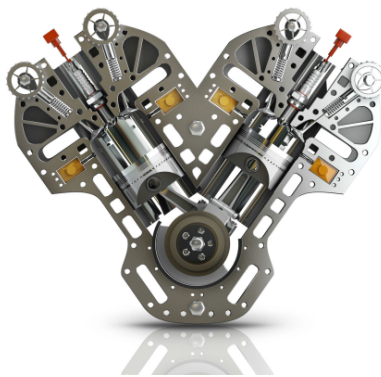




Tuniacs

Specialty Insurance Coverage for the Auto Service Industry



Good Sam

Extended Service Plan Overview



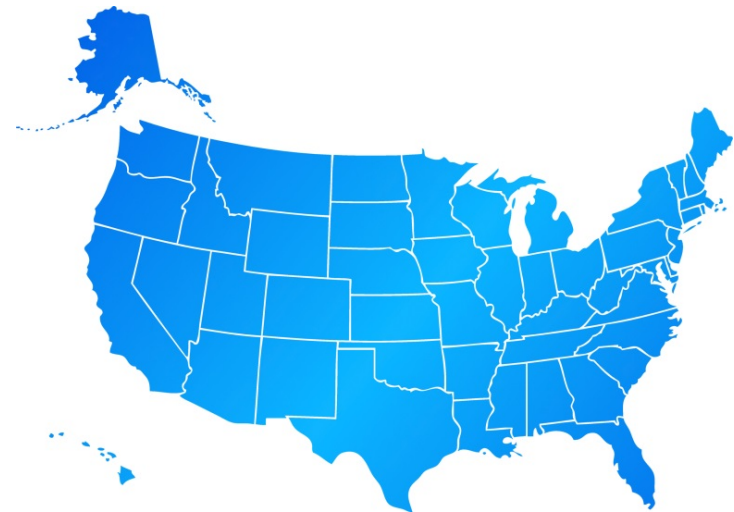
What is Good Sam ESP

Auto and RV Mechanical Breakdown Insurance Policies

- A mechanical breakdown insurance program developed exclusively for the members of the Good Sam Club (similar to an extended warranty product) marketed directly to Good Sam Club members
- Covers the cost of parts, labor and repairs for mechanical failures for motorized and towable RVs as well as autos, pick-up trucks and SUVs
- Recognized and accepted by RV and Auto dealers and repair facilities in all 50 states and Canada

Launched in 1996

- Fully Insured by QBE Insurance (Europe) Limited since 1999
- Available in all 50 states (US Only)



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Extended Service Plan Eligibility



Who is Eligible for Good Sam ESP

	Age	Mileage
Autos/ Trucks/ SUVs	15 model years or newer (2002) Renewable to 18 model years (1999)	100,000 miles Renewable to 150,000 miles
Motorhomes	15 model years or newer (2002) Renewable to 18 model years (1999)	Gas- 100,000 miles Diesel- 120,000 miles Renewable to 150,000 miles
Travel Trailers/ 5th Wheels	15 model years or newer Renewable to 18 model years (1999)	N/A

MOTORHOMES



Includes:
Class A Motorhome
Class B Motorhome
Class C Motorhome

PERSONAL VEHICLES



Includes:
Automobiles
Trucks
SUVs

TRAILERS & 5th WHEELS



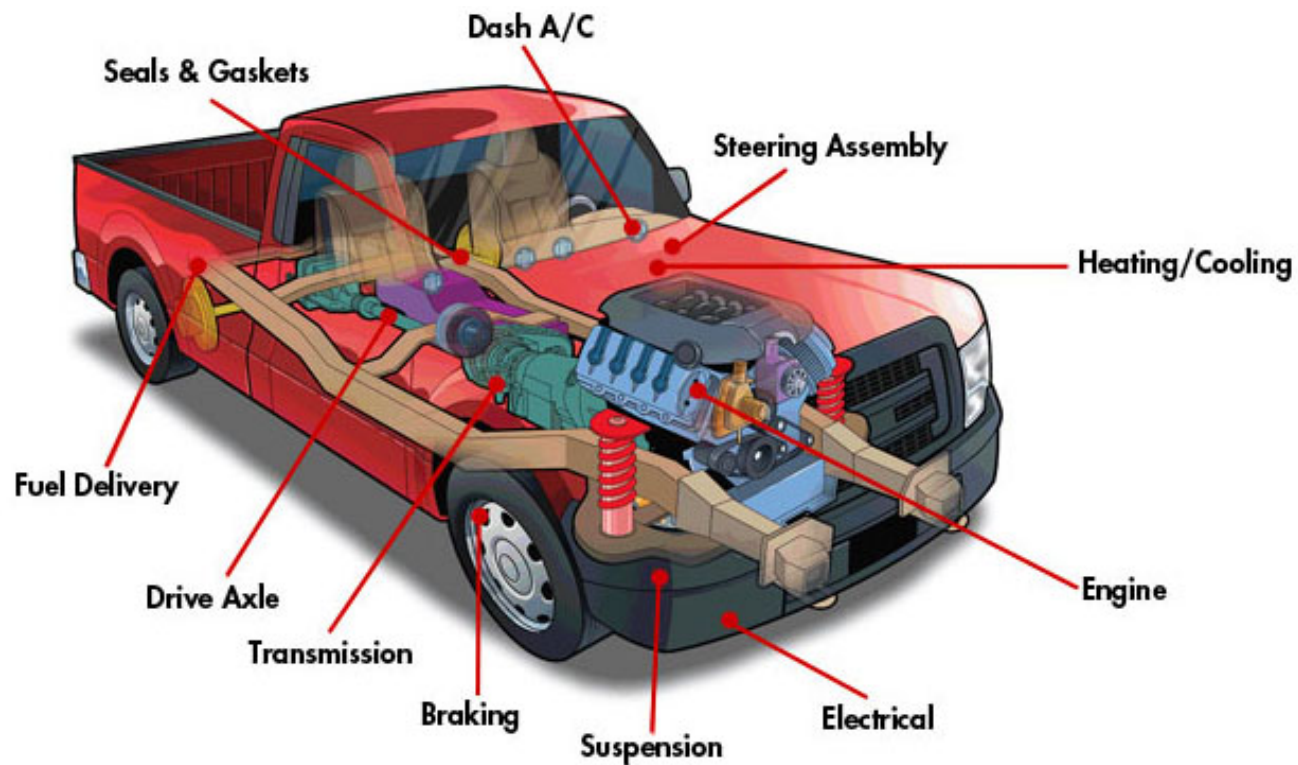
Includes:
5th Wheel
Travel Trailer
Toy Haulers

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Extended Service Plan Coverage



What is Covered by Good Sam ESP



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Quoting Extended Service Plan



How to Quote Good Sam ESP

The Vendor Login can be accessed from any PC with an internet connection

- Your automotive service customers can quote and bind their customers when they are in for service
- The unique User ID will tie all quotes and sales done by you or your customers to your account

A screenshot of a web browser displaying the Good Sam ESP Partner Login page. The browser's address bar shows the URL "http://www.goodsamesp.com/partnerlogin.aspx". The page has a header with the Good Sam logo and navigation links: HOME, COVERAGE, BENEFITS, FAQ, RESOURCES, REFERRAL, VIDEO. Below the header, there's a "Vendor Login" section with a welcome message and a login form. The login form has fields for "User ID" (containing "APNGSBLANC") and "Password" (containing "*****"), a "Login" button, and links for "Change Password" and "Forgot Password". To the right of the login form, there's a sidebar with links to "Claims Processing", "Warranties vs. mechanical breakdown insurance", "Savings on common repairs", "Claims Statistics", "Top 10 reasons to have Good Sam Extended Service Plan", and "Testimonials". At the bottom of the page, there's a "Customer Service" section with a photo of a woman and the text "We're always happy to help. Just call 1-888-787-7683". The browser's taskbar at the bottom shows various application icons and the system clock indicating 12:37 PM on 10/17/2017.

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Extended Service Plan Quoting



How to Quote Good Sam ESP

Enter vehicle and customer information

- Using data captured during auto service, enter customer and vehicle information- quote takes less than two minutes
- Capture customer authorization and payment method

The screenshot shows a web browser window with the URL https://www.goodsamespquote.com/goodsamb2c/fs?MACH_NAME=QUOTE&ACTION_NAME=NewQuoteByEmail&PackageCode=IN. The page has a "Get Started" heading and a progress bar with seven steps: 1 | GET STARTED, 2 | OWNER INFO, 3 | VEHICLE INFO, 4 | DEDUCTIBLE, 5 | YOUR QUOTE, 6 | PURCHASE, and 7 | COMPLETE. Below the progress bar is a large image of a white van on a road. To the right of the image, there is a text prompt: "Already have a quote? [Click here.](#) Otherwise, enter your information below and let's get started!". Below this prompt are five input fields: "*Vehicle Type" (a dropdown menu with "Please Select" and a downward arrow), "*Manufacturer" (a dropdown menu with "Please Select" and a downward arrow), "*Model" (a dropdown menu with "Please Select" and a downward arrow), "*Year" (a text input field), and "*Zip Code" (a text input field). A yellow "CONTINUE" button with a right-pointing arrow is located below the input fields. The browser's taskbar at the bottom shows various application icons and the system clock indicating 12:38 PM on 10/17/2017.

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Extended Service Plan Administration



Admin and Reporting

Good Sam handles all collection of premium, customer service and claims administration

- Good Sam issues personalized e-mail and snail mail quote and policy packages
- Leads are protected for 14 days from quote effective date. After that, our call center works the leads
- Customers can be directed to the Good Sam call center for assistance or claims
- Weekly reporting back to the Agency for reporting commissions
- Commissions paid monthly within 45 days of close

<div>  <div>October 9, 2017 to October 15, 2017 Weekly Report</div> </div>									
Sales									
Policy No.	Customer Name	Quote	Policy Sold	Payment Processed	Source of Lead	Quoting Sales Person	Total Quoting Premium	Closing Salesperson	Sales Premium
GEXMH.09040649.01.01	PETER LINSTROTH	9/29/17	10/12/17	10/14/17	APNGBBARTELL	APNGBBARTELL	\$4,166.91	APNGBBARTELL	\$4,166.91
GARMH.07125696.01.01	RAYMOND NEWBELL	10/9/17	10/11/17	10/13/17	APNGCJACOBS	APNGCJACOBS	\$1,843.31	APNGCJACOBS	\$1,843.31
GARMH.07125696.01.01	LNORA TURNER	10/4/17	10/11/17	10/13/17	APNGDMeltzer	APNGDMeltzer	\$717.83	INDFOBL	\$0.00
GEXMH.09040614.01.01	LAWRENCE LEBLER	10/6/17	10/6/17	10/11/17	APNGDSTEPP	APNGDSTEPP	\$1,978.16	APNGDSTEPP	\$1,978.16
GARMH.07125718.01.01	LARRY COLE	9/30/17	10/12/17	10/14/17	APNGEILLIAMS	APNGEILLIAMS	\$264.19	APNGEILLIAMS	\$264.19
GARTT.06059450.01.01	JEFF GILL	10/3/17	10/13/17	10/14/17	APNGJarchild	APNGJarchild	\$348.58	OB00BODOMAN	\$0.00
GARTT.06059456.01.01	DAVID RAIN	10/12/17	10/13/17	10/14/17	APNGKWALTON	APNGKWALTON	\$534.87	OB00BFLORES	\$0.00
GARTW.03111949.01.01	ROBERT GUTIERREZ	10/10/17	10/10/17	10/12/17	INDFOBL	INDFOBL	\$0.00	APNGMIGONS	\$537.69
GEXTT.08025315.01.01	LAURA WIDELL	10/10/17	10/10/17	10/12/17	APNGMNYAMWUHURA	APNGMNYAMWUHURA	\$2,055.11	APNGMNYAMWUHURA	\$2,055.11
GEXTT.08025346.01.01	DANIEL DEUTSCH	10/4/17	10/12/17	10/14/17	APNGNBELL	APNGNBELL	\$1,591.26	APNGNBELL	\$1,591.26
GEXMH.09040646.01.02	EARL KUHL	10/11/17	10/11/17	10/13/17	APNGRCORBETT	APNGRCORBETT	\$2,089.74	APNGRCORBETT	\$2,089.74
GEXTT.08025339.01.01	ZAC NEUBAUER	10/12/17	10/12/17	10/13/17	APNGRCORBETT	APNGRCORBETT	\$1,244.92	APNGRCORBETT	\$1,244.92
GARMH.07125647.01.01	DEAN CLARK	10/6/17	10/6/17	10/12/17	APNGSFOX	APNGSFOX	\$811.56	APNGSFOX	\$811.56
GEXMH.09040639.01.02	BARBARA CALDWELL	10/11/17	10/11/17	10/12/17	APNGSOLSEN	APNGSOLSEN	\$2,525.01	APNGSOLSEN	\$2,525.01
Cancellations									
Policy No.	Customer Name	Quote	Policy Sold	Payment Processed	Source of Lead	Quoting Sales Person	Total Quoting Premium	Closing Salesperson	Sales Premium

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Extended Service Plan Commission Structure



Average Premium for an auto policy is currently \$930

- Commission of 21% available on first term for policies closed by Agency/customer (Average \$195)
- Commission of 11% available on first term for policies quoted by Agency and closed by Good Sam (Average \$102)
- No chargebacks after 60 days
- Full commission paid for any policies bound on-line after quote by agency

Suggested commission plan for your auto service customers

- \$10 paid to auto service customer per qualified quote
- 15% commission paid to Agency when sale is closed by Agency/customer (Average of \$140)
- 5% commission paid to Agency when sale is closed by Good Sam call center (Average of \$46)
- Payment per quote can be adjusted if average conversion exceeds 15%

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Next Steps



- Agency Agreement executed with Stuckey & Company
- Request log-in user IDs
 - Send user names, phone number, address and E-mail to:
Scott Blanc
Sblanc@goodsam.com
- Start selling!