



DEALER ADVANTAGE UNIVERSITY

F&I SCHOOL AGENDA

Day One

- ◆ Welcome/Overview
- ◆ Responsibilities of F&I
- ◆ Compliance-FinCEN 8300, Straw Purchase, Regulations Z and M
- ◆ Role of F&I
- ◆ Turnover from Sales
- ◆ The Interview
- ◆ Psychology Behind Selling
- ◆ Role Play and video The Interview

Day Two

- ◆ Compliance- Safeguards Rule, Red Flag Rules, Risk-based pricing
- ◆ New Vehicle Warranty Discussion
- ◆ Menu Presentation
- ◆ Role Play Warranty Discussion and Menu Presentation
- ◆ Video Warranty Discussion and Menu Presentation

Day Three

- ◆ Role Play Interview
- ◆ Role Play Warranty Discussion
- ◆ Role Play Menu
- ◆ Compliance - Ethics
- ◆ Video Interview/Warranty Discussion/Menu Presentation

Day Four

- ◆ Steps to a sale
- ◆ Overcoming Objections
- ◆ Up Sells
- ◆ Role Play/Video: Interview, Warranty Discussion and Menu

Day Five

- ◆ Role Play: Interview/Warranty Discussion/Menu/Up Sell
- ◆ Video Final Exam
- ◆ What you don't know about Credit Unions
- ◆ Q&A