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TAKE CONTROL

A ROADMAP FOR **GROWTH**



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Vehicle Portfolio Management

Reclaiming the lost value in your automotive vehicle portfolio





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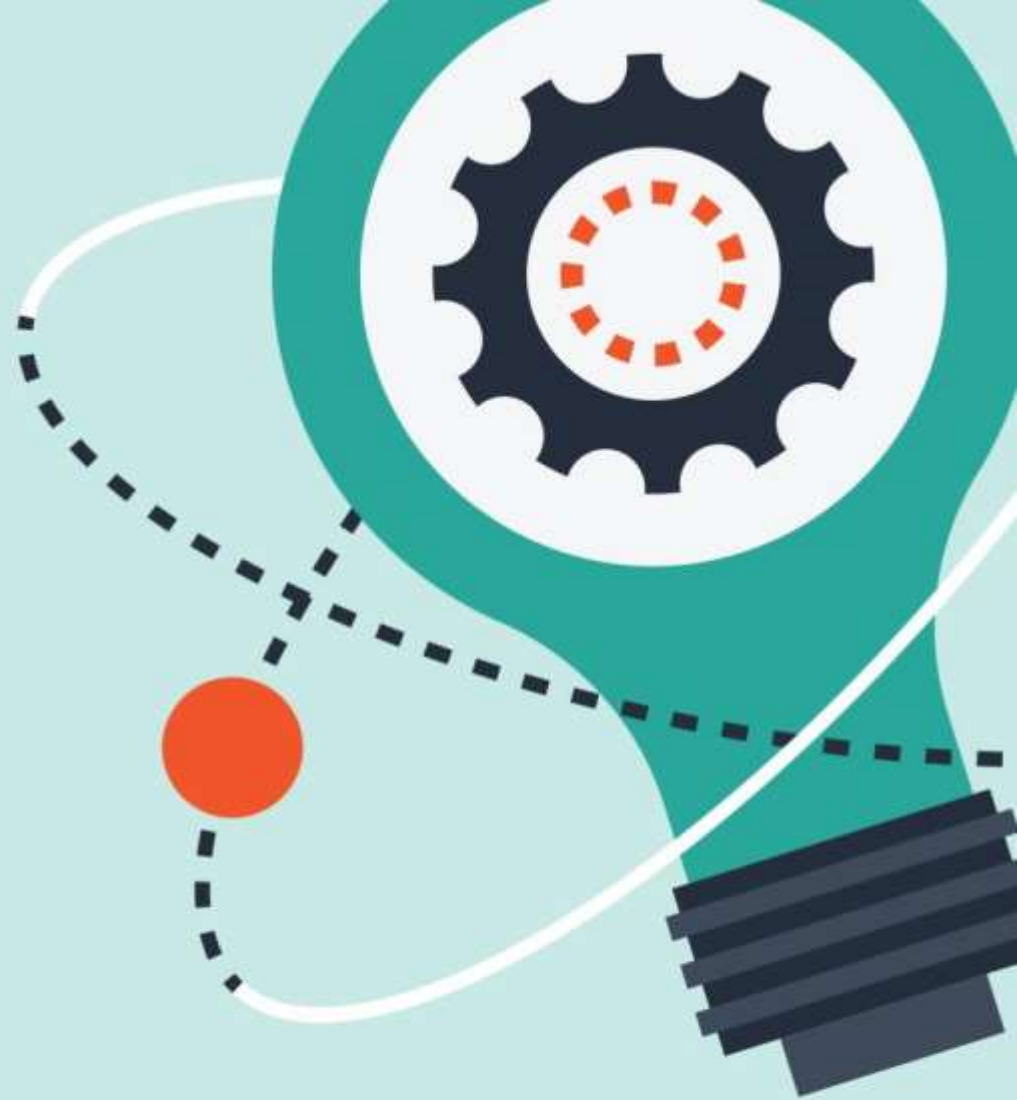


Introducing:

- **Adam Goldfein**
Goldfein Claims Management
- **Patrick Clark**
BMW Financial Services
- **Bryan Collins**
Experian

“ There are 244 million vehicles in the U.S. and 20 million of them are involved in an accident each year. ”

— Goldfein Claims



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State of the industry





State of the industry

Strategic drivers

There are two problems impacting the finance industry...

#1 – Time

#2 – Money



A motor vehicle accident occurs **every 60 seconds**



State of the industry

Impact on vehicles

Vehicles with accidents:

- Don't sell as quickly
- Reduce value upon resale





State of the industry

Impact of accidents on vehicles in market



Vehicle	Price
Without accident	\$29,517
With accident	\$26,379
Difference (average)	\$3,138



State of the industry

Impact of accidents on vehicles in market



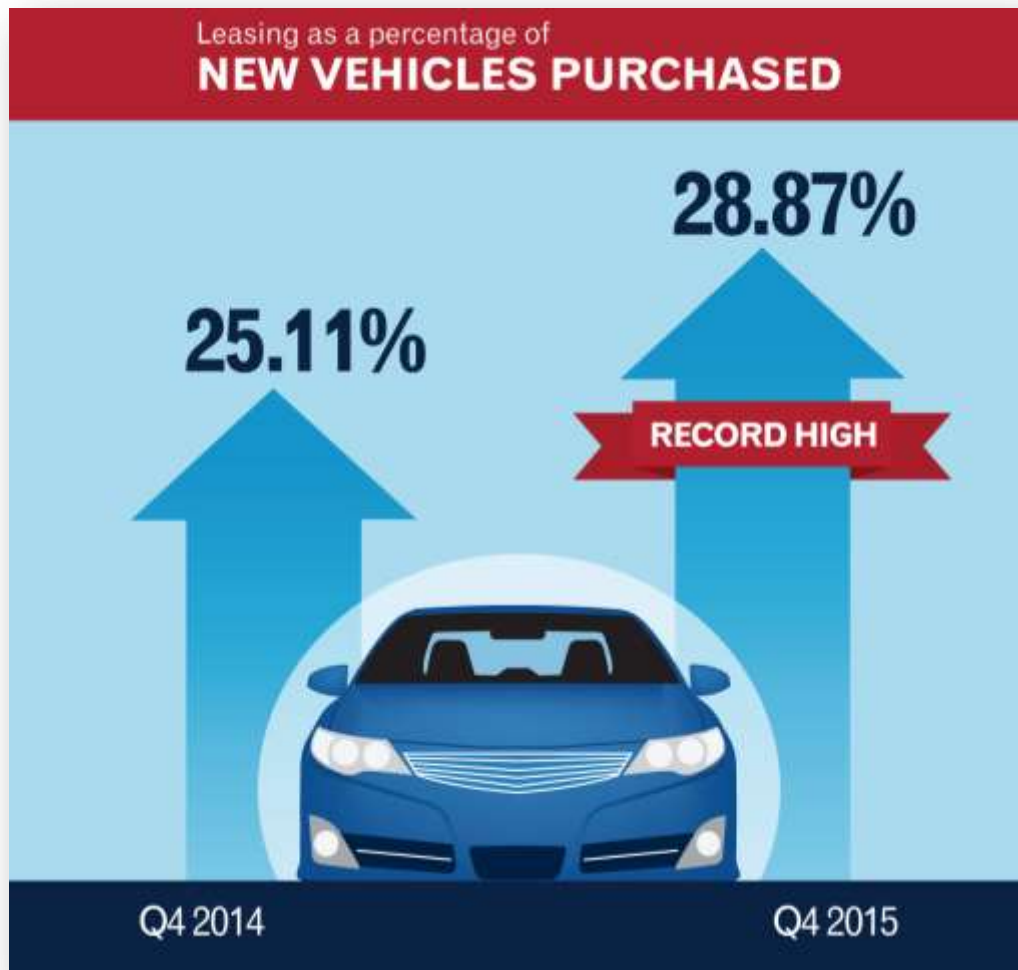
Vehicle	Days to sell
Without accident	73.47
With accident	77.14
Difference (average)	3.67

- Vehicles sold in upstream sell 53 days faster
- 98% of vehicles with accident sold at physical auction



State of the industry

A surge of leased vehicles



THE NEED

How do we become smarter and keep our retail costs down?



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What is diminished value?

The measure of damages

The loss in market value that occurs when a vehicle is damaged

Pre-accident
value \$22,175



\$8,200
in damage



Repairs



Post accident
value?





Diminished value

The measure of damages



Under the law of most states, the measurement of damages is:

Pre-accident value – post-accident value = Total due injured party

- **Pre-accident value** is measured immediately prior to the accident
 - ▶ How much is the vehicle worth immediately before it was damaged?
- **Post-accident value** is measured immediately following the accident
 - ▶ How much is the vehicle worth at the accident site?
- Typically, post-accident value includes the cost of repairs and loss of market value (diminished value)



Diminished value

Shopping for a used car

- Consumers and dealers may research the vehicle history of any used vehicle
- Consumers and dealers pay less for a damaged vehicle

AutoCheck
A part of Experian

Your AutoCheck Vehicle History Report

2011 Honda CR-V SE
Report Date: 2015-11-20 11:02 AM EST

Report Summary

VIN: 5J0RE4H4XBL120553	Class: CUV - Entry Level
Year: 2011	Engine: 2.4L 14 MPI
Make: Honda	Country of Assembly: United States
Model: CR-V SE	Vehicle Age: 2 year(s)
Style/Body: SUV 4D	Calculated Owners: 1

AccidentCheck
Reported accidents: 0

Title and ProblemCheck
Your vehicle checks out!

DonorCheck
Your vehicle checks out!
Last Reported Donor: None

Vehicle Use and EventCheck
Reports vehicle use(s) or events reported

This vehicle's AutoCheck Score

AutoCheck Score
93
2-5*

This AutoCheck Score is a summary of your vehicle's history. It lets you compare similar vehicles with ease.

This vehicle is AutoCheck Assured™

This vehicle does not have any major title defects.





State of the industry

Recognizing the need



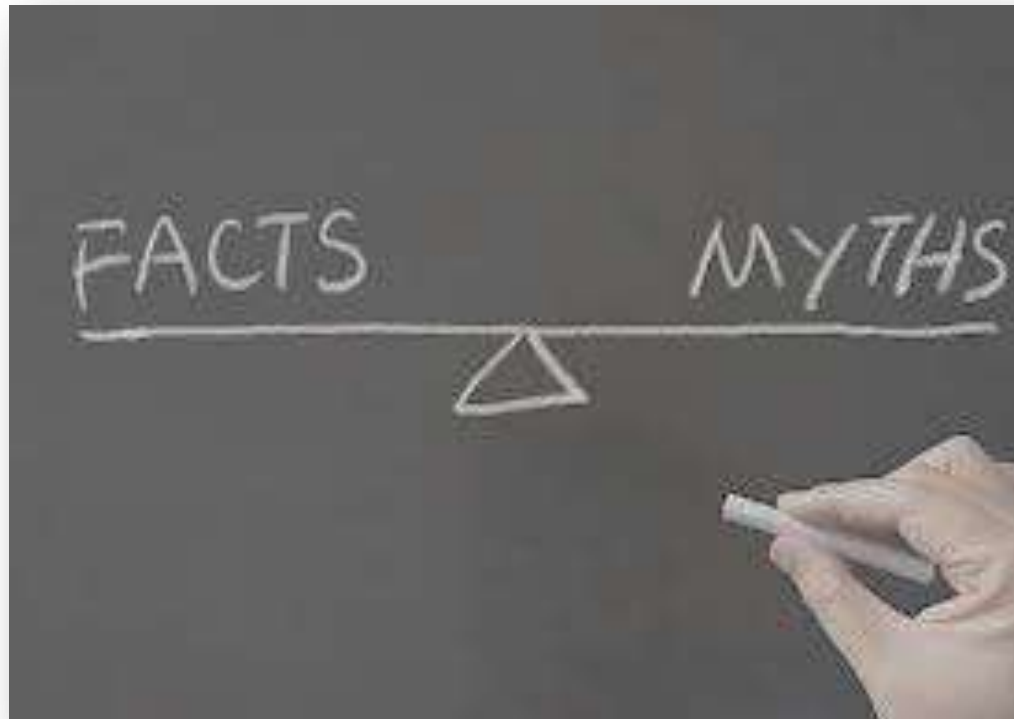
Industry needs a way to:

- Quickly identify which assets within a portfolio have been in an incident
- Use data to improve retention / loyalty
- Mitigate remarketing losses



Diminished value

Market misconceptions





Diminished value

Market realities





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The solution





Necessary tools

Three parts for success





Diminished value – How its done

Data



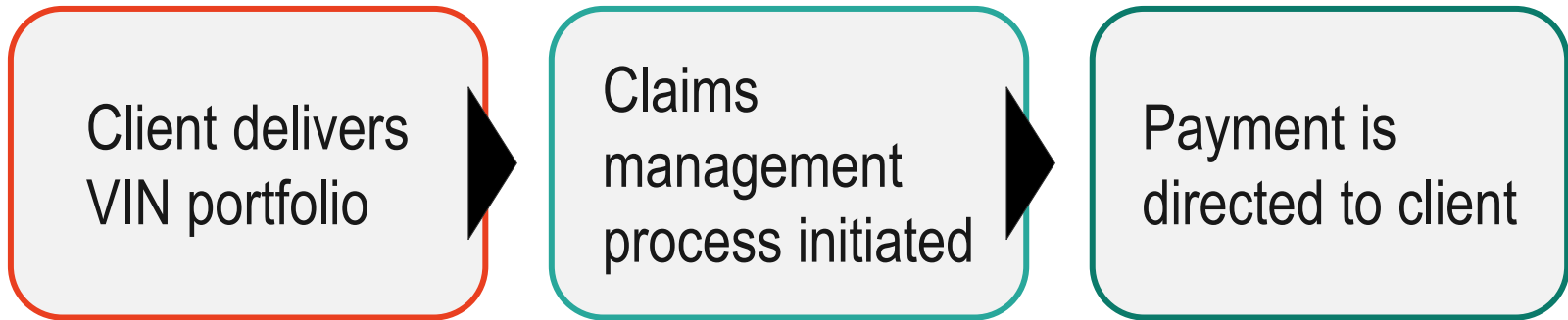
Experian data – North American Vehicle Database

- More than 9.5 billion records
- More than 745 million vehicles,
- More than 245 million U.S. vehicles in operation
- 1.7 billion titles
- 1.8 billion registrations
- More than 322 million title brands
- 185 million accident and related public records
- Access to millions of crash reports



Diminished value – How its done

VIN to dollar work flow



Easy as...





Diminished value – How its done

Delivery systems

Dashboards



Track claims

Track your claim in real time with the ability to print, email or export to excel

Click on the amount to view details

Claim ID	Date	Status	Amount
112-112-112	11/11/2011	Open	\$1,000.00
112-112-113	11/11/2011	Open	\$2,000.00
112-112-114	11/11/2011	Open	\$3,000.00
112-112-115	11/11/2011	Open	\$4,000.00
112-112-116	11/11/2011	Open	\$5,000.00
112-112-117	11/11/2011	Open	\$6,000.00
112-112-118	11/11/2011	Open	\$7,000.00
112-112-119	11/11/2011	Open	\$8,000.00
112-112-120	11/11/2011	Open	\$9,000.00
112-112-121	11/11/2011	Open	\$10,000.00

Track funds

Funds Tracking Record of payments received with the system updating in real time. All claims have payment follow up with check information and copies for easy reconciliation of outstanding items.

Selected Date	Selected Date	Collected Date	Collected as Settled
10/11/2011	10/11/2011	10/11/2011	\$0.00

Custom reporting

Fields listed on All View reports

With a number of clicks you have Exported the report to the Insurance Company and loaded the Insurance Company Column to the table. The report is ready to be shared in a spreadsheet format ready and being.

Sort, Group, Filter, Save, Email, Print or Send to Excel



Why partner with Experian / Goldfein Claims?

Nobody competes at this level with these solutions

Features:

- No IT requirement by client
- Minimal to no PII
- Experian public record and crash report data
- End-to-end solution with Experian and Goldfein Claims
- Ability to track claims through proprietary system
- All recovery checks sent directly to client
- Most experienced and established players in the industry
- Strong data security, compliance and CSI focus
- Only partner that has all the proprietary data
- Complete Coverage – all 50 states all carriers
- Depth and experience
- Proprietary claims management systems



Goldfein Claims and Experian

Partnering to solve the industry need

Benefits:

- Self-funding with exceptional ROI
- Money goes right to the bottom line
- Confidence / comfort that client data is handled appropriately
- Leverage existing partnerships
- Multiple financial benefits from single effort



GOLDFEIN
CLAIMS MANAGEMENT

**Partnering to solve
the industry need**



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Summary





Summary



This is a unique program and the correlation of success is simple:

- It's **YOUR** time and money
- Get back what is rightfully **YOURS**

“ We see every claim as an opportunity for our clients and their customers. ”



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**For additional information,
please contact:**

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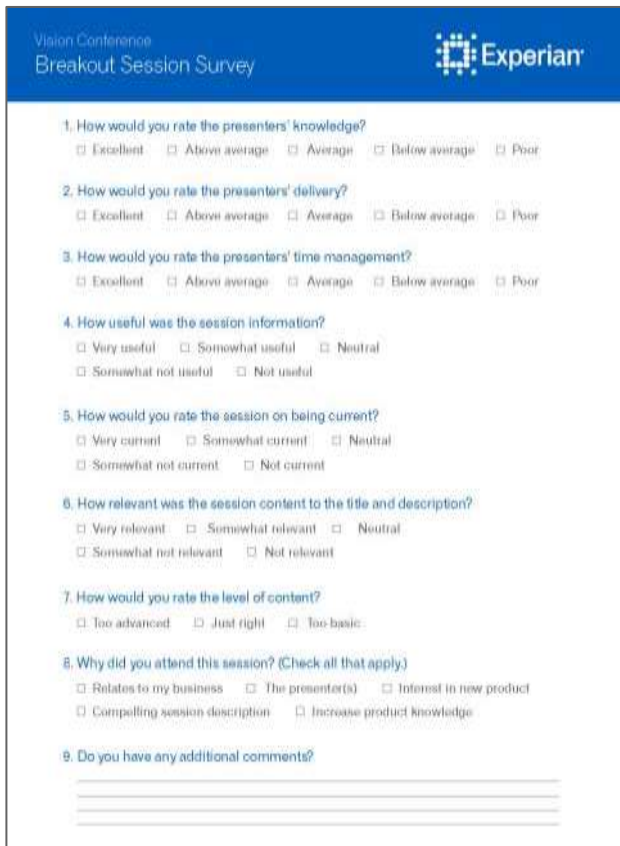
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Share your thoughts about Vision 2016!

Please take the time now to give us your feedback about this session. You can complete the survey in the mobile app or request a paper survey.

1 Select the Survey button and complete

2 Select the breakout session you attended



Vision Conference
Breakout Session Survey

Experian

1. How would you rate the presenters' knowledge?
 Excellent Above average Average Below average Poor

2. How would you rate the presenters' delivery?
 Excellent Above average Average Below average Poor

3. How would you rate the presenters' time management?
 Excellent Above average Average Below average Poor

4. How useful was the session information?
 Very useful Somewhat useful Neutral
 Somewhat not useful Not useful

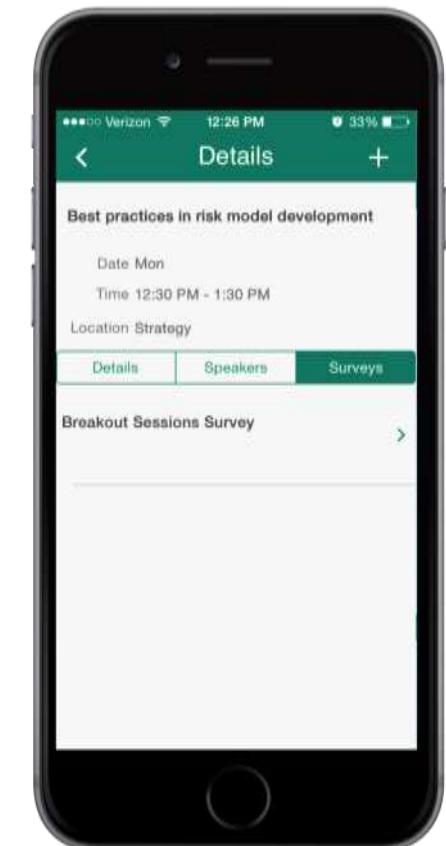
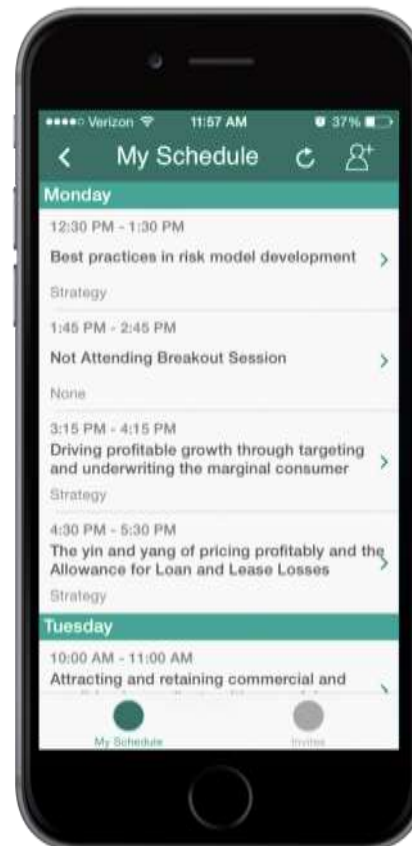
5. How would you rate the session on being current?
 Very current Somewhat current Neutral
 Somewhat not current Not current

6. How relevant was the session content to the title and description?
 Very relevant Somewhat relevant Neutral
 Somewhat not relevant Not relevant

7. How would you rate the level of content?
 Too advanced Just right Too basic

8. Why did you attend this session? (Check all that apply)
 Relates to my business The presenter(s) Interest in new product
 Compelling session description Increase product knowledge

9. Do you have any additional comments?





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