



WEBINAR SERIES

agwsu.com/webinars

Presented by Bob Harkins, Vice President of Training at AGWS and David Robertson, MBA, Executive Director/President of AFIP

Previous Webinar Dates and Topics:

January 16, 2019

The “3 R’s” That Maximize Deal Profit

- Re-Focus!
- Re-Commit!
- Re-Assess!

April 17, 2019

Successful Menu Selling

- To Menu or Not To Menu—That is the Question
- Menu Introductions and Presenting Options
- Impact Benefit Statements for Voluntary Protection Products

July 17, 2019

Compliance & Ethics: The Big Squeeze

- Emerging Challenges and Continuing Attacks Relating to the Pricing and Sale of F&I Products
- NADA’s Model Dealership Policy for Voluntary Protection Products
- NADA Best Practices for Menu Presentations and Disclosures

October 16, 2019

How to Maximize Deal Profit

- Regulatory Compliance Hot Topics
- Industry Standard and Best Practices to Maximize Deal Profit
- Menu Telling and Menu Selling

January 8, 2020

Your 2020 F&I Profitability Focus!

- CFPB, FTC, and Attorneys General Regulatory Hot Topics
- How to FOCUS on, COMMIT to, and ASSESS Your 2020 Profit Opportunity

February 12, 2020

Successful Menu Selling 2.0!

- Successful Menu Selling Begins with Menu Telling
- Menu Introductions and Presenting Options
- Monologue, Dialogue, and Conversational Selling

March 11, 2020

F&I Insights

- CFPB, FTC, and Attorneys General Regulatory Hot Topics
- AGWSU/AFIP Compliance Checklist and Dealer Aide Solutions
- Best Practices for Rate Administration and Product Pricing
- Latest Military Lending Act Developments

April 8, 2020

F&I Insights

- Preloading Products or Services! Is it Legal or Illegal?
- How to Develop a Dealership Value Statement!
- AGWSU/AFIP Compliance Checklist and Dealer Aide Solutions!

May 13, 2020

F&I Insights

- The FTC Cooling-Off Rule — Vehicle Sales Made at Home or at Certain Other Locations
- Internet Sales — Compliance with Privacy, Exception, and Adverse Action Notices
- The Dos and Don’ts of Electronic Signatures
- The 2020 Military Lending Act Rule Change

June 10, 2020

F&I Insights

- NADA Best Practices for Menu Presentations and Disclosures
- Developing a Seller Code of Conduct for Retail Sales
- CFPB, FTC, and Attorneys General Regulatory Hot Topics

July 8, 2020

F&I Insights

- Value Added F&I Sales Presentations!
- Value Added Objection Handling!
- Goals! How to Accomplish!

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Previous Webinar Dates and Topics:

August 12, 2020

F&I Insights

- Compliance & Ethics and the Protection of the Dealer and the Dealership
- NADA's Fair Credit Compliance Policy and Program
- NADA's Model Dealership Policy for Voluntary Protection Products

September 9, 2020

F&I Insights

F&I Profit Recipe: 5 Key Ingredients

- The Right People
- Dealer Commitment / Management Support
- Procedural Guidelines for 100% Solicitation
- Motivating Pay Plans
- Proper Training

F&I Job Description: 5 Areas of Responsibility

- Compliance & Ethics
- Sales
- Management
- Administration
- Financial

October 14, 2020

F&I Insights

Today's F&I Job Description: 5 Areas of Responsibility!

- Compliance & Ethics
- Sales
- Management
- Administration
- Financial

November 11, 2020

F&I Insights

- The American Bar Association's 2020 Auto Sales and Finance Resolution
- NADA's Fair Credit Compliance Policy and Program
- Protection for the Dealership, Customers and Finance Sources

December 9, 2020

F&I Insights

- Politics and F&I Legal Ramifications
- FTC's Auto Buyer Study
- FTC's Buckle Up Report
- Latest VPP Regulatory Attacks

January 13, 2021

F&I Insights

- Your 2021 F&I Profitability Focus
- Navigating Politics, Emerging Challenges, and Continuing Attacks into Regulatory Success
- How to Focus On, Commit To, and Assess Your 2021 Profit Opportunity

February 10, 2021

F&I Insights

- The 2021 Regulatory Maze
- Politics and Change for Auto Sales and Finance
- CFPB, FTC, and DOJ Regulation by Enforcement

March 10, 2021

F&I Insights Special Edition - 90 Minute Webinar!

- The 2021 1st Quarter and Beyond: A Look Ahead to the Politics, F&I Legal Ramifications, Emerging Challenges, and Continuing Attacks!

April 14, 2021

F&I Insights

- The ABA
- The CFPB
- The FTC
- The NADA – and Their IMPACT On
- The F&I MENU!

May 12, 2021

F&I Insights

- F&I Technique and the Steps to a Sale
- Conversational Selling and Being Audible Ready
- Digital Retailing and the F&I Process
- Value Added Objection Handling

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Previous Webinar Dates and Topics:

May 19, 2021

FMDA and AGWS Webinar

- Compliance
- Ethics and Protection for the Dealer and Dealership

June 9, 2021

F&I Insights

- Developing a CMS — Compliance Management System
- AGWSU/AFIP Compliance Checklist and Dealer Aide Solutions

July 14, 2021

F&I Insights

- Conversational Selling and Being Audible Ready
- Value Added F&I Sales Presentations
- Value Added Objection Handling

August 11, 2021

F&I Insights

- C&E — The Big 6
- CMS — In Place & Updated
- IRS — CRR & MLS
- The 7 P's — How to Prepare

September 8, 2021

F&I Insights

- Agent Summit 2021 Highlights
- The Pandemic, Digital Retail, and the Changing F&I Process
- Your F&I Profitability Focus

October 13, 2021

F&I Insights

- How the Pandemic is Changing F&I Sales
- The Growth of Digital Retail
- Emerging Trends in Vehicle Sales and F&I Sales Trends

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