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## **GE AUTO WARRANTY SERVICES SAVES AUTO DEALERS TIME, FRUSTRATION WITH LAUNCH OF NEW eTOOL**

STATE-OF-ART WEB SITE SPEEDS AND SIMPLIFIES CONTRACT AND CLAIMS PROCESSES

**LAKWOOD, Colo. – February 3, 2004** – GE Auto Warranty Services introduces its 2004 Dealer Vehicle Service Contract product including a fully automated business-to-business (B2B) Web site ([www.geaws.com](http://www.geaws.com)) for point-of-sale vehicle service contract rating, contract generation and contract issuance. The enhanced Web site also includes an easy-to-use electronic repair order designed to facilitate Service Center claim submission.

“This technology frees up F&I teams to do what they do best – sell,” said Jim Slavik, President of GE Auto Warranty Services. “Contract discrepancies are eliminated, covered claims are processed more efficiently and customers are happier.”

The GE Auto Warranty Services B2B Web site revolutionizes the vehicle service contract fulfillment process. The site eliminates the need for auto dealers to stock, maintain and submit bulky stacks of contract forms and rate cards. It also offers auto dealers the ability to electronically import DMS, eliminating the multiple-data entry associated with traditional contract generation.

The Web site enables dealers to reduce administrative costs and streamline the customer endorsement process. Perhaps the biggest benefit is contract accuracy. The customer’s copy, the dealer’s copy and the electronic copy submitted to GE Auto Warranty Services – all match exactly.

### **Web Site Features:**

**eRateCard** - GE Auto Warranty Services' online eRateCard functionality enables a sales rep to generate an up-to-date list of rates for any vehicle and contract coverage option combinations. This flexible tool allows the display of rates by either a Vehicle Identification Number (VIN) search, or by a general year, make and model combination. Because eRateCard uses GE Auto Warranty Services' most current rates, this feature eliminates rating errors and ensures contracts are priced correctly.

**eContract Generation** - The GE Auto Warranty Services B2B site provides flexibility. Data extracted from the dealership’s DMS can be used to easily and efficiently create vehicle service contracts right at the point-of-sale.

**eClaim Submission** - Another feature is the ability to submit repair orders for claim authorization. The GE Auto Warranty Services online repair order allows service centers to submit details of a claim online, reducing time spent on the phone. Off-hour claim requests can be submitted via the Web site 24/7. Claims are reviewed and responses are provided the next business day.

**ABOUT GE AUTO WARRANTY SERVICES:**

GE Auto Warranty Services is a leading provider of vehicle service contracts and related products. See more at [www.geaws.com](http://www.geaws.com). To contact GE Auto Warranty Services, call 1-800-828-1392 or email [awssales@ge.com](mailto:awssales@ge.com)

GE Auto Warranty Services is a part of GE Consumer Finance. GE Consumer Finance, a unit of General Electric Company (NYSE: GE), with \$106.5 billion in assets, is a leading provider of credit services to consumers, retailers and auto dealers in 38 countries around the world. For more visit [www.geconsumerfinance.com](http://www.geconsumerfinance.com).

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