

**June 4, 2018**

For the past 18 months, Protect My Car has been working with TrainAndCertify.org in an effort to obtain certification, for all of its employees, through the Association of Certified Vehicle Protection Professionals (ACVPP). In the vehicle service contract industry, the bar for staying compliant keeps rising. By partnering with TrainAndCertify.org, we've been able to provide our team invaluable training and additional product knowledge. More importantly, we've been able to demonstrate our willingness to invest in our organization's most important asset: our employees.

**Aaron J. Slavin, Director of Compliance, Protect My Car**



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**June 5, 2018**

AutoAssure proudly certifies all customer facing staff as Certified Vehicle Protection Professionals. This certification provides our employees the confidence and skills ensuring we are informative and compliant with each customer. The materials present the fundamentals of Vehicle Service Contracts in a straightforward manner. The training of our employees is critically important in this ever changing environment. Our partnership fills an ongoing need that allows us to be the "best" for our customers.



**Scott Cato, General Manager, AutoAssure**

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**June 7, 2018**

**To:** Laurence Larose, Managing Director at "Train and Certify.org"

**From:** Everett Jenkins, Training Director at Endurance Warranty LLC

**Regarding:** Appreciation of the CVPP certification and the Train and Certify training module

Laurence,

I would like to share with you, other current clients and any potential clients of yours, our company's satisfaction and appreciation of the "Certified Vehicle Protection Professional" certification that our employees are receiving through your "Train and Certify" program.

The vehicle service contract business, commonly referred to as "extended warranties", which I am in, is a very competitive industry. Our customers are modern day internet shoppers who have access to review and compare various companies in our industry and they use their research to determine which company to do business with.

The certification that your program provides our coverage specialists gives us an instant competitive advantage over other industry representatives.

The training that our coverage specialist have to complete in order to receive the certification includes; the study of key terms used in our industry, a complete historical background on vehicle service contracts, historical background on the pitfalls of selling and servicing vsc's and a study of the state of the industry today.

The training module that Train and Certify provides is user friendly and very easy to navigate through from the initial registration through the study guides and to the exam. The certifications that are provided at the completion of the exam are very well written and formatted and our employees are proud to display them.

It is a breath of fresh air to work with a company like Train and Certify, there were no problems with logging into or maneuvering through the site. There were no delays or setbacks and the professionalism and quality service that you have personally provided for us has been Awesome!

Kudos to you and Train and Certify! Keep up the awesome work!!!

Sincerely,

ENDURANCE 