

VALUEWise FAQ

Q: What is VALUEWise?

A: VALUEWise is automotive diminished value protection, which covers a vehicle's loss of value when the vehicle is traded-in or sold—up to \$10,000. The customer purchases an Option Contract for terms of 12, 36 or 60 months. The program is not insurance and no licensing is required to offer VALUEWise.

Q: What vehicles are eligible for VALUEWise?

A: VALUEWise can be sold on all new or pre-owned private passenger automobiles, motorcycles and recreational vehicles regardless of the age, mileage or condition. VALUEWise can be offered nationwide on loan, leases and cash purchases.

Q: When can VALUEWise be sold?

A: VALUEWise can be sold at the time of vehicle purchase or any time after the original sale date, as long as the vehicle has not been in a collision or accident.

Q: Who do I contact if I have questions about VALUEWise?

A: Client Services Department:
Phone: 800-849-9559
Email: clientservices@wisefandi.com

Supply Fulfillment Department:
Phone: 800-849-9559
Fax: 636-600-4423
Email: supplies@wisefandi.com

Q: What are the VALUEWise Redemption Benefits?

A: Dealer's ACV + Body Shop Invoice (up to \$10,000) = VALUEWise ACV

- Total amount not to exceed Black Book® average trade-in.
- Vehicle can be in multiple accidents—use date of the most recent accident and include all paperwork from previous accidents.
- Primary insurance is not required.
- Vehicle repairs do not need to have been made.

Q: Does the customer need to return to the original VALUEWise Dealer to begin the Redemption Process?

A: Yes, per the Option Contract when the customer chooses to sell or trade-in their Optioned Vehicle, they must first return to the originating VALUEWise Dealer to begin the redemption process, unless the customer lives more than thirty miles away.

Q: How are VALUEWise dealers reimbursed?

A: After the dealer completes the online redemption process, they will be reimbursed by Gateway Administration Services LLC, the Program Administrator.

Q: What are the contract exclusions?

A: If any of the following exclusion conditions apply Motorwise Auto, LLC will not grant the customer the option to sell the vehicle and no redemption benefit will be paid.

If the Optioned Vehicle:

- a) was deemed a total loss;
- b) was damaged by an Act-of-God (including hail, flood, tornado, hurricane, etc.), fire, civil commotions, explosion, falling object, or terrorism;
- c) had title, or possession of, transferred to a third party during the Term of the Agreement;
- d) is part of a fleet sale or was titled as a commercial vehicle;
- e) was repossessed;
- f) has modifications or alterations that negatively affect the value;
- g) has a branded title.

Q: How are the contracts originated and where do I send my contracts for remittance?

A: Contracts can be generated and remitted electronically through ONWise (Wise F&I's contract administration portal), or via paper contracts and mailed to Wise F&I along with any other contract production.

Q: Who is the Program Administrator?

A: Gateway Administration Services LLC,
a wholly owned subsidiary of Wise F&I LLC.
P.O. Box 29539
St. Louis, MO 63123
877-342-0996
Fax: 636-600-4420

Q: Who is the underwriter on the VALUEWise Program?

A: Old Republic Insurance Company Tulsa Branch located at 8282 S. Memorial Drive, Suite 202, Tulsa, OK 74133. An A.M. Best A+ (Superior) rated company.

Q: Who is Motorwise Auto, LLC?

A: Motorwise Auto, LLC is the obligor on the VALUEWise diminished value program. Motorwise Auto, LLC is an independent motor vehicle dealer licensed in the state of Missouri, with whom the customer enters into the Option Contract. Motorwise Auto, LLC grants the customer the option to sell the Optioned Vehicle to Motorwise Auto, LLC for the average trade in value based on the year, make, model and mileage as stated by Black Book® Price Point in the geographic region the customer is selling or trading in.