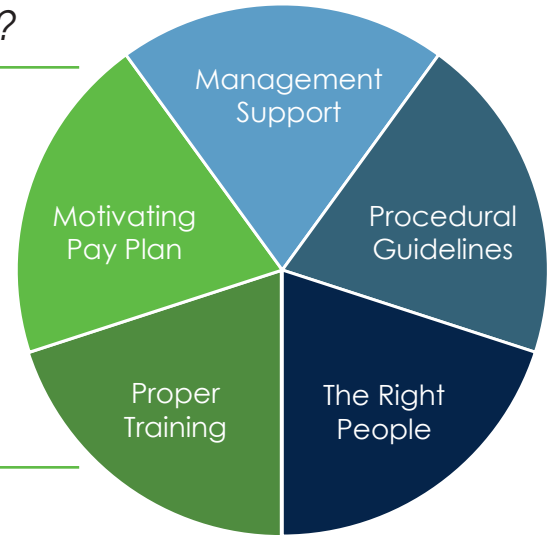


# GET \$1.2 MILLION MORE IN F&I REVENUE PER YEAR WITH EFG!

Did you know that poor engagement from your existing F&I provider could **cost you at least \$1.2 million in profit** per year?

When analyzing a Finance and Insurance department, it is necessary to evaluate the **five key ingredients that determine profitability**. When all ingredients are in place, **maximum potential income can be achieved**. When one is missing, it represents a severe profit leak!



## ARE YOU MAXIMIZING YOUR "NET" DOLLAR PROFIT OPPORTUNITY ?

### 5 FUNCTIONS



**Avoid poor engagement losses.  
Schedule your first meeting TODAY!**



# ACCOUNT SERVICING PROCESS

The EFG account team consists of a dedicated Account Executive, a Senior Account Executive, and a Regional Vice President committed to your success.

## Key Elements of The EFG Servicing Process

### 1. SET THE EXPECTATIONS

- Establish internal policies and procedures – jointly established with your leadership team
- Establish clearly defined performance metrics by F&I Producer and by store
- Monitor production on a weekly basis

### 2. ONGOING TRAINING

- Model the behavior expected (step in and show as opposed to coach)
- One-on-one employee coaching related to sales skills / product selling / compliance
- Performance Evaluation Certification (document the progress)
- Stand ready for assignment – fill in the gaps when called upon (F&I or Sales)

### 3. REPORTING

#### ACTION SHEETS

Document activities performed while in the store

- Performance
- Observation
- Accomplishments
- Challenges
- Personnel
- Compliance Audits
- Validate F&I

#### ACTION ITEMS

Involves members of the management team in establishing baselines, timelines and expectations

- Volume
- Margins
- Training
- CSI
- Time Management

#### QUARTERLY REVIEWS

- Performance-based ranking of Sales and F&I performance
- Trends in Overall Performance
- Recruiting/Placement Effectiveness
- Chargeback Analysis
- Commissions Analysis
- Changes in Compliance Governance
- Performance Review of Products
- CSI Results
- Lender Analysis

**GET \$1.2 MILLION MORE**