





John Palmer
President & CEO
ProMax & ProCredit

As a reseller of all three major bureaus for 20 years we can help you reduce your credit report and compliance costs due to our high volume and efficiencies of operation. Our ProCredit software offers industry leading credit report and compliance solutions as well as an additional desking solution to help you close more deals at higher grosses. Dealerships can also drop our credit bureau codes in their Dealertrack or RouteOne systems.

I value customer satisfaction above everything else. Our first dealer is still with us 20 years later and I promise our company will give 110% every day to ensure your dealership is totally satisfied with all of our products and services so I can say the same about your store 20 years from now!

the film

# ProCredit™ - Your Dealership's Credit Report, Compliance, Pre-Screen and Desking Solution

# Thousands of dealerships have used ProCredit for their credit reports and credit-based products.

- We provide TransUnion®, Experian® and Equifax® credit reports.
- You can use our credit report codes in RouteOne® and Dealertrack® or in our free ProCredit platform.
- Receive one bill for all of your credit reports.

## The ProCredit application gives you these additional benefits:

- Pull credit bureaus in seconds unbelievably fast and easy to use!
- Requires no software installation web based application.
- Avoid duplicate credit report pulls which creates additional savings.
- Alerts you to credit reports pulled at sister stores, and gives you access at no additional charge.
- Includes OFAC, Privacy Notices, Risk-Based Pricing Exception Notices and Adverse Action Notices free.
- Automated and Complete Red Flag solution.
- Credit App integrates directly into Dealertrack®, RouteOne®, Credit Acceptance®, CUDL® and other portals, for no duplicate entry.
- Automated Compliance features and processes with Fail-safe option for 100% Compliance.
- Optional Desking module with Performance Guarantee.
- Outstanding customer service and support.
- The Work Number® Powered by Equifax® Employment and Income verification for your dealership!
- Data Storage. We keep your customer's information in our database forever!
- Free access to ProCredit exclusive inventory profitability report. Every month we analyze hundreds of thousands of transactions and show you a list of most profitable used cars by credit tier.

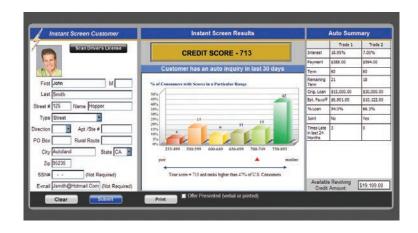


# ProCredit Express™ - Now offering the industry's most options in soft pull technology

#### **TransUnion Instant Screen**

- Get prospect's live credit score and trade information instantly.
- Only need prospect's name and address.
- Does not require prospect's SS#.
- Does not require prospect's signature or authentication of any kind.
- Uses soft pull inquiry, won't affect consumer's credit score.

Give your managers an edge closing this customer and at a higher gross.



# **TransUnion's Instant Auto Credit App**



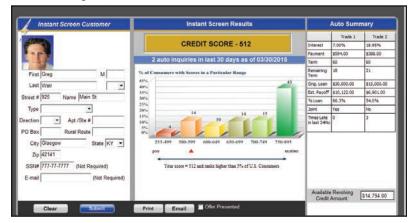
- The application can be used on your current website, and you can also use it on a separate Special Finance website.
- Customer is pre-qualified instantly.
- No SS# required- just name, address, phone, and email address required. More consumers will complete and submit.
- The credit inquiry is a 'soft pull' and will not affect the consumer's credit score nor show as an inquiry.

#### What the customer sees Instantly!



At your choice, the consumer can see their credit score and ranking instantly.

# What your managers get in your CRM Instantly!



The exact credit score and our Auto Summary trade information - what a qualified prospect!

# **Instant Screen - Powered by Equifax**



#### **Instant Screen - Powered by Equifax**

- Passive prescreen of the consumer for an auto loan.
- Offers provided only to those that qualify can be done on sales floor or in the service department.
- Outcome for the dealer is ability to make a prescreened offer.

# Instant Check/Instant Auto Credit App - Powered by Equifax

#### **Instant Check**

- Google Ad Network is up to 10B impressions a week for auto loan terms.
- Distinguish your dealership by offering shoppers free information about their credit score and buying power.
- Convert anonymous web traffic into low funnel leads.

# Instant Auto Credit App – Powered by Equifax

- Invites the consumer to get prequalified for an auto loan.
- 3-4 times more engagement than traditional long forms.
- Higher website conversion rates with "1st party" leads.
- Showroom time efficiency which results in higher CSI.



# Pulling credit and staying compliant is seamless simple to manage and review... No one has a more





# Privacy Notice is done next, along with any other forms utilized in your sales process.

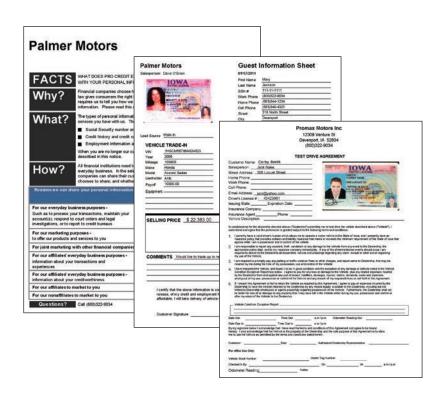
- Customer Information Worksheet
- Test Drive Agreement
- Custom forms



# Log all your ups with either a swipe of a drivers license or a mobile scan.

Immediately the customer has an OFAC check done which is a free service.





# As customers are logged your managers can take advantage of our unique, industry leading soft-pull technology Instant Screen™.

Instant Screen enables you to qualify correctly and quickly by empowering your managers with valuable information on the consumer before they pick out a car.

- Exact credit score
- Current payment & payoff
- Current Interest Rate

#### **Credit Bureaus with benefits**

- If the red flag score is yellow, out of wallet questions are available immediately.
- Pull 1, 2 or all 3 bureaus in seconds.
- Push into Route One or Dealer Track.
- All 3 bureaus on ONE bill
- Red Flag score immediately generated and shown automatically.



# ly woven into your sales process. It's easy to do, re complete and automated compliance solution.

## Increase sales and make more profit with the multi-bureau solution!

The Multi-Bureau Solution is the result of a 6-month study that proves that dealers who pull multiple credit bureaus (instead of just one) increase sales and make more back-end profits. The Multi-Bureau Solution consists of our exclusive AutoCredit360™ HTML credit bureau format, lender submittal process, technology and training offered only by ProCredit and ProMax.

- At-a-glance bureaus Easy to read side-by-side comparison of all 3 bureaus and all risk scores.
- Lender, review and submit tool the tool that makes the magic happen.
- Proven process and free training the Multi-Bureau Solution will make dealers more profits, we'll show them exactly how to do it.
- Measurable results valuable analytics and reports revealing how well dealership is doing by credit tier.

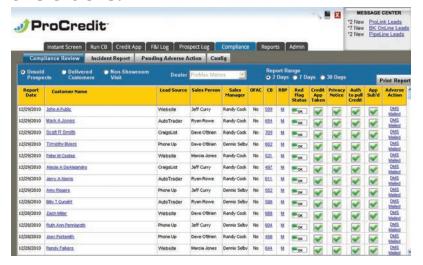
1st Credit Score		628 FICO 4	589 FICO 5	600 FICO V2
		Explanations	Explanations	Evglanations
		596	624	593
EW		FICO 8	FICO 8	FICO V8
LVV		Explanations	Explanations	Explanations
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Bankruptcy History	1	NONE	NONE	NONE
		Credit	Summary	
		TransUnion	Equifax	Experian
Oldest Accounts		29yrs 6mths	23yrs 6mths	Gyrs Smths
Total Balances		\$8,550	\$8,609	\$8,550
Total Balances Total Min Payments		\$8,550 \$450	\$8,609 \$509	\$8,550 \$450
Total Balances Total Min Payments Total Past Due		\$8,550 \$450 \$0	\$8,609 \$509 \$59	\$8,550 \$450 \$0
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# Proof of compliance is automatically documented. You're covered in case of an audit.



- Everything is documented in customer notes and history.
- Everything is date and time stamped to provide proof of compliance in case of an audit.
- A hyperlink brings up the actual documents that were either printed, emailed or mailed.

# The management Compliance Review helps ensure nobody slips through the cracks!



- All delivered deals, unsold showroom traffic and Internet leads are automatically entered.
- Incident Report automatically updated.
- Appropriate Adverse Action Letters can be selected to be either printed and mailed by dealer or by ProMax.
- Fail-safe option monitors and tracks the customers to keep you compliant.



# New tools to use with your ProCredit system!

# **Employment and Income Verification tool for ProCredit!**

We're excited to announce an exclusive new tool that gives you instant access to employer-provided income and employment data: the **Employment** & Income Verification Service. The EIVS enables you to get your customer on the right deal earlier in the buying process, leading to more sales at higher grosses.

EIVS is powered by Equifax and utilizes a database of employer-provided payroll records from over 6,000 businesses nationwide, including a large majority of Fortune 500 companies and federal government civilian employers. In addition to accurate employment and income information, it also provides job tenure data, which can be enormously important in assessing a customer's financial situation.

27% of applicants overstate their income by more than 15%! Conversely, 20% of applicants understate their income by 10% or more! Start your deal with good data- start your deal with the Employment & Income Verification Service!



# The Used Car Report! Exclusive for ProCredit Customers!

If you're looking to add inventory or going to the auction, what vehicles should you be targeting?

Here is some data we compile monthly on the top 20 highest grossing vehicles in three different subprime credit tiers

Rank	Vehicle	Avg Profit
1	2016 Toyota Corolla	2,274.77
2	2016 Nissan Altima	2,775.84
3	2016 Hyundai Accent	2,398.03
4	2016 Hyundai Sonata	2,159.31
5	2014 Chevrolet Cruze	1,974.97
6	2015 Nissan Altima	2,129.93
7	2016 Nissan Versa Note	2,312.75
8	2015 Chrysler 200	1,853.38
9	2015 Kia Optima	2,803.51
10	2016 Ford Focus	1,816.95
11	2016 Chevrolet Malibu Limited	3,326.15
12	2015 Chevrolet Malibu	2,698.26
13	2016 Nissan Sentra	1,727.11
14	2013 Volkswagen Passat	1,683.05
15	2016 Nissan Versa	2,782.94
16	2016 Jeep Compass	2,703.26
17	2014 Ford Escape	1,863.27
18	2013 Chrysler 200	2,713.26
19	2014 Ford Focus	1,178.56
20	2016 Chevrolet Cruze Limited	3,434.36

Rank	Vehicle	Avg Profit
1	2016 Nissan Altima	2,499.56
2	2016 Hyundai Sonata	2,454.68
3	2015 Chrysler 200	1,895.96
4	2014 Chevrolet Cruze	2,625.80
5	2015 Nissan Altima	2,316.59
6	2016 Jeep Compass	2,524.70
7	2015 Hyundai Sonata	3,461.35
8	2014 Ford Escape	2,647.80
9	2014 Volkswagen Passat	1,748.51
10	2016 Toyota Corolla	2,854.32
11	2014 Ford Fusion	2,563.02
12	2015 Chevrolet Cruze	2,285.59
13	2015 Kia Optima	2,020.36
14	2016 Dodge Journey	3,016.07
15	2015 Ford Fusion	2,607.52
16	2016 Nissan Sentra	2,469.82
17	2016 Chevrolet Malibu Limited	3,638.00
18	2016 Hyundai Accent	3,060.95
19	2015 Chevrolet Equinox	2,677.81
20	2014 Ford Focus	2,667.22

Credit Tier 575 - 619				
Rank	Vehicle	Avg Profit		
1	2016 Nissan Altima	2,636.71		
2	2014 Chevrolet Cruze	2,733.31		
3	2016 Hyundai Accent	2,052.16		
4	2016 Hyundai Sonata	2,152.39		
5	2016 Toyota Camry	2,375.86		
6	2015 Nissan Altima	2,286.96		
7	2015 Chrysler 200	2,809.69		
8	2014 Ford Escape	2,993.07		
9	2016 Chevrolet Cruze Limited	2,587.17		
10	2014 Ford Focus	2,301.40		
11	2015 Chevrolet Equinox	2,516.74		
12	2014 Ford Fusion	2,655.82		
13	2015 Kia Optima	2,303.54		
14	2016 Nissan Sentra	1,940.16		
15	2015 Chevrolet Malibu	2,714.77		
16	2015 Chevrolet Cruze	2,538.86		
17	2016 Hyundai Elantra	2,155.10		
18	2016 Ford Focus	1,698.41		
19	2016 Jeep Compass	2,349.61		
20	2015 Ford Escape	2,022.48		

# **Appraisal Express™**

Studies show that 63% of buyers check the value of their trade-in before purchasing. With Appraisal Express buyers can instantly get the value of their trade while on your website. Buyers will appreciate the convenience; you will appreciate the increase in the quantity and quality of your leads. Appraisal Express is another great service you can offer that makes buying a car faster, easier, and more beneficial for ev-



- Buyer gets instant trade value
- Increases your website leads
- Show vehicle's exact value or value range
- Vehicle condition valuation can be predetermined or selected by buyer
- Integrates seamlessly with any website
- Lead delivered to any CRM
- Powered by NADA data

# **Appraisal Express Plus™**

In addition to the trade value, Appraisal Express Plus instantly provides buyers the ability to get their payoff & equity and get pre-approved and see their exact credit score.

Studies show almost 70% of buyers inaccurately estimate their trade-in value, payoff value, and credit rating. How many deals has this cost you? Appraisal Express Plus gives buyers precise data from NADA book values and soft-pull technology that will make their buying experience better than ever before. Buyers instantly get the accurate value of their trade, payoff and equity AND their exact credit score for free PLUS instant preapproval, all while on your website. You get buyers who are ready to buy - and can work those deals the right way from the very beginning.



### Your buyer gets

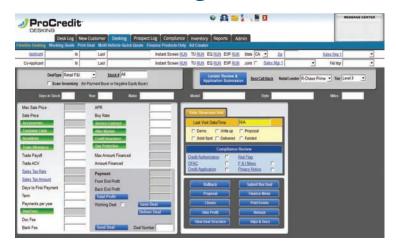
- Accurate trade value, equity and payoff
- Instant pre-approval
- Free credit score and max loan amount

#### You get

- Increased website leads
- Trade-in, credit score, auto summary info
- Integration with any website and CRM

# **Upgrade your system to ProCredit Desking or ProMax!**

# **ProCredit Desking**



ProCredit Desking is an easy to use, cost efficient system with automated compliance.

- 12 time Dealers' Choice desking award winner.
- ProCredit Desking presents detailed comparisons of lease and/or retail options and provides instant payment calculations.
- The special finance tools instantly produce all possible lender-vehicle combinations available to the customer, sorted by maximum profit or days in stock.
- Thousands of calculations instantly at your fingertips that no other system can give you today.
- ProCredit Desking makes it easy, accurate and very profitable.
- ProCredit Desking will shave hours off your sales process by making the most inexperienced desk manager into a finance pro while making your compliance process bulletproof!

#### **ProMax Software**

ProMax software is designed to give your dealership the competitive edge in a demanding marketplace. As a leader in the industry for the last 23 years, ProMax provides dealers groundbreaking and innovative features by integrating our award winning CRM, Desking and Compliance solution.

#### **ProMax Features**

- Desking
- CRM/ILM
- Call Tracking
- Management Reports
- InventoryManagement
- Compliance
- Credit Reports
- Soft Pull Technology
- Websites
- Lead Generation



# **ProMax Websites**

We provide state of the art websites which are fully integrated with ProMax. All of our websites are custom designed, built for effective SEO, responsive mobile, and come with a robust back end management system. The integration with ProMax will allow you to manage your website inventory and content with changes posted to your website immediately. No more having to manage your inventory, leads, or website content through multiple software systems. We also custom design websites for your special finance department.



#### **Benefits & Features**

- Complete integration with ProMax
- Custom designed graphics
- Responsive mobile design
- Designed for effective SEO
- Robust and easy to use back end management system. Even build your own web pages.
- Inventory reports designed 100% for online management with inventory updated in real time
- Inventory can automatically be exported to third party companies such as Autotrader, Cars.com, etc.
- Video can be displayed specific to each vehicle
- Customers can search inventory by monthly payment
- Specific comments can be added to each vehicle
- Custom 'Call to Action' forms
- Analytics & reports to track website activity
- Custom designed special finance websites
- Plus much more...

## **Dealer Group Websites**

Whether your dealer group has 2 locations or numerous locations we can provide what your website needs for success. We can build a home page displaying all the dealerships in your group as well as links to each separate dealership's website. Customers will have the ability to search the entire group's inventory at one time or go to the dealership of their choice and search its inventory. Leads can be sent to one main dealership, closest dealership or to the dealership where the vehicle resides. Managing a group website couldn't be easier or more effective.



# **Lead Generation**

# Utilize our many lead generation services to target prospects around your dealership shopping for a car!

#### Market Thief™

Market Thief, also known as a Trigger lead, is a consumer who has had their credit pulled in the past 24 hours for the purpose of automotive financing. To capitalize on these in-market shoppers, we immediately send each consumer a mailer on behalf of your dealership.

- Leads are exclusive to your dealership
- Response rates between 4-9%, 1% is typical for traditional
- Subprime accounts for 42.5% of the market
- Change rejections at other dealerships into deliveries at your store
- Choose your radius and credit score range to target

# **Bankruptcy Leads**

Target customers that have filed for bankruptcy and want to repair their credit score with an auto loan.



# SUCCESS

## **ProLeads**

Internet Leads that ProMax generates for your dealership without the hassle and headache of marketing and advertising costs!

#### **Direct Mail**

Start working with the winner of Auto Dealer Today's Diamond Award for Direct Mail three years in a row to help drive more traffic to your dealership! We offer several different options:

- Event Mailers
- Buy Back Mailers
- Recall Mailers
- In Market Now Mailers
- Co-op Approved Mailers
- Trade Equity Mailers
- Service Conquest Mailers
- Credit Card Mailers
- Bankruptcy Mailers
- Lease Termination Mailers
- Payment Reduction Mailers
- Holiday / Seasonal Mailers



# **Ringless Voicemail**

# Looking for another avenue to contact and connect with your customers? Ringless Voicemail is the answer!

We can drop a prerecorded message on your customer's cell phone without ringing their phone! Your customers can listen to your message and respond back when it is convenient for them. Nobody is unreachable!

The increase in cell phone usage has resulted in the decrease of traditional communication methods, which has created a dilemma for many organizations. By using Ringless Voicemail technology you are providing another avenue to engage with your customers. 67% of consumers check their cell phone even if it didn't ring or vibrate.

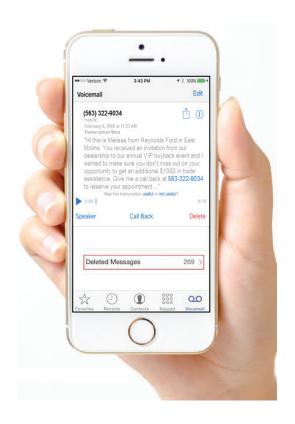


#### Why should you use Ringless Voicemail

- 10-20% Response Rate!!
- 67% of cell phone owners check their phone for messages even when they don't notice their phone ringing
- 86% of consumers skip TV ads
- 91% of consumers opt-out of emails
- 200 million consumers are on the Do Not Call List
- 71% of marketers believe that Mobile Marketing is core to their business

# Works great for the following campaigns:

- New and Old Internet Leads
- Holiday Sales & Special Events
- Direct Mail Campaigns
- Delivered Customers
- Unsold Showroom Traffic
- Promotional Campaigns
- Conquest Customers



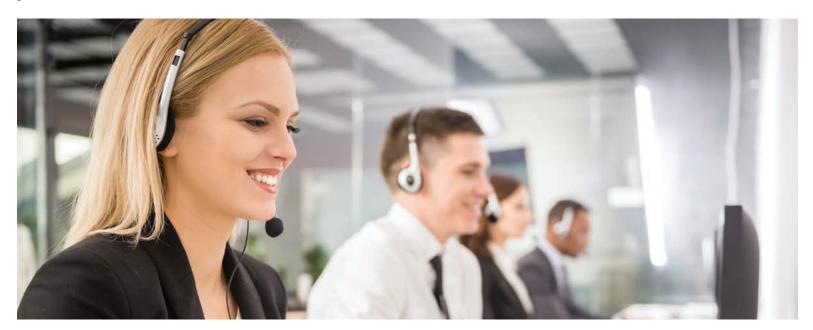
# **BDC Services**

## Fortune is in the follow up

ProMax Business Development Center is a professional workforce that follows up on both your sold and unsold customers resulting in an increase in showroom traffic, appointments, and closing ratios. We work directly with you to meet your goals and bring success to our clients daily.

Most dealerships don't want to worry about hiring and training employees and with ProMax BDC you don't have to! We manage every lead from all marketing channels so you can spend time doing what you do best - selling cars.

If you're not following up with your customers, someone else is! Don't lose a sale because you didn't make a call.





#### We do follow up for:

- Internet leads
- Market Thief and ProMail Leads
- Unsold showroom traffic
- Appointment confirmation and follow up
- Missed appointments
- Trade-in campaigns
- Oil change reminders
- Deliveries

# **GET IN TOUCH**

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# **CONTACT US**

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