

DMV/REGISTRATION SERVICES - DMV@NFADA.COM

DMV/Registration Services are specifically designed to maximize Dealer efficiency related to fast tracking on-boarding of purchased vehicles. Program components include Express Duplicate Title Processing, Cox Automotive's DealerTrack DMS for digital retailing solutions, ViTwin-dealership registration, DMV Searches/Inquiries & Title Clerk training.

KEY MEMBER SERVICES

NFADA provides several services designed to ensure maximum dealer return on dollars invested. Key member services include Warranty Parts Reimbursement Study through **Fixed Performance**, Credit Card processing through **Priority Payments**, **Select FI** software that produces financing estimates effectively in seconds, Shipping Cost Reduction Analysis and Labor Rate Study.

SHOP EQUIPMENT REPAIR, ROUTINE MAINTENANCE & SALES

NFADA offers members the opportunity to use their own in-house NFADA technician to reduce the high cost of your service shop equipment repairs, as well as expedited service scheduling to minimize shop downtime caused by equipment malfunction. The goal is to help dealerships maximize shop efficiency through expedited service repair time, lower repair and replacement costs and to establish a routine maintenance schedule of your critical regularly used equipment. Specializing in the service, repair and sales of these commonly used brands, parts & products: **Hunter, Rotary, Coats, Corghi, Midtronics, Ammco, RTI, Floor Scrubbers, Parts Washers, Flush Equipment** to name a few.

SAFE- T-FIRST

Safe-T-First is a comprehensive safety and health program specifically designed for each member, addressing their needs in a consultative environment. The Safe-T-First Program (STF) components include a Bi-Annual safety audit, employee safety and health training, plus regulatory agency response services for **OSHA, DEC & EPA** compliance.

AUTO SHOW MARKETING, ADVERTISING & ADDITIONAL MEDIA SERVICES

NFADA offers media services for executing ad campaigns with television, radio, print and digital advertising outlets in Western New York (Buffalo & Rochester). These media services include planning, negotiating, buying, invoice reconciliation and fulfillment of any media marketing campaigns specific to the dealers advertising, as well as the campaign execution of the Buffalo & Rochester Auto Shows, respectively.

COMPLIANCE FIRST

Compliance First is a comprehensive program specifically designed to address Dealer front end federal/state/local regulatory compliance. Program components include **DealerDocx** secure document scanning, Verant ID compliance software information safeguarding, advertising issues support and annual compliance audit.

CAREER DEVELOPMENT/AUTOTECH

NFADA provides support services for recruiting efforts designed to attract potential employees, as well as, engage local students in the automotive industry. AutoTech referral, recruitment, placement, development, assistance for dealership career days, job fairs and in-dealership internship programs are the services we include.



EMPLOYEE REFERRAL & TRAINING

NFADA aids Dealers by maintaining a portfolio of resumes on file of potential candidates. Services offered include confidential ad placement, employment pre-screening and referral.

EMPLOYEE BENEFITS

For close to forty years, the NFADA has provided comprehensive health, dental, vision, disability and life insurance benefits to the dealership portfolio. From our longstanding relationships with all major insurance companies to our vast experience and expertise in the critical and costly employee benefits arena, the NFADA brings very competitive pricing to our member dealers. We also provide the administrative support to our clients, through open enrollment meetings, COBRA administration and an HR Hotline provided by People Systems, Inc., with whom we have on retainer for our clients. The NFADA has offered a full brokerage service to member dealers at no cost to ensure that employees are receiving the very best options at the most competitive prices available in Western New York.

1) **Health Insurance** - Our fifteen million dollar (\$15,000,000) portfolio includes very competitive options for "large group" and "small group" employers, as defined by the New York State Insurance Department:

a) Large group - we offer a very successful experience-rated fully insured program under the NFADA Employees Health and Welfare Trust umbrella. We conduct an annual RFP for our trustee board to review and ratify a host of plans from which participating employees may choose.

b) Small group - we review all community-rated options and make plan recommendations to each dealer based on their respective demographics and plan penetration.

We assist each member dealer with their contribution strategy, employee communication, and conduct both on-premise and virtual open enrollment meetings for all locations. We administer COBRA at no additional charge.

2) **Dental Insurance** - We sponsor and manage a self-funded dental plan administered by The Guardian. Prudent management has allowed us to enhance benefits while consistently offering 0% annual premium increases. This is a voluntary benefit, with employees responsible for 100% of premium through their weekly pre-tax payroll deductions.

3) **Vision Insurance** - At the request of dealership employees, we added a fully insured vision plan, administered by The Guardian to our benefit portfolio. This popular program has no minimum participation requirement. This is a voluntary benefit, with employees responsible for 100% of premium through their weekly pre-tax payroll deductions.

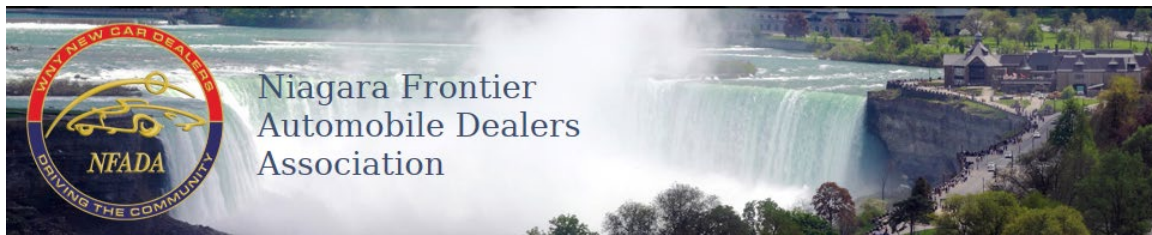
4) **Group Life Insurance** - We offer a Guardian group term life insurance plan which provides \$15,000 life insurance and \$15,000 accidental death and dismemberment insurance to dealership employees for a nominal monthly fee.

5) **Supplemental Life Insurance** - Any employee covered by our Guardian Group Life Insurance may elect to purchase additional supplemental term life insurance for themselves, their legal spouse, and eligible dependent children. This is a voluntary benefit, with employees responsible for 100% of premium through their weekly pre-tax payroll deductions.

6) **HR Hotline** - For all dealers who participate in any of the aforementioned items, we provide a free confidential Human Resource Hotline through PeopleSystems, Inc.

WORKER'S COMPENSATION INSURANCE

We offer a very competitive statewide workers compensation program to member dealers. Through strict loss control measures, education, and prudent claims management, dealers have enjoyed competitive rates and a generous dividend program.



NFADA Wholesale Distributors

Are you utilizing the **NFADA Wholesale Distributors** warehouse to your best advantage and are you aware of all the ways the **NFADA Wholesale Distributors** can help your dealership save money?

Here is just an example of what we have available for you today.

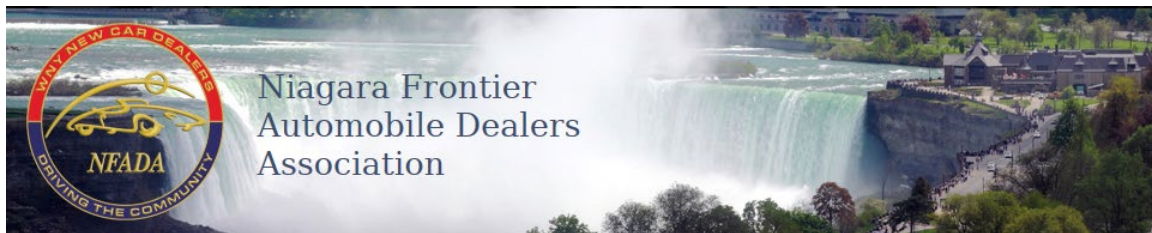
Service Repair Shop Equipment, Shop Supplies, Service Drive Products, Safety Items, Body Shop Products, Front End Supplies, Accessories and Seasonal Supply Items.

Catalytic Converter Etching Kits, EV Lifts/Lifts, Compressors, Tire Changers, Lube Equipment, Lighting/LED, Rotary/Forward Lifts, Wheel Balancers, Alignment Equipment, Maintenance and Repair Parts for Lifts and Compressors, Paper Products, Oil Absorbent Pads, Castle Products, Trash Can Bags, Liners, Hand Cleaner & Soap, Paper Floor Maps, Service Drive Hang Tags, Oil Change, Printers & Stickers, Interior Protection Products, Key Tags, Nitrile Gloves, Safety Gloves, Hearing Protection, Signs, 3M Products, SEM & USC Products, WORTH USA Products, Copy Paper, Deal Jackets, Weather Tech Products, Rock Salt & Snow Rakes

When you need it, we will find it!

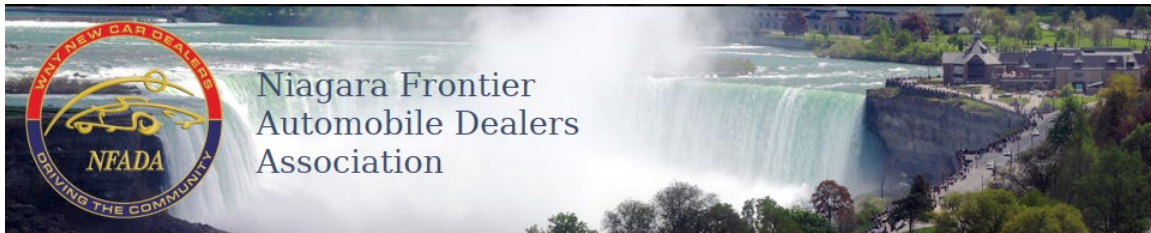
The NFADA Wholesale Distributors Warehouse is...“YOUR One-Stop Auto Dealers Equipment, Parts & Supply Shop!”





NFADA DIRECTORY OF SERVICES

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| DMV/REGISTRATION SERVICES | Cindy Czaja/ Paul Stasiak |
| Express Duplicate Title Processing | |
| In-Dealership DMV Registration (DealerTrack DMS) | |
| DMV Searches/Inquiries (Drivers License, VIN, Plate Check) | |
| Title Clerk Training/Hand Books | |
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| SAFE-T-FIRST | Ken Fronckowiak/ Bryce McConnaughay |
| In-Dealership Environmental, Health and Safety Audits | |
| In-Dealership Safe-T-First Training (Three Year Cycle) | |
| New Employee Safety Orientation (Monthly at NFADA) | |
| On-Site Training (Respirator, Spill Plan, SDS System) | |
| On-Line Safety Data Sheet System& Safety Training | |
| Sexual Harassment Training | |
| Training Certification (EPA Refrigerant, DOTHZMAT, OSHA& Forklift) | |
| Regulatory Assistance (First Call) | |
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| Equipment Repair & Routine Maintenance | Bryce McConnaughay |
| Diagnostic Testing and Repair of Various Shop Equipment | |
| Reduce the High Cost of Service Equipment Downtime | |
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| KEY MEMBER SERVICES | |
| Shop Service and Equipment Repair | Bryce McConnaughay |
| Credit Card (Priority Payments) | Warren Clauss |
| RO Analysis and Fixed Op Consulting | Paul Stasiak |
| Warranty Parts Reimbursement Studies | Paul Stasiak |
| Labor Rate Studies | Paul Stasiak |
| Forms For Less (DMV) | Cindy Czaja |
| Hole in One Insurance | Charlie Pfeil |
| NFADA Conference Room Rental | Cindy Czaja |
| Event Discount Tickets - Buffalo Auto Show | Cindy Czaja |
| Forms For Less (DMV) | Cindy Czaja |
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| AUTO SHOW MARKETING, ADVERTISING & MEDIA SERVICES | Mark Kennedy / Paul Stasiak |
| Media Planning & Advertising Campaign Fulfillment | |
| Media Negotiation & Buying for TV, Radio & Digital Advertising | |
| Buffalo & Rochester Auto Show Campaign Executions, along with Invoice Reconciliation for Designated Advertising Campaigns | |
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| COMPLIANCE FIRST | Paul Stasiak / Ken Fronckowiak |
| Document Scanning/Shredding (Dealer DOCX) | |
| Federal/State Regulatory Compliance | |
| OFAC/Do not Call-Sales Dept Compliance (Verant ID Software) | |
| Safeguarding - FTC, GLB Guidelines Assistance | |
| FCC Regulatory & Advertising Compliance | |



| NFADA DIRECTORY OF SERVICES | |
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| AUTOTECH | Paul Stasiak / Jeff Sikora |
| Technician Referral, Recruiting, Placement & Development | |
| Dealership Assistance with Career Days and Job Fairs | |
| Facilitate In Dealership Intern Programs and Placement | |
| Facilitate Local & National Annual High School AutoTech Competition | |
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| EMPLOYEE REFERRAL-TRAINING | Paul Stasiak |
| Employment Pre-Screening | |
| Candidate Resumes | |
| Classified Ad Placement | |
| | |
| MEDICAL, LIFE & WORKERS COMPENSATION INSURANCE BENEFITS | Betty Murphy / Ray Kasprzyk |
| Health Insurance | |
| Dental Insurance | |
| Vision Insurance | |
| Group Life Insurance | |
| Supplemental Life Insurance | |
| HR Hotline | |
| Workers Compensation Insurance | |
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| NEW CAR DEALERS OF WNY CHARITABLE FOUNDATION | Betty Murphy / Cindy Czaja |
| Annual Charity Preview Party | |
| Annual Charity Golf Classic | |
| Member Participation Initiative* - Dealers earn funds to distribute to 501-c organizations in their respective communities through support of Charitable Foundation Programs | |
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| NFADA Wholesale Distributors | Warren Clauss / Paul Dubickas |
| Sales | Norm Page |
| Warehouse | Adam Frey |
| Warehouse | Corey Fuerst |
| Office | Cherie Nunn |
| Office | Joan McCulloch |
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