



**ROYALTY HAS ITS PRIVILEGES**

# THE ROYAL ADMINISTRATION STORY

- Headquartered in New England, founded in 1989
- 2 locations - Hanover, Massachusetts and Scottsdale, Arizona
- Licensed in all 50 states
- State of the art infrastructure and technologies
- Provide data center operations, have a state-of-the-art call center, claims adjudication, administrative reporting and expertise in the field
- Over 1 million policies written
- Over \$1.2 billion in claims paid
- Assurant, the insurance carrier Royal Partners with – “A” Rated by AM Best



## ROYAL INDUSTRY STRENGTHS

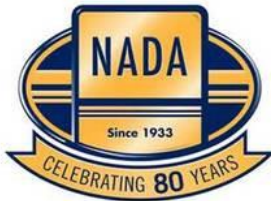
- 29+ years of leadership industry experts in the service contract and call center operations
- Nationwide General Agency distribution Network
- Established partnerships with agencies, brokers, Independent & Franchise dealerships and dealer groups, financial institutions which also include credit unions, direct marketing companies, nationwide brick and mortars and data management software companies (DMS)
- Our foundation is built on core strengths that define our corporate vision – service, security, and choices. Our mission is to help create a successful all around book of business
- Offer extensive lines of services and products to choose from
- Worked with some of the highest performing call centers in the industry
- Security and coverage you can depend on
- Can create unique one of a kind programs quickly and efficiently



# ROYAL CLIENTS AND PARTNERS



F&I EXPRESS  
SIMPLIFY YOUR F&I



## ROYAL SERVICE

- State-of-the-art call center
- Highly trained representatives and claims adjusters
- Committed in providing a superior customer care experience
- Work with both consumers and repair shops to facilitate the claims process
- Answer calls quickly and efficiently
- Developed an extensive customer service training program
- Equipped to handle information inquires, service calls and product questions
- Provides essential feedback regarding your customers changing needs
- Proprietary system



# CLAIM ADJUDICATION & QUALITY ASSURANCE

<b>Average speed to answer</b>	30 seconds or less
<b>Average Talk Time</b>	4 minutes/call
<b>Abandoned Calls</b>	Less than 3%
<b>Claims in Queue</b>	Less than 1 hour
<b>Claims Approval</b>	70% approved same day
<b>Payment of Claims</b>	Same day



# ROYAL CATALOG OF SERVICES

## PROGRAMS YOU WANT WITH SERVICES YOU NEED

- Service Contracts
  - Add on or up to
  - Credit union programs
- Limited Warranties
- Lifetime Program
- Product Warranty
- Private Label
- The Royal Certified
- Missed Opportunity
  - Call Center Involvement
- Service Drive
  - After the sale
- Marketing Services
- Reinsurance
- Retro
- Omnisure/ Paylink
- The Royal Times
  - Dealer incentives



# ROYAL CATALOG OF SERVICES

## ▪ Ancillary Products

- Bundles
- GAP – 3 & 4 Tier Options
  - BHPH up to 84 months
  - 48 month option
  - 125 & 150 Available
- Tire & Wheel
  - With or without cosmetic
  - With or without wheel
    - Great for highline vehicles
- Etch
- Lease Protection
- Bundles

## ▪ Training

- Field Experts
- Online/web services
- Conference Calling
- F&I, Sales, Management and Product knowledge
- Income Development

## ▪ Technology

- Easy and quick set ups
- Smartphone applications
- Online Sales/Service
- Access to web reports and claims information
  - General Agent, Dealer and Customers
- Complete reporting capabilities
- Callback system





## ROYAL VSC PRODUCT HIGHLIGHTS

- Available for New, Used & BHPH Dealers
- Cover all Internally Lubricated Parts
- Offer Stated Component up to Exclusionary Coverages
- Allows for Rideshare Programs with no Surcharge
  - Commuting and Car/Van Pools are not Considered Commercial
- Service Contracts are Completely Customizable
  - Add On or Up To
  - 7 Deductible Options
    - No Rate Differences for Disappearing \$100 Deductible
      - Waive if Customer Comes Back to Selling Dealer
- Day 1 Coverage – No Waiting Period
  - Validation Period – 15 Days
- True Roadside Service
- Pay Retail Parts & Labor
- True Seals & Gaskets Option
- Lift Kit/Oversized Tires
- 1 Ton/Diesel/V10 Equipped Trucks
- Highline Vehicles
  - Audi S, BMW M, Mercedes AMG, Porsche, Land Rover



Your choice of programs  
with a Royal service package....



We don't just say it...that's what we do.