

AU Warranties

AU offers a flexible, tailored administration service that supports your business and your customers

The Biggest Kept Secret In The Motor Trade

Join the hundreds of dealers taking back control of their costs and their customers

SME | WELSH
n e w s | ENTERPRISE
AWARDS

AU
Warranties

Best Used Car Dealer Warranty Provider 2020

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Company Registration Number: 10332077
VAT Number: 249 27 3287
www.auwarranties.co.uk

Welcome to AU

Our Aim

Our aim is to build strong relationships with dealerships and their customers. The support we offer is focused on making after sales profitable, convenient and hassle free.

Our Vision

Our Union is designed for dealers that take the time and money to prepare their cars properly and make a firm promise to put the safety of their customers first.

AU Warranties are looking to change the perception that industry professionals and the public hold of aftermarket guarantees. We aim to put the confidence back into the marketplace.

With our expertise, experience, and enthusiasm, we will succeed.

We have the ability to structure our products with pricing that further supports the industry. Our flexibility allows us to supply products that meet the customer's needs, comply with UK consumer rights and furthermore, support the dealer at an unprecedented level.

Our Values

CUSTOMER FOCUS

Striving to provide security and satisfaction to our customers

INTEGRITY

Being sincere, kind and fair in our dealings with customers

TEAMWORK

Growing together as a team by respecting one another's individuality and opinions and sharing knowledge and ideas

INNOVATION

Always improving the way we work by incorporating new ideas responding to industry needs.

PROFESSIONALISM

Providing high-quality services by constantly enhancing our skills and proficiency

What we deliver to motor dealers...

- ✓ **Full control**
You make the decisions – we will deliver.
- ✓ **IPT & FCA exempt**
Auto Union Warranty is free of these constraints.
- ✓ **Additional profit**
All unclaimed money goes to your bottom line.
- ✓ **8 years of experience**
Working with self-funded warranties and increasing sales enquiries.
- ✓ **UK Based Call Centre**
Open to support both our customers and consumers.
- ✓ **Google Reviews ★★★★★**
Use the warranty for increased goodwill.
- ✓ **Customer Breakdown offer with moneyback guarantee**
For you and your customer's peace of mind.
- ✓ **Industry leading Account Manager Support**
Weekly visits to help and support any area of your business.
We will even help with the pitch. 24/7 Direct WhatsApp support. 
- ✓ **Managed to your aftersales standard**
We adopt your standard of customer care for a seamless experience.
- ✓ **Warranties Reinvented Products**
Hybrid warranties, shared risk warranties, profit share schemes and dealer tailored warranties to suit your business needs.
- ✓ **LIVE- Fully transparent user friendly systems**
Our easy to access online portal is always live for you.
- ✓ **Parts and Labour Price Protection Scheme**
Garages can no longer abuse the warranty repair process and your money.
- ✓ **Industry Leading Point of Sale Materials**
Clean and simple messaging to brighten up your sales areas.
- ✓ **Lifetime Warranties**
We have a lifetime warranty option for your peace of mind.

AU
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Why AU?

Repair Price Protection Scheme

Our contact centre will source the lowest cost parts to protect you and save time.

Nationwide Repairs Capped Labour

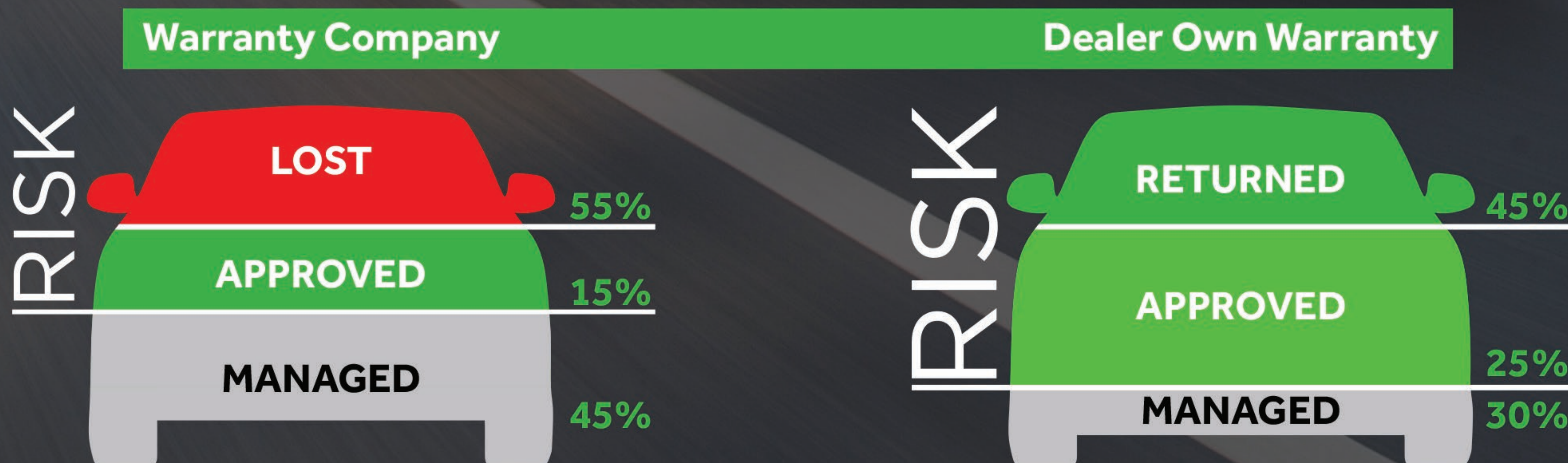
Over 45,000 Listed Network Garages or your customer can nominate their own.



Nothing is Hidden

Fully transparent user friendly systems giving you insight to every penny spent and saved.

Save up to £40,000 Each Year



Did you know that the average claim is £300?

On average only 15% of customers make a claim

AU

In excess of £500,000

**That's how much our dealers have received
in returned funds in the last 12 months.**

Let's assume a traditional warranty costs £100.

50 registered warranties a month x 12 months is £60,000.

On national figures, 1 claim in 10 policies at £300 a claim is £18,000.

Let's say your warranty provider puts another 'goodwill claim' for £300 a month.

That's another £3,600. This means you have paid £38,400 for your warranties.

Using the same figures, with AU Warranties, your administration costs would have been £18,000, leaving you a difference of over £20,000 a year.

Traditional Warranty versus AU Warranties

50 sold per month (600/year)	Traditional Warranty	AU Warranties
Outgoing premiums	£60,000	PAY with rebate or managed fund
Administration charges	£27,000	£18,000
Money going into claims fund	£33,000	£0
Estimated claims costs	£18,000	£18,000
Goodwill	£3,600	You control your customers
Profit	£38,400	£0
Saving	£0	£24,000

Other illustrations	Their Profit	Their profit	Minimum saving
20 cars a month	£16,800	£0	£9,600
40 cars a month	£30,000	£0	£15,600
70 cars a month	£55,200	£0	£30,000
90 cars a month	£72,000	£0	£39,600

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Working together towards tomorrow's customer

Our Partnership will provide an extra layer of support through our established networks and trade connections.

Increase your finance incomes and acceptances through our networks of suppliers and brokers such as, Santander, Motonovo, Close Brothers, DSG, and prime and sub prime brokers.

FSA regulated? Don't worry, should you wish to avoid this expense. AU can introduce you to FSA compliant partners that will manage the finance process for you and deal with all the paperwork or esigns leaving your mutual customers to continue their car purchase with you.

Need stock or trade out? We have dealers nationwide who we visit weekly. AU will communicate with dealers to save you time and fees.

Need more enquiries? Ask us about our proven methods that save our dealers thousands by no longer discounting screen prices.



Our Promise

- Once you have experienced the support that AU offers you will never look back.
- We will even 'roll up our selves' and help with moving the pitch. Sit back, grab a cuppa and leave our Dealer Support Managers to do the rest!

Customer Claims Contact Centre

Meet the team taking care of your aftersales leaving you to focus on stock, advertising and sales.

- ✓ Your claims handled by experienced UK-based technicians.
- ✓ Customers can be encouraged to return to you or your preferred repairer for increased customer retention.
- ✓ Easy telephone-based service.
- ✓ Claims decisions made within minutes.
- ✓ You have full authority to authorise beyond claims and cover levels.
- ✓ You can authorise goodwill, when required, to support customer satisfaction.
- ✓ Tailored claims handling based upon your instructions.
- ✓ Claims issues diffused before they reach you.
- ✓ Critical approach to out-of-area repairs to minimise costs.
- ✓ Rigorous scrutiny of out-of-area repairs to protect your money.



Our commitment to you...

- We commit to deliver a tailored claims management service that meet your needs and customer handling requirements for a seamless customer care experience.
- To save you time through a prompt telephone based service to our technicians in Lincoln.
- To keep you in-the-loop and in control at all times.
- To ensure our solutions complement yours and reduce delays to get your customer back on the road swiftly.

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Account Management

Industry leading account management ensuring you get most appropriate warranty management program.

Our dealer support managers are trained to consult with you to find the most effective ways to maximise your overall warranty performance.

Each dealer support manager has been carefully selected and will have a strong background knowledge of the motor industry in order to fully understand the challenges of running a successful used car dealership.

CEO, Martin Stokes leadership promotes that every dealer receives weekly visits to ensure you receive the full benefit of AU services. We will help you with the pitch and any other tasks that could benefit from an extra helping hand.

Unlike traditional warranty suppliers, we will provide you with real time, transparent and user friendly systems to give you full insight and control of your warranty claims.

All AU accounts will also be provided with your company branded AU Assist App to allow your customers to manage their claims and purchase extended products via monthly payments or in full.



Sit back, relax AU are here as that extra member of staff that always come in handy.

Our commitment to you...

- To deliver an account management experience that ensures you gain the maximum benefits from your AU Warranty.
- To be available 24/7 whether it is by phone, email, video call or instant messenger.
- To engage with your teams so they are equipped to meet your business and customer needs.

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Your customer experience

You're in safe hands with us!

Our Chester based head office provides the administration and claims support handling for our dealers and customers. All of our office team have come from main dealer service, after sales and technical backgrounds.

Auto Union is committed to providing operational support to the best standards. We ensure the highest level of customer satisfaction, resulting in a generation of increased dealer and customer confidence. As part of this, we promise to:

- Pay all claims within 24 hours
- Provide weekly support from a representative



AU, providing the UK's most comprehensive after-sales support. Our team provide 24/7 365 days a year assistance. The AU App is linked to DVLA and will notify you of important dates such as when your vehicle should be taxed or is due for MOT and connects you with a network of over 50000 garages. Our product helps with all your driving needs, from finding your keys to booking a routine maintenance or service and gives you the facility to receive live updates. Never has it been easier to manage and maintain your vehicles.



4.3 ★★★★★ 115 Google reviews

Business administration service in Chester, England

AU

Warranties

Your online experience

Having invested in support technology, our dealer network has access to our online policy registration system.

- New policy registrations
- Existing policy amendments
- Claims placement and claims monitoring
- Historical policy information
- Up-to-date management information
- Ensuring that customer and vehicle data is captured correct first time
- Ensuring the appropriate warranty/guarantee is used
- Speeding up the registration process for day one cover
- Advanced sales penetration reports
- Individual sales monitoring



Our commitment to you...

- To deliver a solution that satisfies GDPR requirements.
- To provide you and your team with a quick, simple and secure online experience that won't need a second thought.
- To help save you time with a registration process that is lightning fast.
- To give you a birds-eye view with real-time reports, summaries and staff account management.

Getting you started...

AU Warranty can be tailored to fit into your sales strategy like a glove.

- ✓ 5 cover levels to choose from.
- ✓ Approved by Plain English Campaign for clarity.
- ✓ Tailored claim & mileage limits.
- ✓ Vehicle types and category filters.
- ✓ Choose to cover additional items.
- ✓ Add Rescue & Recovery.
- ✓ Control out-of-area repair labour rates.
- ✓ Personalised warranty paperwork.
- ✓ Option to display your brand on the warranty.

Please call to discuss your needs...

You will need to consider which cover levels may fit your sales strategy and stock profile. Please consider that:

- Individual claims limits can be set.
- Aggregate claims limits can be set.
- Additional components can be covered or excluded.
- All the above can be changed as your dealership grows.

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BASIC

Covers listed components with a maximum £500 claims limit, 1 claim per year. Designed to increase sales and retain screen price when used with your chosen care plan



ENGINE

Cylinder block, cylinder liners and bores, cylinder head (excludes porosity and cracks), crankshaft, crank bearings, big end bearings, oil pump, con-rods, small end bearings, gudgeon pins, piston and piston rings, rockers, rocker shaft, hydraulic lifters, camshaft and can followers, camshaft bearings, push rods, inlet valves, exhaust valves, valve springs, valve guides, flexplate, starter ring gear (this excludes overheating, burnt pitted and sticking valves).



MANUAL GEARBOX

Gear clusters and gears, shafts and selectors, synchromesh assemblies, bushes, ball and roller bearings, needle bearings and transfer gears



AUTOMATIC GEARBOX

Valve block, oil pump, governor, gears, brake bands, servos, seals, clutches, shafts, bushes and bearings, transfer gears and modulator valve.



DIFFERENTIAL

Front, rear and centre differentials, crown wheel and pinion assembly, planetary gear assembly, internal shafts, bearings and bushes, thrust washers, spacers, and bevel gears (excludes fluid differentials and couplings).

Only the items listed are covered by this guarantee. For more comprehensive cover, speak to your AU dealer about upgrading to our Standard or Absolute cover.

Our Basic policy is a listed component cover, which covers the main driveline components.

We offer 3, 6, 12 and 15-month terms, with a claim limit of £500 including VAT.

Only one claim in any 12-month period.

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STANDARD

Designed to stand up against many of the insurance-based warranties now on the market.

BRAKING SYSTEM

All hydraulic components are covered for mechanical failure, not wear and tear. This includes brake callipers (excluding seized units), master cylinder, wheel cylinders, apportioning and compensator valves, brake limiter valve, brake servo unit, vacuum pump, ABS pump, ABS modulator/control valve and sensors

COOLING SYSTEM

Water pump, viscous fan coupling, radiator and expansion tank, oil cooler, heater matrix, cooling fan motor.

ELECTRICAL SYSTEM

Alternator, starter motor, starter solenoid, distributor, electronic control units, electronic ignition module, wiper motors, heater fan motors, central locking motors and solenoids, window motors, horn, washer pump motors, sun roof motor, electric door mirror motors, relays, fuel tank sender unit, switches.

ENGINE

All internally lubricated components are covered for mechanical failure, not wear and tear. This includes cylinder head, valves (excluding decarbonisation, burnt or pitted valves and valve seats), valve springs, valve guides, camshaft and bearings, camshaft followers, hydraulic lifters, timing gears, piston and piston rings, cylinder liners and liner seals, connecting rods and small end bearings, gudgeon pins, crankshaft and crankshaft bearings, oil pump, and oil pump drive, distributor driveshaft, starter motor ring gear, engine management sensors.

FINAL DRIVE

All internally lubricated components are covered for mechanical failure, not wear and tear. This includes crown wheel and pinion, differential gears and bearings, 4x4 transfer box, halfshaft, halfshaft bearings, driveshafts, bearings and constant velocity joints, propeller shaft universal joints and centre bearing, wheel bearings (covered for up to 6 years or 60,000 miles), and final drive sensors. This excludes rubber roots and gaiters.

GEARBOX

All internally lubricated components are covered for mechanical failure, not wear and tear. This includes gears, shafts, synchroniser hubs and baulk rings, selector shafts and selector forks, internal bearings and bushes, oil pump, valve and valve block, clutches and brake bands, governor, torque converter, modulator valve, gearbox sensors. This excludes external linkages

STEERING

Steering rack or box, power steering pump, idler box, reservoir. This excludes rubber boots and gaiters

SUNDRIES

Working materials e.g. oils, filters, antifreeze are claimable as a direct result of a valid claim providing the vehicle is not within 1,000 miles of its next service.

FUEL SYSTEM

Fuel injection pump, pump drive gear, lift pump, fuel pump relay, fuel system electronic control unit. This excludes fuel injector/glow plugs.

LOADINGS

4x4 vehicles above 2.8cc (50% increase). For luxury vehicles (100% increase) and super cars (250% increase) please see AU approved dealer for listings.

TURBOCHARGER

Factory fitted turbocharger, intercooler and wastegate, up to 70,000 miles or seven years.

Standard comes with a variety of cover levels and terms ranging from 3 months, up to term of ownership. The guarantee offers a maximum of 2 claims in a 12-month period

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ABSOLUTE COVER

The Absolute guarantee covers all mechanical and electrical parts and offers all the benefits of Standard with twice the claims limit. This means your customer has up to £1,000 per valid claim.

BRAKING SYSTEM

All hydraulic components are covered for mechanical failure, not wear and tear. This includes brake callipers (excluding seized units), master cylinder, wheel cylinders, apportioning and compensator valves, brake limiter valve, brake servo unit, vacuum pump, ABS pump, ABS modulator/control valve and sensors.

COOLING SYSTEM

Water pump, viscous fan coupling, radiator and expansion tank, oil cooler, heater matrix, cooling fan motor.

ELECTRICAL SYSTEM

Alternator, starter motor, starter solenoid, distributor, electronic control units, electronic ignition module, wiper motors, heater fan motors, central locking motors and solenoids, window motors, horn, washer pump motors, sun roof motor, electric door mirror motors, relays, fuel tank sender unit, switches.

ENGINE

All internally lubricated components are covered for mechanical failure, not wear and tear. This includes cylinder head, valves (excluding decarbonisation, burnt or pitted valves and valve seats), valve springs, valve guides, camshaft and bearings, camshaft followers, hydraulic lifters, timing gears, piston and piston rings, cylinder liners and liner seals, connecting rods and small end bearings, gudgeon pins, crankshaft and crankshaft bearings, oil pump, and oil pump drive, distributor driveshaft, starter motor ring gear, engine management sensors.

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Steering rack or box, power steering pump, idler box, reservoir. This excludes rubber boots and gaiters

SUNDRIES

Working materials e.g. oils, filters, antifreeze are claimable as a direct result of a valid claim providing the vehicle is not within 1,000 miles of its next service.

FUEL SYSTEM

Fuel injection pump, pump drive gear, lift pump, fuel pump relay, fuel system electronic control unit. This excludes fuel injector/glow plugs.

TURBOCHARGER

Factory fitted turbocharger, intercooler and wastegate, up to 70,000 miles or seven years.



TECHNOLOGY GUARANTEE



CONTINENTAL COVER



OVERNIGHT ACCOMMODATION

Our most comprehensive cover with a minimum of £1000 claims limit including recovery reimbursement

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EASY DRIVE

This product does not have as much profit for the dealership but is a great way to support your customer and keep them coming back year after year, while also reducing the risk of aftersales repairs to your business. Costs can be found on your warranty portal. This is administered through AU and payment Assist and as such there is no return to the dealer.

From £0.99 Per day	From £1.29 Per Day
EASYDRIVE	EASYDRIVE PLUS
<ul style="list-style-type: none"> Basic Guarantee Interim service Roadside Assistane Nationwide Recovery Full service Home Start Onward Travel Absolute Garantie Mis-fuel Assistance All drivers covered Unlimited Callouts 	<ul style="list-style-type: none"> MOT Full service Home Start Onward Travel Local Recovery Unlimited Callouts Absolute Garantie Mis-fuel Assistance All drivers covered Roadside Assistane Nationwide Recovery

What your customer gets

For less than the ccost of a cup of coffee we can offer a service that has the potential to save your customers thousands

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AU ASSIST

Not to be sold.

Design to be supplied free with a policy or care plan.

AU assist recovery is a promise to support your customers and cannot be sold to them. However, the advantage is that you do not have to provide an expensive insurance based recovery with each vehicle and benefit from the low percentage of recovery's with most sites seeing less than one or two per year.

EGERTONS
RECOVERY GROUP

Working with Egerton's Europe's largest recovery company our team have direct access to their online portal and can register a recovery request instantly.



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3 Support Level Options

Choose Professional for complete ongoing support, tailored dealer management information, unlimited staff product and sales training.

	Professional Fully-managed and supported dealer service. Helping you get the best from your warranty	Advanced Next level support and training. Helping you deliver exceptional customer retention	Standard The essential level of service supporting your new bespoke warranty.
Dedicated account management	✓	✓	✓
Your claims handled by experienced UK based technicians	✓	✓	✓
Easy UK based telephone claims service	✓	✓	✓
Tailored claims handling based upon your instructions	✓	✓	✓
Simple & easy online warranty registration	✓	✓	✓
Personalised customer warranty paperwork	✓	✓	✓
Full UK rescue and recovery support available	✓	✓	✓
Monthly account reporting	✓	✓	✓
Clear itemised invoicing	✓	✓	✓
Annual account review	✓	✓	✓
Unlimited telephone/video meetings	✓	✓	x
Video/onsite account reviews (COVID-19 restrictions permitting)	✓	✓	x
Account monitoring and trend analysis	✓	✓	x
Option to display your brand on warranty paperwork	✓	✓	x
Annual one-to-one video training session	✓	✓	x
Unlimited one-to-one video/onsite training (COVID-19 restrictions permitting)	✓	x	x
Unlimited group video/onsite training (COVID19 restrictions permitting)	✓	x	x
Tailored reports to satisfy your requirements	✓	x	x
Warranty upsell monitoring	✓	x	x
Customer hand-over paperwork wallets	✓	x	x
Warranty banners for your showroom	✓	x	x
Warranty posters for your showroom	✓	x	x
Warranty leaflets for your showroom	✓	x	x
Custom website & showroom livery design service available	✓	x	x

What is the true cost of warranty loyalty?

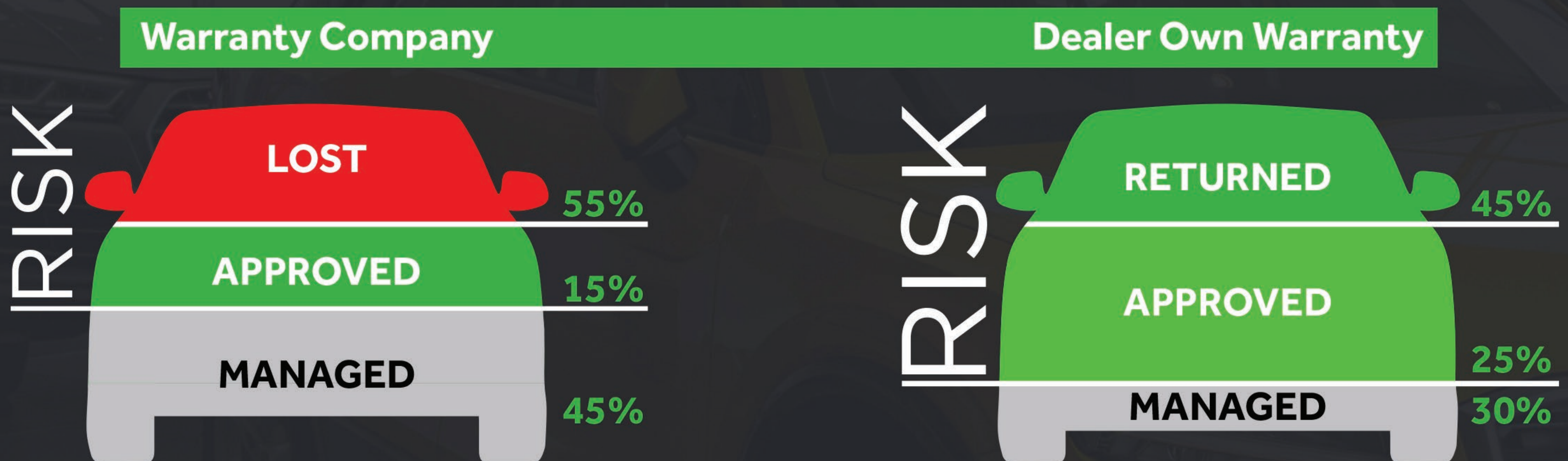
Many providers offer admin but will not advise this as the profit margins are much lower for the company and the commission is not great for the rep.

But the real cost to your business can be much worse than the money you're losing.

Take control do not allow companies to take your profit and upset your customers.

More profit from warranties means you can exceed your customer's expectations and ensure they have the best possible experience.

Which option would you choose?



Did you know that the average claim is £300.

One average only 15% of customers make a claim.

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Take The Test

Do you work with?

Auto Protect

RAC

AA

WMS

Warranty Wise

Autoguard

Warranty Assist

Any other traditional warranty supplier.

We work with over 250 dealers and have returned over £2 million of unused funds over the past 4 years. In some cases, dealers have saved up to £100,000 after all claims have been deducted.

Sound Familiar?

"I have been with my warranty supplier for years and they have always looked after me"

That's great news, however what this actually means is your 'take the test' results will be far greater over the years and maybe change is a good thing. Would you renew your car insurance every year or would you search the market for the greatest benefits for the lowest amount possible?

"My warranty rep is my friend"

Were you friends before the account? Some account managers earn as much as £50,000 per account which is covered by the suppliers 'admin charges' written into your premiums.

Of course, they are your friend.

"I get cashback from my profit share with them"

Warranty suppliers will offer to return as much as 95% of the remaining risk fund that has been generated from your business and your customer's paid premiums.

'Take the Test' to reveal the true profit share, is this the same?

If you have not been offered a profit share, then why not?

"They take us out on golf days, pay for lunch sometimes, and bring in the doughnuts!"

This will be factored into their running costs and technically you have paid.

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