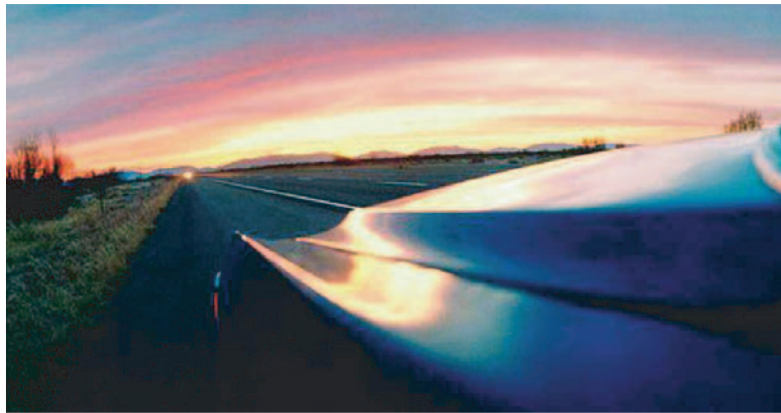




Automotive Dealership
I N S T I T U T E



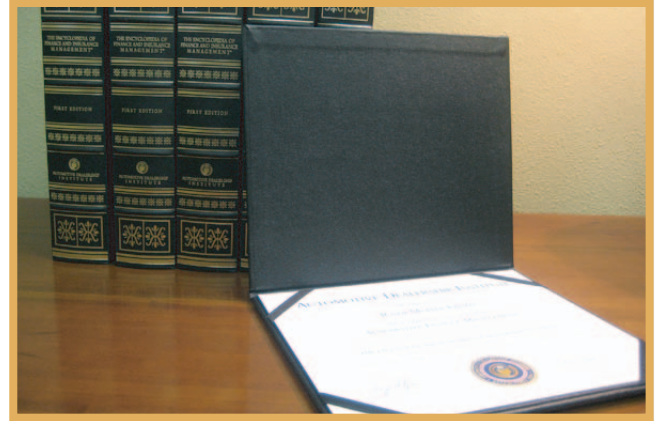
F&I HYBRID PROGRAM

FINANCE AND INSURANCE - PRIME
LAWS, RULES AND REGULATIONS
F&I MENU SELLING PROCESS/OBJECTION HANDLING
FINANCE AND INSURANCE - NON-PRIME

AUTOMOTIVE FINANCE MANAGEMENT – HYBRID

ADI's Hybrid program was designed to combine online and in-class training to give our students an alternative option to our four-week in-class program. The program consists of three online sections and one week of in-class instruction at our campus in Scottsdale, Arizona. Here are some highlights:

- Three (3) self-paced online modules
- Only one (1) week of in-class training
- Graduate with a diploma
- Job placement assistance
- Mock interviews
- Professional resume preparation
- Affordable tuition
- Tuition financing available*



■ Section 1 - Finance and Insurance – Prime (Online Module)

The F&I Department and The F&I Manager, Interest and Finance Charge Calculations, Credit and Prime Lending, Credit Bureaus, Prime Lending and Loan Process, Dealing with Lenders, Structuring and Placing the Loan, Qualifying/Deal Structuring.

■ Section 2 - Laws, Rules and Regulations (Online Module)

Truth-in-Lending Act, Regulation Z and M, Equal Credit Opportunity Act, Fair Credit Reporting Act, Magnusson-Moss Warranty Act, Used Car Rule, IRS Cash Reporting Rules, USA Patriot Act, Gramm-Leach-Bliley Act, Payment Packing and Disclosures.

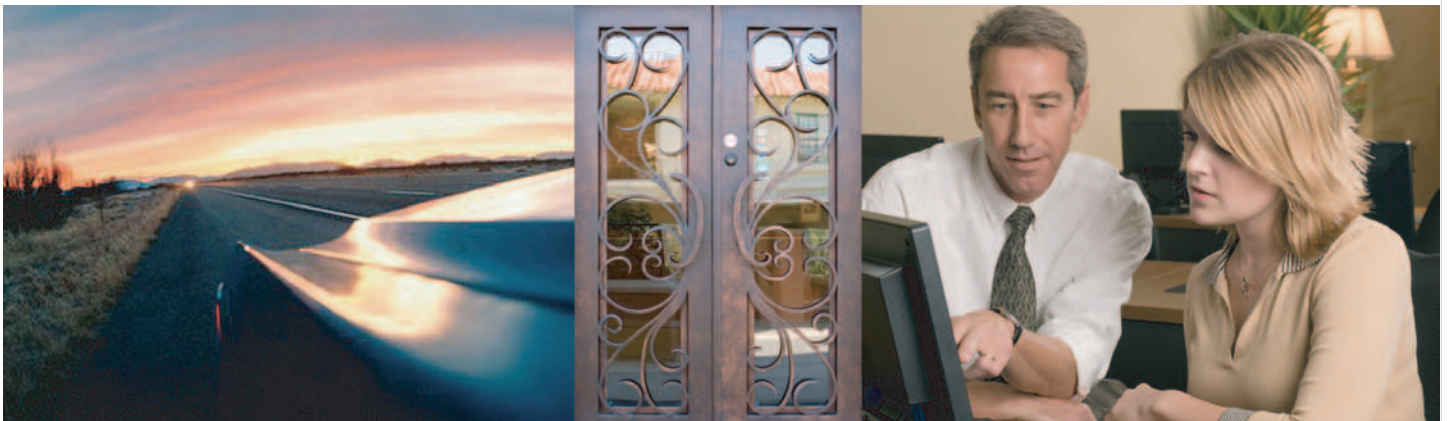
■ Section 3 - F&I Menu Selling Process/Objection Handling (Online Module)

Introduction to Finance Products, F&I Menu Selling Process, F&I Menu Presentation Steps, Overcoming Customer Objections General Objections, Cost Objections and Product Objections, Credit Union Conversions.

■ Section 4 - Finance and Insurance - Non-Prime (One week in-class instruction)

Overview of Non-Prime Finance Lenders. Credit Bureaus, Budgeting and Deal Structuring for Non-Prime Lenders. Practicing With Real Deals. Special Finance Department Organization. Setting Up Procedures. Structuring Special Finance Deals, Introduction to Internet Finance.

* SLM Financial student loan tuition and living expense financing available to those who qualify



ONLINE PORTION

SECTION I - FINANCE AND INSURANCE PRIME

CHAPTER 1

THE F&I DEPARTMENT AND THE F&I MANAGER

The F&I Department and The F&I Manager
The F&I Department: A Dealership Profit Center
Basic Finance Definitions
F&I Department and F&I Manager
F&I Manager and Sales Department
The Business Office
Finance and Dealership Terms

CHAPTER 2

INTEREST AND FINANCE CHARGE CALCULATIONS

Definitions
APR and Add-On
Types of Finance Charges on Contracts
Simple Interest / Precomputed Interest (Rule of 78's)
Calculating Finance Reserve
Dealer Rate Participation/Rate Caps

CHAPTER 3

CREDIT AND PRIME LENDING

Purchaser's Statement/Credit Application
Overview Of Credit Bureaus
Experian Credit Profile Report
Equifax Credit Profile Report
Trans Union Credit Profile Report
Prime Lending and Loan Process
Dealing with Lenders
Credit Unions
Four C's of Credit
Structuring and Placing the Loan
Lender Guidelines and Qualifying



SECTION II - LEGAL COMPLIANCE

LAWS, RULES AND REGULATIONS

Regulation Z – Truth in Lending Act
Retail Installment Sales Contract
Regulation M – Truth in Lending Act
Consumer Lease Agreement
Regulation B – Equal Credit Opportunity Act
Fair Credit Reporting Act
Holder In Due Course
Magnusson-Moss Warranty Act
Used Car Rule
IRS Cash Reporting Rules
USA Patriot Act
 OFAC-The Office of Foreign Assets Control
Gramm-Leach-Bliley Act
 The Privacy Rule
 The Safeguards rule
Payment Packing/Disclosing Procedures

ADI's Online Program includes interactive elements and filmed examples of real-life situations that dealership managers face daily. In addition, all chapter tests and final homework assignment are completed and submitted electronically with results returned immediately.

Students can earn college credit units, transferable to Northwood University. ADI is licensed by the State of Arizona Board for Private Postsecondary Education and approved by the Department of Education. This designation allows it to offer federal government-backed student loans.

SECTION III - F&I MENU SELLING PROCESS/ OBJECTION HANDLING

CHAPTER 1

INTRODUCTION TO FINANCE PRODUCTS/ GENERAL PRODUCT KNOWLEDGE

Extended Service Contract
Vehicle Maintenance Care
Credit Insurance
Guaranteed Auto Protection
GPS Security and Tracking System
Vehicle Tracking / Recovery System - Lojack
Security Code Marking System
Interior and Exterior Protection



[Download Chapter 2 PDF](#) ▼

COURSE OUTLINE

EXPAND ▲

F&I MENU SELLING PROCESS
FINANCE MENU
PRESENTATION

CURRENT STATUS

SECTION 3

CHAPTER 2

CHAPTER 2

F&I MENU SELLING PROCESS

Custody of the Customer
Customer Interview Process
Meet & Greet
Review and Confirm the Figures
Review Purchaser's Statement and Credit Report
F&I Menu Presentation
CSI / Profit
Legal Compliance
Time Efficiency
The 300% Rule
Contract Disclosures
F&I Menu Presentation – Example
STEP I: Customer Interview Process
STEP II: Legal and Registration Paperwork
STEP III: Product Presentation
STEP IV: Contract Disclosure

CHAPTER 3

OVERCOMING CUSTOMER OBJECTIONS

Objection Handling

“I’m Not Interested in Hearing About any Products”
“I Can’t Afford Additional Protection”
Putting the Cost in Perspective
ESC vs. Manufacturer’s Warranty
ESC Value vs. Insurance Coverage
ESC vs. My Personal Mechanic
99.9% Close
ESC: A No-Lose Option
ESC: Cost vs. Coverage
“I Already Have Life Insurance”
“I Am Not Interested In Disability Insurance”
GAP vs. Vehicle Replacement Costs
GPS Security Systems vs. Alarms
Anti-Theft System vs. Vehicle Replacement Costs
Appearance Package vs. Vehicle Trade-In Value
Credit Union Conversions

IN-CLASS PORTION

SECTION IV - FINANCE AND INSURANCE - NON-PRIME

DAY 1

FINANCE AND INSURANCE -- NON-PRIME

Introduction and Benefits of Non-Prime Finance
Non-Prime Finance Terminology
Overview of Non-Prime Finance Lenders
Non-Prime Deal Structure Guidelines
Advance / Amount Financed / Budget / Credit /
Customer Profile

DAY 2

FINANCE AND INSURANCE -- NON-PRIME

How to Read and Interpret Lenders' Guidelines
Structuring Non-Prime Real Deals
Loan Process and Funding
Income Calculations

DAY 3

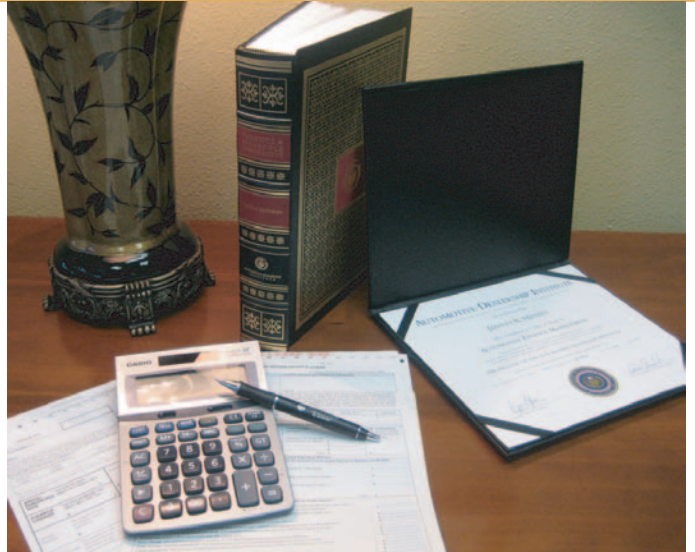
FINANCE AND INSURANCE -- NON-PRIME

Credit Bureaus
How to read and analyze Experian
How to read and analyze Equifax
How to read and analyze Trans Union
Budgeting for Non-Prime Lenders
Calculating Income for Budgeting Purposes

DAY 4

FINANCE AND INSURANCE-- NON-PRIME

Special Finance Department Organization
How to Set Up a Successful Special Finance Department
Setting Up Procedures



DAY 5

DEAL STRUCTURING

Structuring Special Finance Deals
Practicing With Real Deals

ProMax Online – Special Finance Software

The week in-class section focuses on the non-prime market segment and includes an introduction to non-prime finance terminology, deal structure guidelines, income calculations for budgeting purposes and procedures for setting up a successful special finance department.

Students wanting greater interaction throughout the course can opt for the additional “optional week” in-class instruction in Scottsdale, consisting of finance menu presentation, objection handling, practice and final videotaping of presentation, included in the tuition.

*O*ur experience
and track record
speaks for itself

F&I HYBRID PROGRAM

Finance and Insurance - Prime
Laws, Rules and Regulations
F&I Menu Selling Process/Objection Handling
Finance and Insurance - Non-Prime

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