

Asset Protection Division
Post Office Box 790
Deerfield, Illinois 60015-0790
800-323-5771 / 847-948-8988
FAX 800-845-5016



Advanced Business Management Course

Thank you for your interest in the Protective Advanced Business Management Course. What follows is information about the course and how to register.

WHO SHOULD ATTEND:

This is targeted to experienced Business Managers who have:

- a minimum of one year, full-time, F&I sales experience
- attended a fundamental Business Management Course
- AFIP certification (recommended but not required)

COURSE DESCRIPTION:

The 1 ½ day course is designed to be fast-paced, information-packed and developmental. Coming to this class is not designed to be a stand-alone, one-time training event. Rather, it is designed as a concentrated skill development “lab” in which you will build your F&I skills. Varieties of topics are included in the class such as:

- Consumer Satisfaction
- Securing Financing
- Compliance Refresher
- Adapting your Selling Style to your Customer
- Effectively Handling Objections

COURSE OBJECTIVES:

After completing this course, students will be able to:

- Reflect on their role and responsibilities as F&I Managers
- Positively impact CSI and secure financing
- Help ensure dealer compliance
- Increase selling skills by adapting to customer style
- More effectively handle customer objections

Additional information is enclosed, including the enrollment form. For further information, please contact our Advanced Business Management Course Administrator, Dorothy Hall, at 800-670-6032 (option 3). Again, thank you for your interest in this course.

FACILITATORS:

Protective’s training instructors, who are AFIP-certified, have many years of experience and training in the automotive industry. They are familiar with the varied and complex issues presented to Business Managers on a daily basis.

Protective group of companies: Acceleration National Service Corporation / First Protection Corporation / First Protection Corporation of Florida / Lyndon-DFS Administrative Services, Inc. / Lyndon Property Insurance Company / Lyndon Administrative Services / Protective Administrative Services, Inc. / Protective Life Insurance Company / The Advantage Warranty Corporation / Western Diversified Services, Inc. / Western General Dealer Services, Inc. / WG Dealer Services / Western General Warranty, Inc. / Western General Warranty Corporation



Advanced Business Management Course Additional Information

2008 COURSE SCHEDULE:

- March 25-26
- May 13-14
- July 22-23
- December 2-3

COURSE LOCATION:

Protective
2345 Waukegan Road, Suite 210
Bannockburn, IL 60015 (Chicago)
800-323-5771

ENROLLMENT FEE:

Fees are payable in full at time of registration and due at least four (4) weeks prior to class start date. Standard Enrollment is \$199.00.

REGISTRATION:

- **By fax:** Fax your enrollment form to 800-845-5016 and send the original form with enrollment fee by mail.
- **By mail:** Send enrollment form and fee to:

Protective
Attn: Dorothy Hall
PO Box 770
Deerfield, IL 60015

ATTIRE:

Business casual, i.e., golf shirt and khaki pants. No jeans or shorts please. Please bring a sweater for comfort in the classroom if you tend to be chilled.

ACCOMMODATIONS:

If you request arrangements with your enrollment and provide the credit card information, your room will be reserved for you at Springhill Suites Lincolnshire. Their phone number is 847-793-7500. The rate is \$104 per night plus tax when reserved at least three weeks prior to class. You are responsible for this expense.

ARRIVAL/DEPARTURE:

For attendees flying into the Chicago area, please plan your arrival for anytime the evening before class start time on day one. You may schedule a flight for anytime after 2 pm on day two.



Advanced Business Management Course Additional Information

TRANSPORTATION ISSUES:

- **Flights:** If you are flying, the closest airport is O'Hare (ORD). The other major Chicago airport is Midway (MDW).
- **Airport Transportation:** Car service may be arranged for transportation from the airport to the hotel by calling 847-816-7474. The car service from O'Hare is approximately \$60 each way (shared rate). Taxi rates average \$60 from O'Hare, and can be as high as \$120 from Midway. Pre-arranged taxi service is approximately \$30 plus tolls and gratuity through American Taxi at 847-945-9444.
- **Hotel Shuttle:** Your hotel offers complimentary transportation to the Protective Office, restaurants and shopping in the area. Check with the front desk for more information.
- **Rental Car:** A rental car is not necessary but you may desire the convenience.
- **Directions:** Directions will be provided with your confirmation folder.



Advanced Business Management Course Enrollment Form

Student Information

Name: _____

Dealership: _____

Address: _____

City, State, Zip: _____

Phone: () _____ - _____ Fax: () _____ - _____

Cell: () _____ - _____ Home: () _____ - _____

Email: _____

Emergency Contact: _____

Contact's Day Phone: () _____ - _____ Eve: () _____ - _____

Account Exec./Referral Name: _____

Current Job Title: _____ # Years: _____

Previous Industry Experience: _____ # Years: _____

Enrollment Information

Fees are payable in full at time of registration and due at least 4 weeks prior to class start date.

Course Date Requested: _____

Course Fee: Standard Rate of \$199.00

Payment Type: Check (enclose with enrollment) Credit Card (Visa/MC only)

Cardholder: _____

Card #: _____ Exp. Date: _____

Authorized Signature: _____

Do you have medical, dietary or other special needs? No Yes _____

Hotel Reservation Information: Please complete the next page if a room is needed. Lodging is NOT INCLUDED in course fee.

Fax your completed enrollment form to Dorothy Hall at 800-845-5016
and send the original form with your enrollment fee to:

Protective
ATTN: Dorothy Hall
PO Box 770
Deerfield, IL 60015

Thank you for your commitment to professional F&I!

Hotel Reservation Request & Credit Card Authorization

Please note, lodging is NOT included in the course fee. In order for Protective to reserve a room at SpringHill Suites Lincolnshire for the attendee at the discounted rate of \$104 per night plus taxes, the following information must be completed and submitted with enrollment form at least three weeks prior to class date. Reservations requested within three weeks of the class date may incur the prevailing room rate (approximately \$189 per night plus taxes). No shows will be charged by the hotel to the card provided. Questions regarding hotel reservations may be directed to Debra Engelhart at 847-572-6895.

Hotel Guest Information

Guest name: _____
Phone number: _____ Fax or alternate number: _____
Arrival date: _____ Departure date: _____
Relation to cardholder: Self Business Associate Other: _____

Cardholder Information

Name as it appears on the credit card: _____
Card type: Visa MC Amex Diners/CB Discover JCB
Account type: Individual (personal credit card)
 Corporate | Company Name: _____
Card number: _____ Exp. date: _____
Address:
(where statement is mailed) _____
City, State and Zip: _____
Phone number: _____ Fax or alternate number: _____

Approved Charges – Third Party Authorization

The following must be completed including cardholder signature if the cardholder is not the hotel guest. The hotel guest will need to present a credit card at check-in for incidental charges if “all charges” is not selected.

All Charges Room & Tax Telephone (LD) Telephone (Local) Restaurant
 Room Service Valet (Laundry) Parking HS Internet Access Movies
 Other: _____

I certify that all information is complete and accurate. I hereby authorize {**Springhill Suites, Lincolnshire**} to collect payment for all charges as indicated in the Approved Charges section of this form by processing a charge to the credit card listed above. Charges must not exceed _____ for the entire stay/event. I understand that a new form will have to be completed if guest wishes to extend his/her stay. I certify that I am the authorized signer of the credit card listed above.

Cardholder name: (Printed) _____

Cardholder signature: _____ Date: _____