



**Optimizing Customer Experiences.  
Maximizing Revenue.**

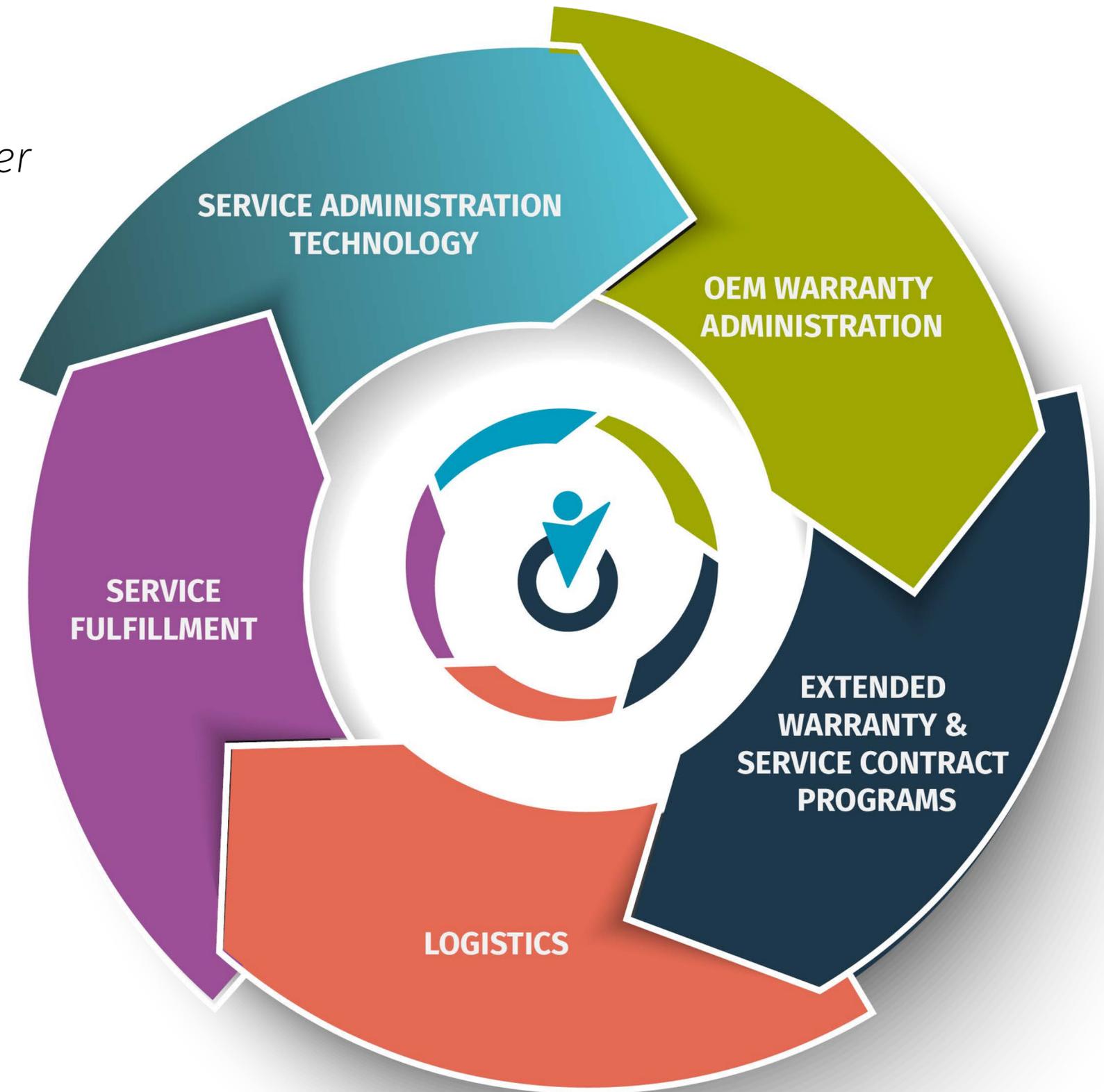


**Connecting Brands and Consumers through Dynamic Service Experiences which Drive Revenue**

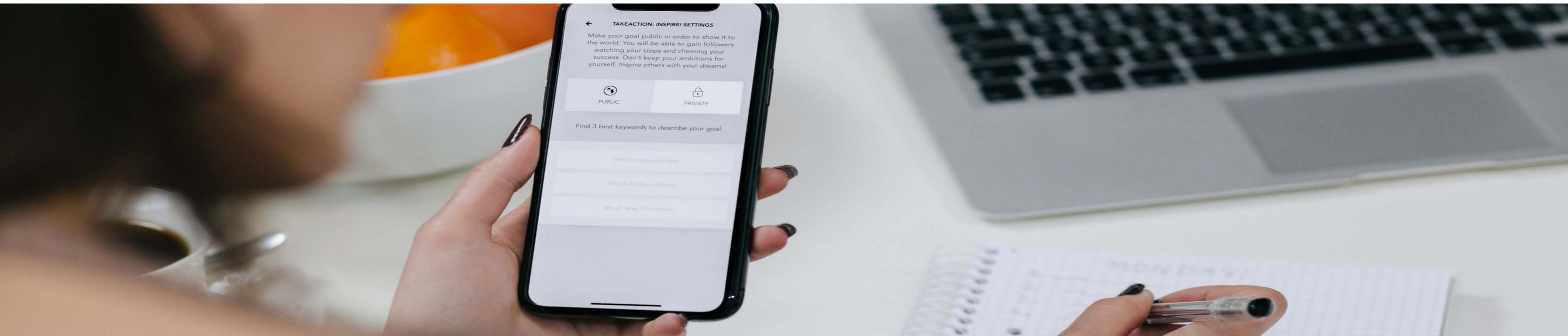


# Solution Portfolio

- Warranty and service solutions focused on *customer experience*
  - OEM Warranty Administration
    - Insurance and compliance
    - Product registration, customer service & Service fulfillment
    - Claims processing
  - Extended Warranty and Service Contract Programs
    - Program development and direct sales
    - Insurance and compliance
    - Registration, customer service and tech support
    - Dispatching and job management
    - Service fulfillment and claims processing
  - Logistics
    - Warehousing, shipping and sales, returns
    - Failure testing, refurbishment and repair
    - Salvage and disposal
  - Outsourced Service Fulfillment
    - Onsite, depot, AE and replacement fulfillment management
  - Service Administration Technology
    - Consumer direct, service personnel and service operations functionality



# Why OnPoint?



## Experience

65+ years of service experience delivering warranty, contract and field service excellence

## Relationships

Licensed insurance brokers hold long-term relationships with multiple world-class, A rated insurers

## Technology

Global, omnichannel technology configured to deliver positive customer experiences

## Service Network

Vetted, high-touch product repair network expertly managed to deliver excellent service

## Transparency

Open book policy-marketing to service to portfolio performance, delivers real time results for customers



# No Channel Conflict

## Unlimited Potential

- OnPoint has no channel conflict within the mobile, appliance or electronics sectors!
- OEM clients can optimize POS attachment rates through any channel, unencumbered by existing Carrier direct programs.



# Program Development

## Subscription Plans for the Whole Home

- The future of service contracts is the connected home!
- The digital economy and growth of the millennial demographic are forces to be reckoned with to achieve growth.
- Contract providers must meet millennials and other service contract prospects where they interact with the families, friends and coworkers- in the cloud and at home.
- Cutting edge whole home and subscription programs from OnPoint make it easy to provide branded, end-to-end product protection, easily modified as product ownership changes.



# Digital Marketing

## AI Driven Strategy Drives Revenue

- Increase service contract awareness before and after a product sale
- Drive registrations and aftermarket sales
  - Demand-side platforms retarget consumers via the web based on visits, searches, user web behavior, device type, IP, geo-fences
  - Strategic SEO and SEM
  - PPC
  - Traditional Mail, email and SMS in addition to mail and email delivery methods.





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