KEN HERRLE



Herrle

Dealer Development & Training Manager

Dear Dealer & Agent Friends,

Most Dealers only have one question when I see them.

"WHAT'S NEW?"

THE ANSWER IS

"ALIGNMENT CARE"

BULLET POINTS

RETENTION PRODUCT/PROGRAM

UPFRONT PROFITABLE

SELLABLE IN ANY DEPARTMENT / ANY TIME / ANY VEHICLE

PAY F&I, SERVICE MGRS, BOLSTER BOTTOM LINE & ESCROW ACCOUNTS

CONSUMERS RETURN

ADDITIONAL SALES – TIRES & ROTATIONS, HOSES, SEALS & GASKETS, MAJOR SCHEDULED SERVICES, BODY & COSMETIC REPEAT SALES, GREAT TRADE-INS NEEDED SUSPENSION COMPONENTS.... ETC...ETC...

BENEFITS

(See contract for details & exclusions)

ANNUAL 4 WHEEL ALIGNMENT... up to 6 YRS
ACCIDENT ALIGNMENTS (2)
FUEL INJECTOR CLEANING (1)
5TH YEAR L-O-F
INCL: REMINDER/RETENTION/ E-MAIL & REPORTING PRGRM
(DRIV TECH PARTIAL PRGRM.**)

ANSWERS TO FREQUENTLY ASKED QUESTIONS

**Not intended to replace or compete with your existing PPM
Program cost to dealer \$99 (any term 1-6 yrs)
Includes Lot, Lease and Renewal Programs....All Good.
Tier Pricing for Volume Dealers
Yes, eligible for the Herrle Group BYOA (Be Your Own Agent)
Yes, we will work with your favorite agent or house product coordinator
Compatible with all major E-contracting platforms
Check out your online manual for forms and additional info: www.nsdmc.com/AlignmentCare
We will administer & authorize your work, you control the funds!
...and yes, it's cancellable.

THANK YOU & HAPPY SELLING! BEST, KEN

KEN HERRLE
PHONE (860)-575-0749
E-MAIL: KENHERRLE@GMAIL.COM



KEN HERRLE

Page 2

Driv: Full Administration Features

- Complete web-based system from any computer without software to install.
- System "batching" of new contracts and service redemptions that are easily managed at the dealership to fit a variety of remittance and program management needs.
- Claims Reserve management and reporting to support any type of program management requirements, including reinsurance earned premium calculations.
- E-contracting support for both F&I and Service Drive.
- Integration with major F&I Menu providers through Provider Exchange Network and F&I Express or Vero custom API.
- VIN decoding for new contracts to ensure accurate assignment and contract benefits.
- Rapid Renewal for customers renewing existing contracts in service or F&I.
- Custom reports to help NSD dealer clients meet their retention objectives.
- Personalized email service reminders to customers from the dealership or NSD for utilization reminders and expiration / renewal notifications.
- Full suite of Reporting on Customer Analytics, Management Analysis, Profit Summary, and Action Items providing key program metrics to NSD and its dealers.
- Mass email functionality, at dealership level, for customer base notifications on sales and/or service specials, upcoming events, etc.
- Customer Web Portal for customers to look up available services remaining. Customers can see what they have used or any remaining benefits.



Contact List

Main Number:800-338-2680Fax:561-226-3626

Website: www.nationsafedrivers.com

Alignment Care Ext. 273

Vice President of Sales and Marketing – Auto Michael Mennella		mikem@nationsafedrivers.com
Michael Mennella	Ext. 206	mikem@nationsaledrivers.com
Senior Account Managers		
Greg Beyer	Ext. 229	greg@nationsafedrivers.com
Alex Drogan	Ext. 222	adrogan@nationsafedrivers.com
		5 -
Client Services Specialists:		6.1.
Shawn McNamara (Michael Mennella)	Ext. 273	smcnamara@nationsafedrivers.com
Terri Hughes	Ext. 317	thughes@nationsafedrivers.com
Vonda Hayes (Greg Beyer)	Ext. 229	vhayes@nationsafedrivers.com
Vanessa Fernandez (Alex Drogan)	Ext. 222	vfernandez@nationsafedrivers.com
Admin of Automotive Division		
Roseann Lambraia	Ext. 304	rlambraia@nationsafedrivers.com
Aimee Miller	Ext. 331	amiller@nationsafedrivers.com
Supplies:		Supplies@nationsafedrivers.com
Licensing:		
Teena Dambrosio	Ext. 336	cdambrosio@nationsafedrivers.com
Cancellations & Endorsements:		
Kathy Eichman	Ext 344	kathy@nationsafedrivers.com
Kayla Hungate	Ext 339	khungate@nationsafedrivers.com
Ruby Lowe	Ext. 215	rlowe@nationsafedrivers.com
Lisa Moody	Ext. 335	lmoody@nationsafedrivers.com
Coding		•
<u>Coding:</u>	Fax: 561-226-36	28
Accounting – Commissions		
Andrea Robinson		

Fax: 561-226-3601

Online Forms: www.nsdmc.com/supplies/FormCenter.htm

CLAIMS:

 Main Number:
 888-684-9327

 Fax:
 561-226-3613

 Website:
 www.nsdclaims.com

Windshield Repair Claims
 Paintless Dent Repair Claims
 Tire & Wheel Road Hazard Claims
 Key/Remote Replacement Claims
 Theft Claims
 Ext. 5

Client Relations Ext. 514

To Assist Dealers/Agents with any issues related to Roadside Assistance. Only available Monday – Friday from 8:30 AM – 5 PM EST.

NATION SAFE DRIVERS

Member Services 800 Yamato Road Suite 100 Boca Raton, FL 33431



Customer Name Customer Address Customer City State Zip

CONGRATULATIONS AND WELCOME TO ALIGNMENT CARE. ENCLOSED IS YOUR ALIGNMENT CARE MEMBER CARD.

Your membership card will allow you to visit our service department to have your Alignment Care services performed.

We thank you for your business and look forward to many years of servicing all your auto needs.

SERVICES INCLUDED WITH YOUR MEMBERSHIP:

- Annual Alignment
- One Fuel Injector Cleaning Service
- Up to Two Accident Alignments
- One Complimentary Oil Service

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CONTACT US AT: (800) 338-2680

Program Designed For:
For Your:
Purchased Date:
Expiration Date:

ALIGNMENT
GARE

John J Cardholder
Contract Type
2015 Model
2G1WF52E3190A4425
Expires 11/18/2017

Call us to schedule service:
(800) 338-2680

Visit nsdmc.com to view your account



Customer Application

Name		Customer Number	Email Address
Address		ananumananumananumananumananumananumananumananumananumananumananumananumananumananumananumananumananumananuman	Telephone
City		State	Zip Code
Year Make	e Model	viin	
Odometer Reading	Agre	ement Purchase Date	
Dealer Name	uuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuu	Salesperson	Dealer Telephone
Address		Deal Number	
City	<i></i>	State	Zip Code
CONTRACT & TERMS	PI	ROGRAM OPTIONS	ananananananananananananananananananan
	Program		
	Term ,,,,,,,,,,,	Months	
	This Alignment	Program will expire	uuuuumuu
	Program Cost \$		
	l jenholder		

AGREEMENT

Issuing Dealership agrees to fulfill the obligations of this Alignment Program as outlined below. Customer acknowledges that the service must be performed at a participating dealership. Failure of the customer to return within annual basis per the schedule of outlined services prior to or after the expiration date will result in forfeiture of the specific service, maintenance, or alignments. Purchase of this Alignment Care is not required in order to obtain vehicle financing. This Agreement is Non-Transferable. Incidental or consequential damage or loss caused by breakdown of components (or otherwise) including property damage, personal injury, inconvenience, loss of vehicle use, and or commercial loss and punitive damage is expressly excluded. Regularly scheduled maintenance is excluded. Mechanical failures such as suspension work, tires, etc are excluded.

Benefits of the policy include:

- **ALL 4 ALIGNMENT CARE**
- One (1) Four-Wheel Alignment annually (day one (1) of each year defined by sale date listed on the contract
- In addition consumer will receive a maximum of two (2) Accidental Alignments per contract term (accident defined as an event or impact resulting in the vehicle being out of alignment)
- One (1) Fuel Injector Cleaning Service is completed 50% through the contract term
- A five (5) year policy will offer a complimentary oil change in the fifth (5th) year
- · Pre-Authorization is required prior to completing a covered service

CANCELLATION

This Contract may be cancelled by you at anytime. To cancel, you must return to your selling dealer. If you cancel during the first sixty (60) days, and no services have been redeemed, a 100% refund of the Alignment Care Program Purchase Price will be made, less a \$50 administration fee. After sixty (60) days, or if services have been redeemed within the first sixty (60) days, a prorated refund will be made. The amount refunded will be based upon unused time assuming an alignment claimed each year less a \$50 administration fee; refund calculations are not dependent upon or subject to values of unclaimed or unused benefits and/or services not rendered as stated above. In the event of cancellation, total loss or repossession, you authorize the Lienholder to receive any refund proceeds. This Contract is non-cancellable by Driv Technologies LLC except for fraud, material misrepresentation, or failure to pay the purchase price.

Customer Signature

ALIGNMENT

Alignment Care saves you money in *so many ways!*

By prepaying for guaranteed upkeep costs on your vehicle you will reduce your expenses by at least 20%. Sustaining the proper alignment will extend and prolong your tires tread-life.

BENEFITS:

- Annual 4 Wheel Alignment
- Up to Six Years
- 2 Accident / Pothole Alignments
- Fuel Injector Cleaning
- Oil Service

See contract for details

WE ARE DEDICATED TO PROVIDING COMPLETE CUSTOMER SATISFACTION! This service is based on the manufacturer's (and dealer's) maintenance recommendations and may meet or exceed those recommendations. It is designed to cover the needs of the vehicle driven under local driving conditions. You may require more or less maintenance depending on use, driving conditions and special equipment or options. Terms and conditions

ALIGNMENT CARE

nsdmc.com

Nation Safe Drivers 800 Yamato Road Suite 100 Boca Raton, FL 33431

(800) 338-2680

ALIGNMENT CARE





Save on Gas Prolong Tires & Much More JOIN TODAY for savings down the road on all the maintenance you'll need to keep your vehicle performing at its best.

REV102915



Chart Of Savings!

Total Cost of Service Based on Multiple Years Purchased Upfront

Save in every way!

Take a look at the chart to see how Alignment Care will work for you. The bottom line speaks for itself!

Save Money

The longer you choose to participate in the program, the more you save on vehicle upkeep. By completing annual alignments tire tread life is maximized, and your fuel economy increases. A well maintained vehicle will cost less to operate while it retains a better resale value.

Save Tires and Tread-Life

Administration (NHSTA-TireWise) says "tire maintenance alone can extend the average life of a tire by 4,700 miles... This adjustment maximizes the life of your tires" and popular consumer websites all heartily point to regularly scheduled alignments. NHSTA continues... (Tire Safety – Everything Rides On It)... "wheels alignment adjusts the angles of the wheels and prevents your car from veering..." Bullet points include: improve vehicle handling, help protect you and others from avoidable breakdowns and accidents, and to avoid shaking and vibration.

Be Safe

A well maintained vehicle is safer for you and your passengers.

Added Convenience

Take advantage of our extended service hours for easy scheduling.

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\$ VALU	\$916 \$1,145 \$1,374	\$199	\$318	\$79	\$1,74	\$799
4 YR \$ VALUE	\$916	\$199	\$318	1	\$1,204 \$1,433 \$1,741 \$1,970	\$599 \$699 \$799
VALUE 3 YR 4 YR 5 YR 6 YR SERVICE \$ VALUE \$ VALUE	\$687	\$199	\$318	1	\$1,204	\$599
VALUE OF SERVICE	\$229	\$199	\$159	\$79		
QTY/YR	-	*	2*	*		
	Alignment	Fuel Injector Cleaner	Accident Alignment	Oil Service	RETAIL VALUE	TODAY'S PRICE



Dealer Administrative Agreement

THIS AGREEMEN	I is entered into by and	between Nation Mo	tor Club, Inc	. aba Nati	on Sar	e Drivers
with general offices	located at 800 Yamato R	Road, Suite 100, Boca	a Raton, FL 3	33431 here	in afte	r referred
to as NATION, and _				witl	ı office	es located
at		hereinafter	collectively	referred	to as	"Dealer"
effective						

WHEREAS, Dealer desires to participate in our Automotive Aftermarket Programs hereinafter referred to as the "Program"; and WHEREAS Nation is willing to authorize Dealer to Participate in the Program on the terms and conditions hereunder; NOW, THEREFORE, in consideration for the mutual covenants set forth herein, the parties hereby agree as follows:

A. NATION

- 1. NATION hereby grants authority to Dealer, to receive and accept applications from Dealer's customers to purchase coverage under the Program.
- 2. NATION agrees to furnish the Dealer with the necessary applications, forms and other supplies necessary for the Dealer to implement the Program, all of which shall remain the property of the NATION and shall be returned to NATION in the event of the termination of this Agreement.
- 3. NATION has acquired insurance coverage, at NATION'S sole expense, which shall insure NATION fulfills its obligations to Dealers customers where applicable.
- 4. NATION agrees to maintain insurance coverage (when necessary) for the Program, throughout the term of this Agreement, with regard to the coverage's set forth in the Program where applicable.
- 5. Where permitted by law, NATION, or its designee or Insurer, agrees to investigate, process, and pay all valid claims presented under the Program, and arrange for the reimbursement to the customer for valid claims under the Program. In all other jurisdictions, Nation shall designate a duly licensed entity or entities legally permitted to provide such claim services. NATION shall be under no obligation to investigate or arrange for the payment of any claim if the Dealer fails to remit the application and required fees to NATION in accordance to this agreement.
- 6. NATION shall not be liable for any costs or expenses incurred by the Dealer, nor for any bodily injury or property damage claims, nor for any other liabilities of any nature other than those expressly assumed herein. Dealer agrees to indemnify NATION, hold NATION harmless and to provide legal counsel to NATION in the event of lawsuit arising from any vehicle sale or other transaction by Dealer or his personnel unrelated to NATION Program.

B. Indemnification

Dealer agrees to indemnify and hold NATION and NATION'S insurer harmless from any and all claims, actions or demands from or by any federal, state or local government agency for any misrepresentations made to coverages available on the program.

C. Dealer

- 1. Dealer agrees to follow the instructions and procedures as outlined by the NATION, including additions, deletions and amendments that NATION may furnish from time to time. Dealer will have no authority to waive or modify any terms or conditions of the policy or application.
- 2. Dealer agrees to hold NATION and the insurer harmless for any claim submitted for which the Dealer did not remit the required fees or application to NATION.
- 3. The Dealer agrees that coverages and terms submitted by Dealer, not in accordance with the NATION'S Programs and procedures set forth in this Agreement constitutes breach of this Agreement and any loss or expenses related to such breach, shall be assumed by the Dealer.
- 4. Dealer agrees to report to NATION, on forms furnished by NATION, all applications and required fees as set forth in the attached Schedules of this Agreement. This remittance shall be received by NATION no later than the fifteenth (15th) of the month for all applications written during the previous month (and in no case will business be received more than forty five (45) days from effective date). In the event DEALER remits business later than the fifteenth (15th) of the following month written, NATION may return business to dealer or NATION will make the effective date of the application the received date by NATION. Any claims which occur prior to this received date will be denied for no coverage.
- 5. Dealer shall not cause any advertisement referring to or using the name of NSD, Lloyd's of London or 100% Certain Lloyd's. In the event NSD suffers a loss or expense arising out of any unauthorized advertisement, publication, or statement of the Dealer, the Dealer shall be liable to and hereby agrees to indemnify NSD and hold NSD harmless from all resulting damages, fines, penalties and costs.

- 6. **Rebrokering**: Dealer shall not act as an administrator, underwriter or rebroker (double broker) for any application or membership pursuant to this agreement without the prior, written consent of NSD.
- 7. Dealer shall direct customers to Nation or it's designate in the event of any and all questions or claims regarding the program.
- 8. Upon receipt of a complete loss report, NATION or its designate shall process the claim under the coverage obtained pursuant to Paragraph 3 of this Agreement. Dealer shall be responsible for processing any claim for a loss not reported as provided herein or under any Application, and/or waiver not reported to Nation and/or for which Nation has not received payment in accordance with Section C, number 4.
- 9. Dealer agrees to use diligence in performance of its duties hereunder and to abide by all rules, regulations, and procedures relating to the Program as provided by Nation from time to time. Dealer shall not at any time be authorized to alter, supplement, modify, or waive any terms or conditions of the Program.
- 10. Dealer agrees to use NATION for its exclusive provider of programs listed in the attached Schedules for the term of this Agreement.

D. Termination

Dealer may terminate this Agreement by giving thirty (30) days' written notice to the other party prior to the renewal period only. However, NATION may terminate this Agreement immediately if either party violates any applicable laws or fails to fulfill any of its obligations hereunder. Termination shall not affect rights or duties of either party with respect to waivers/applications properly issued and paid to the effective date of such termination. NATION may further terminate this agreement at any time without cause upon thirty (30) days prior written notice, or upon such shorter time period as may be required by any governmental, licensing, or regulatory agency, or by the Insurer of the Program.

E. Term

Term for this Agreement shall be for one (1) year and automatically renewed unless cancelled by giving thirty (30) days written notice to either party prior to expiration.

F. General Provisions

Dealer is an independent contractor, and no relationship of principal and agent, employer and employee, partnership, joint venture, or the like shall be created between NATION and Dealer. Dealer shall be solely responsible for all expenses incurred in performing the terms of this Agreement. Dealer is not an insurance agent on behalf of NATION or the insurer and therefore shall not solicit coverage under the insurance policy obtained pursuant to Paragraph 3 above.

- 1. Finance agreements where less than eighty percent (80%) of MSRP for a new vehicle or NADA average retail value for a used vehicle are not eligible for participation in the GAP program.
- 2. No coverage is provided for a financing contract / loan / lease that is self financed. Self financed is defined as any loan / financing contract / lease that is funded and retained by the selling dealer or affiliate.
- 3. Any notices or other communication required or permitted hereunder shall be in writing and mailed by registered or certified mail (return receipt requested and postage prepaid), sent by telegram (with messenger service specified), or sent by prepaid overnight courier service.
- 4. Except as otherwise provided herein, neither party hereto may assign or delegate any right, duty, or obligation under this Agreement to any other person or entity without the prior written consent of the other party. This Agreement and all rights and liabilities hereunder shall inure to the benefit of the parties, their successors, and permitted assigns.
- 5. Dealer will be responsible for handling and responding to any and all inquiries or complaints related to its SERVICES from any and all sources including, but not limited to, CUSTOMERS, Attorney general offices, state insurance departments, Better Business Bureaus, the arbitration or court related proceeding. Dealer shall furnish NSD with copies of any requests from regulatory/administrative agencies, upon receipt, and provide draft of responses for review prior to responses to regulatory/administrative agencies. Dealer shall provide NSD with final copies of any responses to regulatory/administrative agency requests.
- 6. No waiver by either party hereto of any one or more defaults by the other party in the provisions of this Agreement shall operate or be construed as a waiver of any future default or defaults, whether of a like or different nature. No failure or delay on the part of either party in exercising any right, power or remedy shall preclude any other or further exercise thereof or the exercise of any other right, power, or remedy.
- 7. This Agreement constitutes the full and entire understanding and agreement between the parties hereto with regard to its subject matter and supersedes all prior written or oral agreements, understanding, representations, and warranties made with respect thereto.
- 8. This Agreement shall be governed by and construed in accordance with the Laws of the State of Florida without regard to any otherwise applicable principles or conflict of laws. The language in all parts of this Agreement is in all cases to be construed to its fair meaning and not strictly for or against any particular party. The words herein, hereof and hereunder shall be deemed to refer to this entire Agreement, except as

the context otherwise requires. If any term, covenant, or condition of this Agreement or if the application of such term, covenant, or condition to any party or circumstance shall be found by a court competent jurisdiction to be, to any extent, invalid or unenforceable under any law, rule, or regulation, the remainder of the Agreement and the application of such term, covenant, or condition to parties or circumstances other than those as to which it is held invalid or unenforceable shall not be affected thereby, and each term, covenant or condition shall be valid and enforced to the fullest extent permitted by law. Upon determination that any such term is invalid, illegal, or unenforceable, the parties hereto shall seek in good faith to amend this Agreement so as to effect the original intent of the parties as closely as possible in an acceptable manner.

<u>DEALER</u>	<u>NATION</u>
By (Print name):	By (Print name):
Signature:	Signature:
Title:	Title:

The dealer's TAX ID Number is required when signing this agreement.

Dealer Profile



NSD ealer Detai	Representative							
aici Detai			Age Franchise	nt Number Indeper	ndent	Ag	gent Name	
			riancinse	□ пиерег	ident			
ame						Tax Identification	Dealer Num	ber (NSD assigned)
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aler Mana	gement System				Menu Company			
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<u>Dealer Administrative Agreement</u> Schedule A – Alignment Care

	is schedule is attached to and forms a part of the Dealer Administrative Agreement between Nation Motor ub, Inc dba Nation Safe Drivers and effective
Th	ass of Business: The Authority granted under this agreement is limited to the following enumerated products, to wit: Signment Care Program
Pre	ogram Description – NSD Alignment Care Program:
1.	NSD shall provide Dealer with Alignment Care agreements, promotional material, website access, and tracking materials sufficient, in NSD's judgment, to implement the Program. It is understood that the Alignment Care agreements are not insurance contracts, motor vehicle service agreements or motor vehicle extended warranty agreements
2.	NSD shall provide Dealer with installation guides and materials, including accounting methods, optional service operation codes and other such guidance sufficient, in NSD's judgment, to implement the Program
3.	Maintain a record of all Alignment Care contracts sold by the Dealer and submitted to NSD, as well as all "claim redemptions" in connection with such contracts. [The Dealer is the sole entity that is obligated on the Alignment Care contract.] Maintain website during the duration of the Alignment Care contracts. Provide administration of the Alignment Care contracts during the duration of the underlying contracts.
4.	 Consumer receives the following benefits: a. One (1) Four-Wheel Alignment annually (day one (1) of each year defined by sale date listed on the contract b. In addition consumer will receive a maximum of two (2) Accidental Alignments per contract term (accident defined as an event or impact resulting in the vehicle being out of alignment) c. One (1) Fuel Injector Cleaning Service is completed 50% through the contract term d. A six(6) year policy will offer a complimentary oil change in the fifth (5th) year e. Pre-Authorization is required prior to completing a covered service
	lministrative Fee – NSD Alignment Care Program: 99.00 (Ninety Nine Dollars) per Alignment Care contract submission for one to six years contract term
sai	SD reserves the right to increase prices by giving DEALER a minimum of thirty (30) days written notice of d increase. In the event DEALER and NSD cannot agree on new pricing in writing, this agreement may be minated immediately by either party.
IN	WITNESS WHEREOF, the parties have duly executed and made this Agreement effective as of
<u>DI</u>	EALER: NSD:
Na	nme: Name:
Sic	enature: Signature:

CANCELLATION REQUEST FORM

Member's Name:		Contract #:	
Address:		Eff. Date of Contract:	:
		Eff. Date of Cancellat	ion:
Reason for Cancellation:			
Name of Dealership:		Producer Code:	
Address of Dealership:		Ph. #:	
City:	State:	ZIP Code:	
Member Signature			Date
Agent Signature		1	Date

Please fax or mail this form to us:

NIU of Florida 800 Yamato Road, Suite 100 Boca Raton, FL 33431 Phone: (800) 338 - 2680

Fax: (561) 226 - 3601

We need a copy of the front and back of the contract included with this form.