



TWS

Total
Warranty
Services

OFFER YOUR CUSTOMERS PIECE OF MIND
WITH THE **FREEDOM TO**
EXPLORE

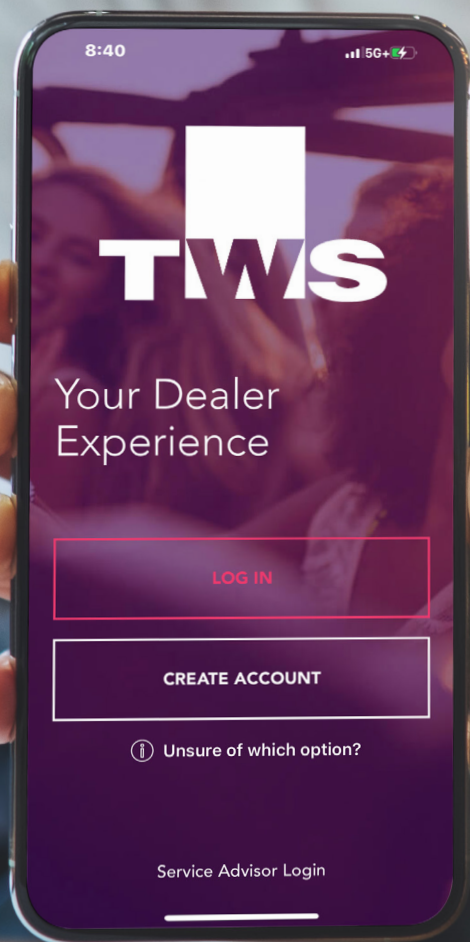


Introducing Your Choice Protection (YCP)...

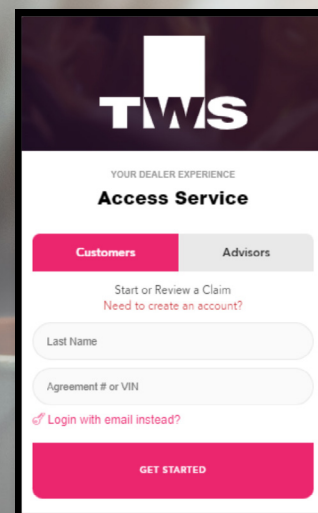
the **app** from Total Warranty Services that will revolutionize the way F&I after-sales & service are conducted.

The TWS app now opens a portal where you can offer customers piece of mind, with the freedom to explore, through **Your Choice Protection**. They can now learn about available F&I products* **long after they have driven off**, and have all of the info on the products they did purchase all in one place.

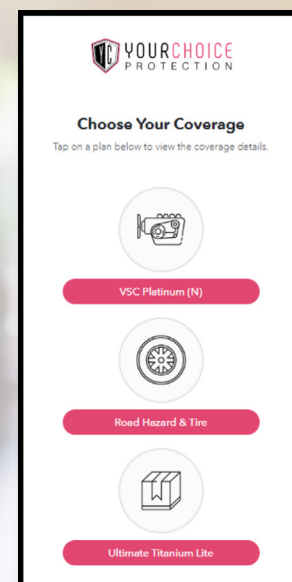
*Only available for select products.



Quick and easy
log in



User friendly
interface



Choices at the click
of a button.



Enhance the journey with Your Choice Protection

YCP accepts credit card, bank transfer payment and zero percent financing. With just the current odometer reading to verify real-time F&I product eligibility, YCP only shows the customer (or service advisor) the F&I products not already purchased and currently available, extending F&I revenue and the associated ownership benefits beyond the current one-time presentation.

New or preowned customers can now enhance their ownership journey easily and efficiently.

How it works...

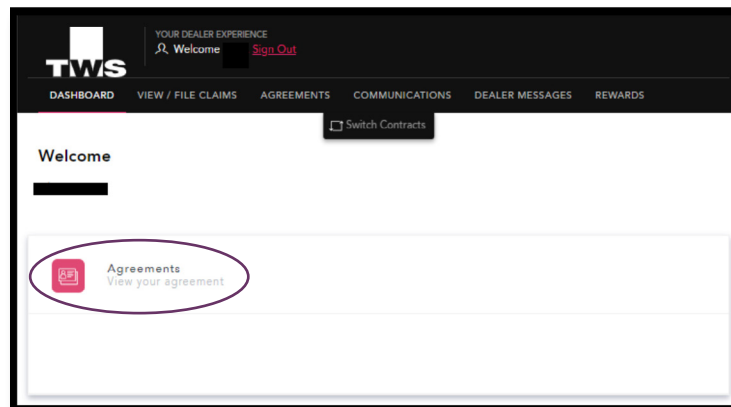
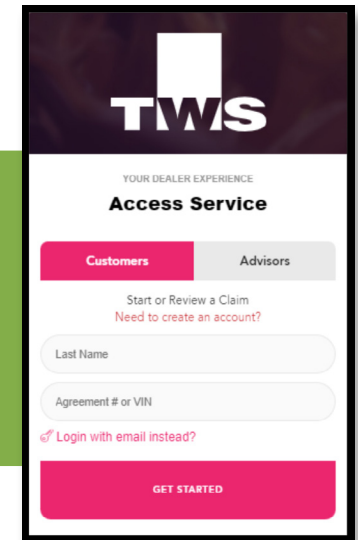


For Customers Who Purchased Products at Time of Sale

The customer can use the provided QR code to Download our app from Google play/App Store, search TWS Service



Once downloaded, the customer will access their information by simply providing their Last Name and Agreement Number or their VIN number.

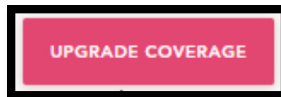


From this screen the customer can:
View Agreements

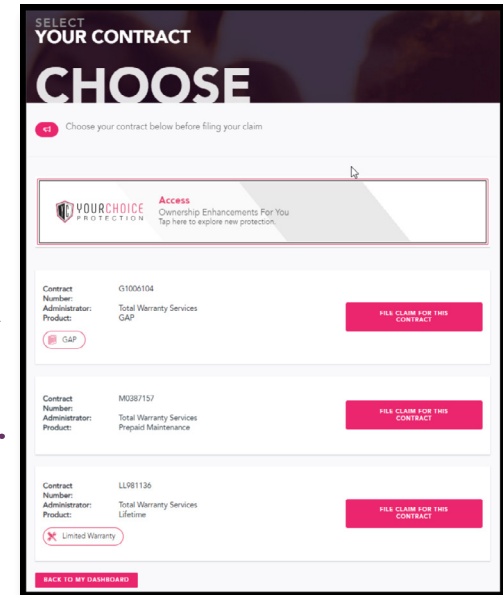
For Customers Who Purchased Products at Time of Sale

By selecting the **Agreements option**, the customer can:

- 1) Start a claim on their already purchased agreement(s)
- 2) Select the Your Choice Protection banner, to explore other purchasing options



After selecting the Your Choice Protection banner, click on the Upgrade Coverage button.



Enter your vehicle's current mileage (odometer reading).

A screenshot of a mobile app screen titled "Vehicle Mileage" under the "YOUR CHOICE PROTECTION" logo. It asks for the user's odometer reading to provide the best options. It includes a text input field labeled "Enter Mileage (required)" and a "FIND COVERAGE" button at the bottom.A screenshot of a mobile app screen titled "Coverage Located!" under the "YOUR CHOICE PROTECTION" logo. It says "Good news! We've found you coverage options for your vehicle. Tap the continue button below to see what coverage is available." It features a digital odometer display showing "003599" and a "CONTINUE" button at the bottom.

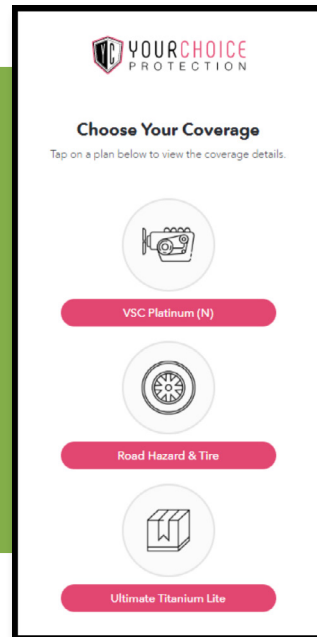
Once Coverage has been located, click the Continue button.

For Customers Who Purchased Products at Time of Sale

This window will display all the available options for additional purchase.

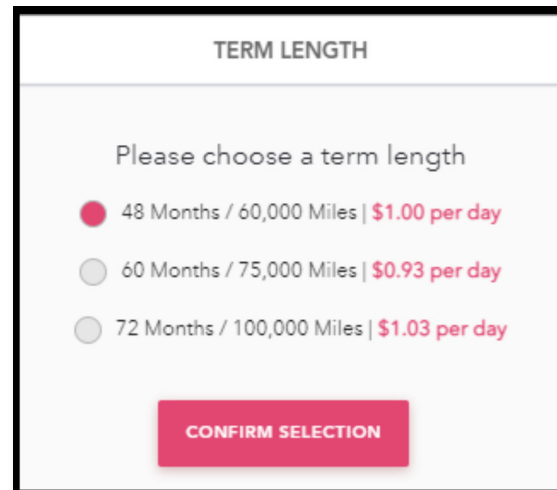
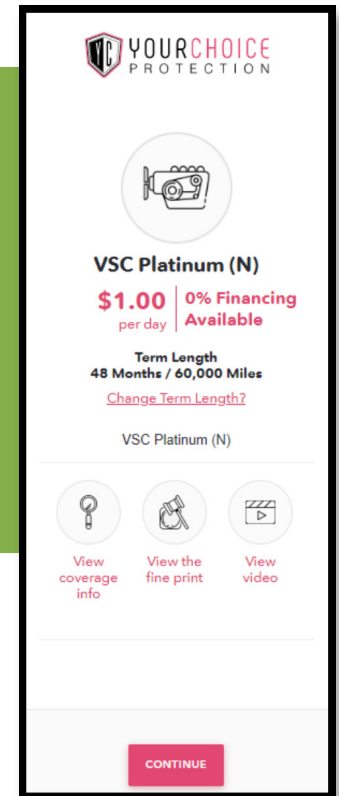
Click on the Red banner for the product to continue.

In this example, we selected VSC Platinum (N).



From this window, you can:

- 1) View different term options
- 2) View the coverage info (Overview of coverage)
- 3) View the fine print (Actual Sample Contract)
- 4) Watch a video about the coverage selected



Once you have made your selections, click Continue.

For Customers Who Purchased Products at Time of Sale


Contact Information window will appear, provide or verify the information displayed, then click Save & Continue.



When this window appears, use your mouse or finger, sign your name.

Then click Continue, to move to the payment window.

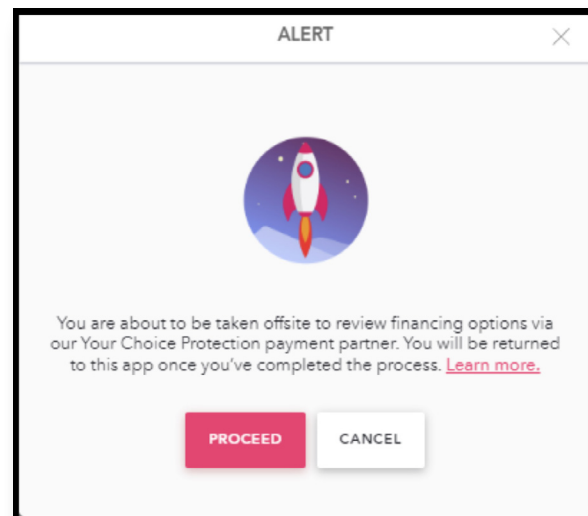
Signature Required To Proceed to Financing Options

Please use the box below to sign with your finger. Press the "clear signature" button to erase and start over. Press the "Continue" button at the bottom to proceed with your financing options.



 CLEAR SIGNATURE  PREVIEW CONTRACT

CONTINUE BACK TO DASHBOARD



Accept the Alert informing you that you will be redirected to another site to complete the payment process of your new coverage.

For Customers Who Purchased Products at Time of Sale

From this window, you can:

- 1) Select the amount of your down payment (first payment)
- 2) Select the number of months you want to make payments for your new coverage
- 3) Select and enter
 - a. Your Credit/Debit Card information
 - b. Bank Account information for ACH of your monthly payment

Payment Information

Please be advised that you will not be charged until you consent to the purchase.
Please provide your payment information. Enter either a Credit/Debit Card or a Bank Account.

| | |
|-----------------------|--------------------------------------|
| Contract Price: | \$1,447.00 |
| Sales Taxes: | \$0.00 |
| Total Contract Price: | \$1,447.00 |
| First Payment: | <input type="text" value="1447.00"/> |
| Number of Payments: | <input type="text" value="1"/> |
| Monthly Payment: | N/A - full payment option selected |

Credit/Debit Card Information

Bank Account Information

CREDIT/DEBIT CARD NUMBER

CVV/CVC

Exp. Month

Exp. Year

Continue

Once you click Continue, you will confirm the information and finalize the transaction. After that you will be re-directed back to the original site and have an opportunity to Print both your new service agreement and financing agreement, if applicable.

**For Customers Who
Did Not Purchase Products
at Time of Sale**



For Customers Who Did Not Purchase Products at Time of Sale

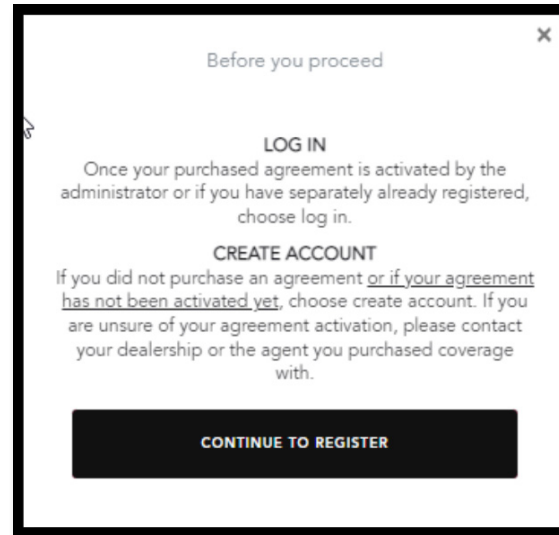
The customer can use the provided QR code to Download our app from Google play/App Store, search TWS Service.



Once downloaded, the customer will click 'Need to create an account?'

A screenshot of the TWS mobile application interface. The top section has a dark purple header with the TWS logo. Below this, the text 'YOUR DEALER EXPERIENCE' is followed by 'Access Service' in bold. There are two tabs: 'Customers' (highlighted in pink) and 'Advisors' (grey). Under the 'Customers' tab, there are two links: 'Start or Review a Claim' and 'Need to create an account?' (which is highlighted with a red border). Below these links are two input fields: 'Last Name' and 'Agreement # or VIN'. A link 'Login with email instead?' is positioned below the input fields. At the bottom, there is a large pink button labeled 'GET STARTED'.

For Customers Who Did Not Purchase Products at Time of Sale



Before you proceed

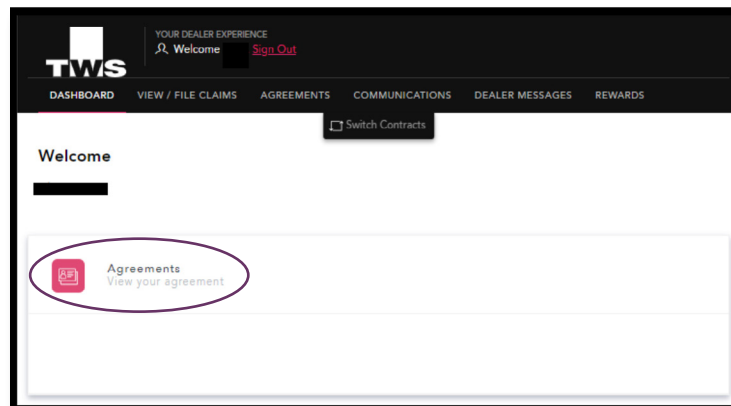
LOG IN
Once your purchased agreement is activated by the administrator or if you have separately already registered, choose log in.

CREATE ACCOUNT
If you did not purchase an agreement or if your agreement has not been activated yet, choose create account. If you are unsure of your agreement activation, please contact your dealership or the agent you purchased coverage with.

CONTINUE TO REGISTER

Fill out and complete the registration process by providing all the necessary information to create your account.

Set up your unique password for future account access.

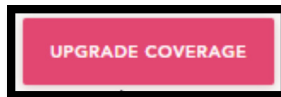
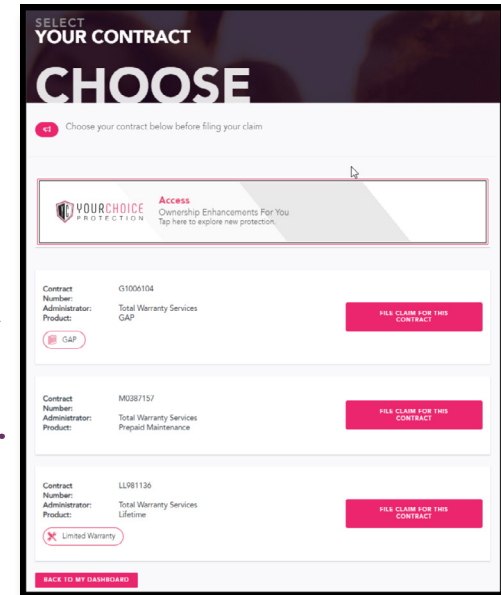


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After selecting the Your Choice Protection banner, click on the Upgrade Coverage button.

A screenshot of a mobile application screen titled "Vehicle Mileage" with the "YOUR CHOICE PROTECTION" logo. It says "We need your odometer reading to provide you with the best options for more protection. After entering your mileage, press the 'Find Coverage' button below." There is a text input field labeled "Enter Mileage (required)" with a placeholder "Enter Mileage Number Here". At the bottom is a pink "FIND COVERAGE" button.

Enter your vehicle's current mileage (odometer reading).

A screenshot of a mobile application screen titled "Coverage Located!" with the "YOUR CHOICE PROTECTION" logo. It says "Good news! We've found you coverage options for your vehicle. Tap the continue button below to see what coverage is available." Below the text is a digital odometer display showing "003599". At the bottom is a pink "CONTINUE" button.

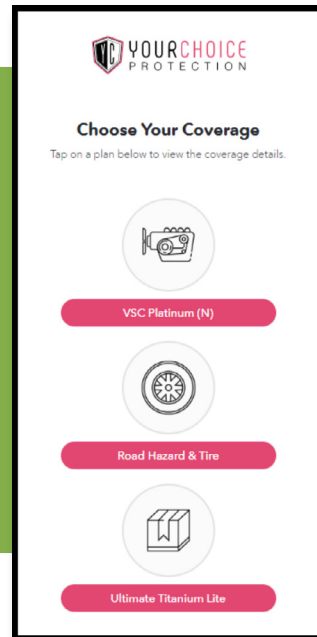
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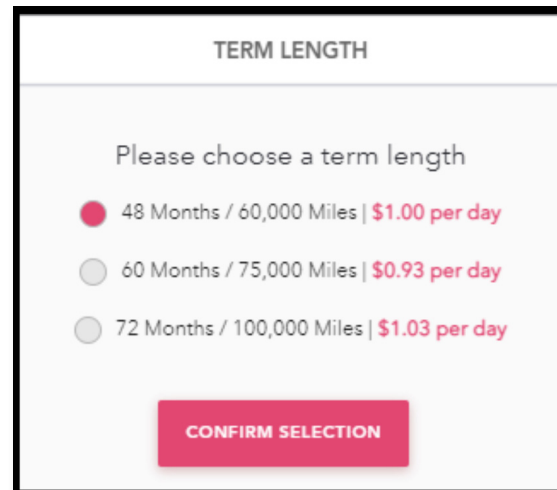
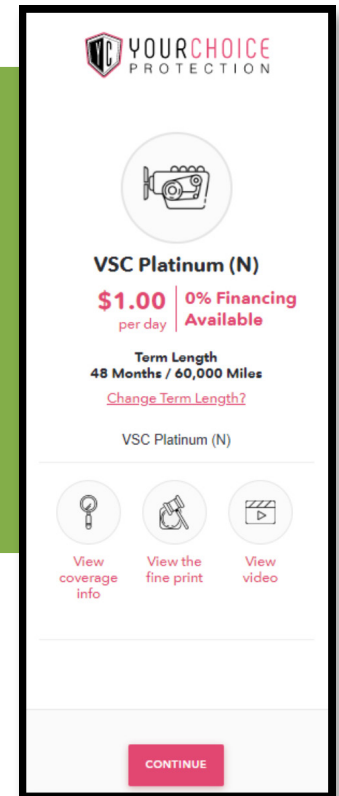
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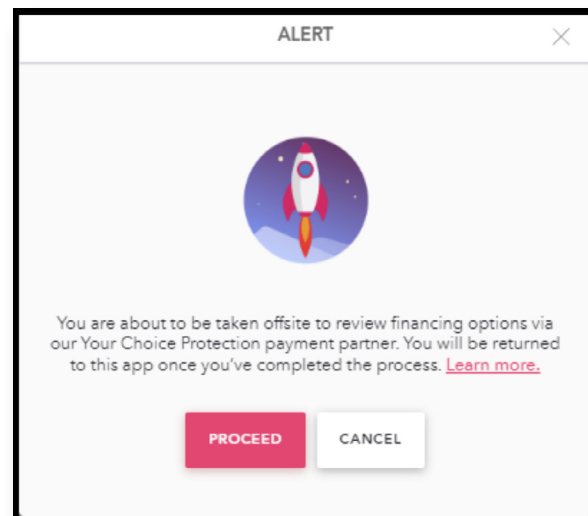

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