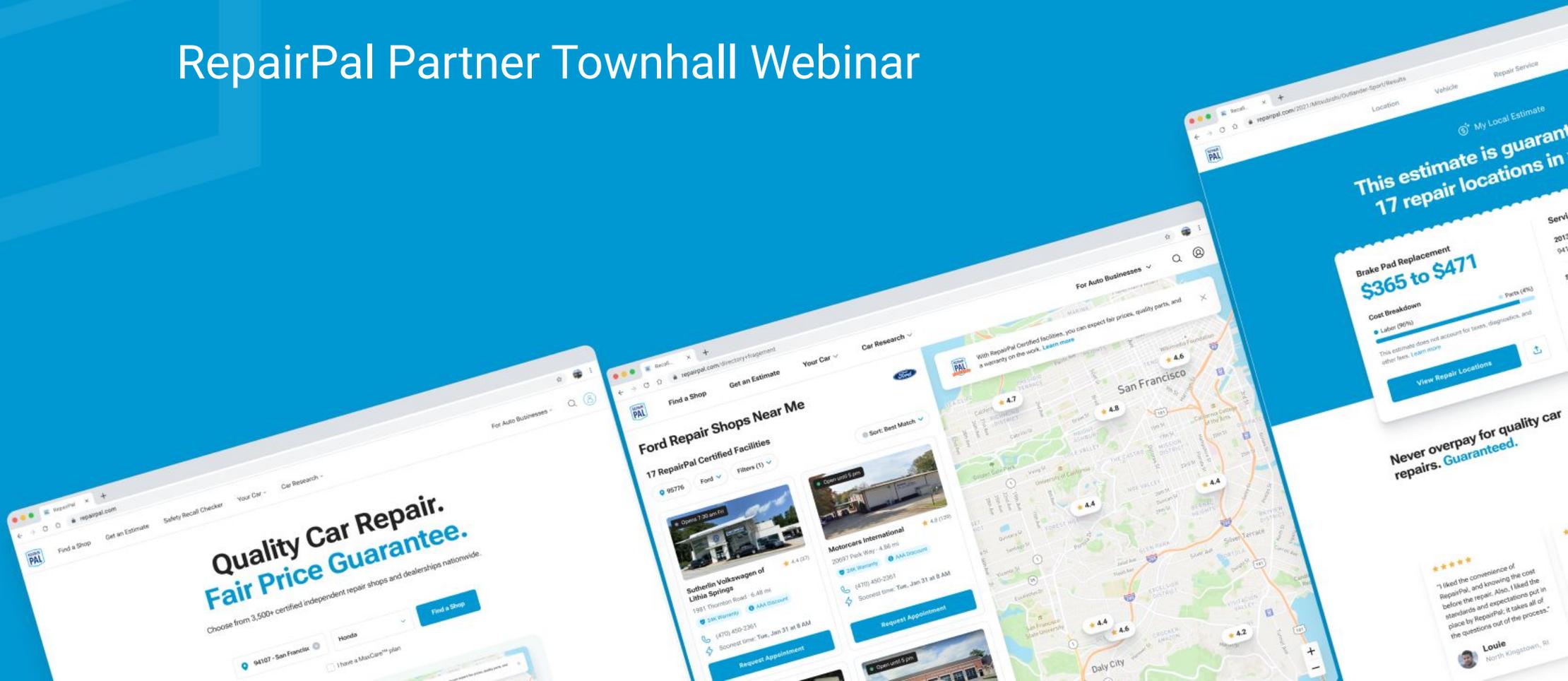




Driving Collaboration: Unveiling New Opportunities with RepairPal

RepairPal Partner Townhall Webinar





Kathleen Long
Chief Revenue Officer



Christen Battaglia
Partner Development Director



Dan Pera
Senior Manager, Consumer Partner Programs



Andrew Hajjar
Partner and Consumer Engagement Director



Sheila Sarkozi
Senior Marketing Manager, Industry and Growth



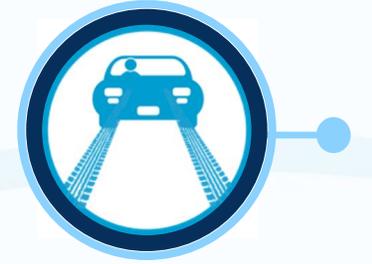
Welcome & Introductions

Force for Good

For every person registered today, RepairPal will donate \$10 to the Automotive Aftermarket Charitable Foundation (AACF).

Since 1959, AACF has supported individuals and families facing financial hardship due to adversity like:

- Floods, earthquakes, storms and fires
- Catastrophic medical conditions
- Life-changing accidents
- Devastating fatalities



Automotive Aftermarket Charitable Foundation

[aftermarketcharity.org](https://www.aftermarketcharity.org)

Our Mission

Quality Car Repair.

Fair Price Guarantee.



AUTHENTIC

We believe in transparency and that being genuine matters



FORCE FOR GOOD

We devote ourselves to making the world better



COLLABORATIVE

We believe working together as partners brings greatness



DISRUPTIVE

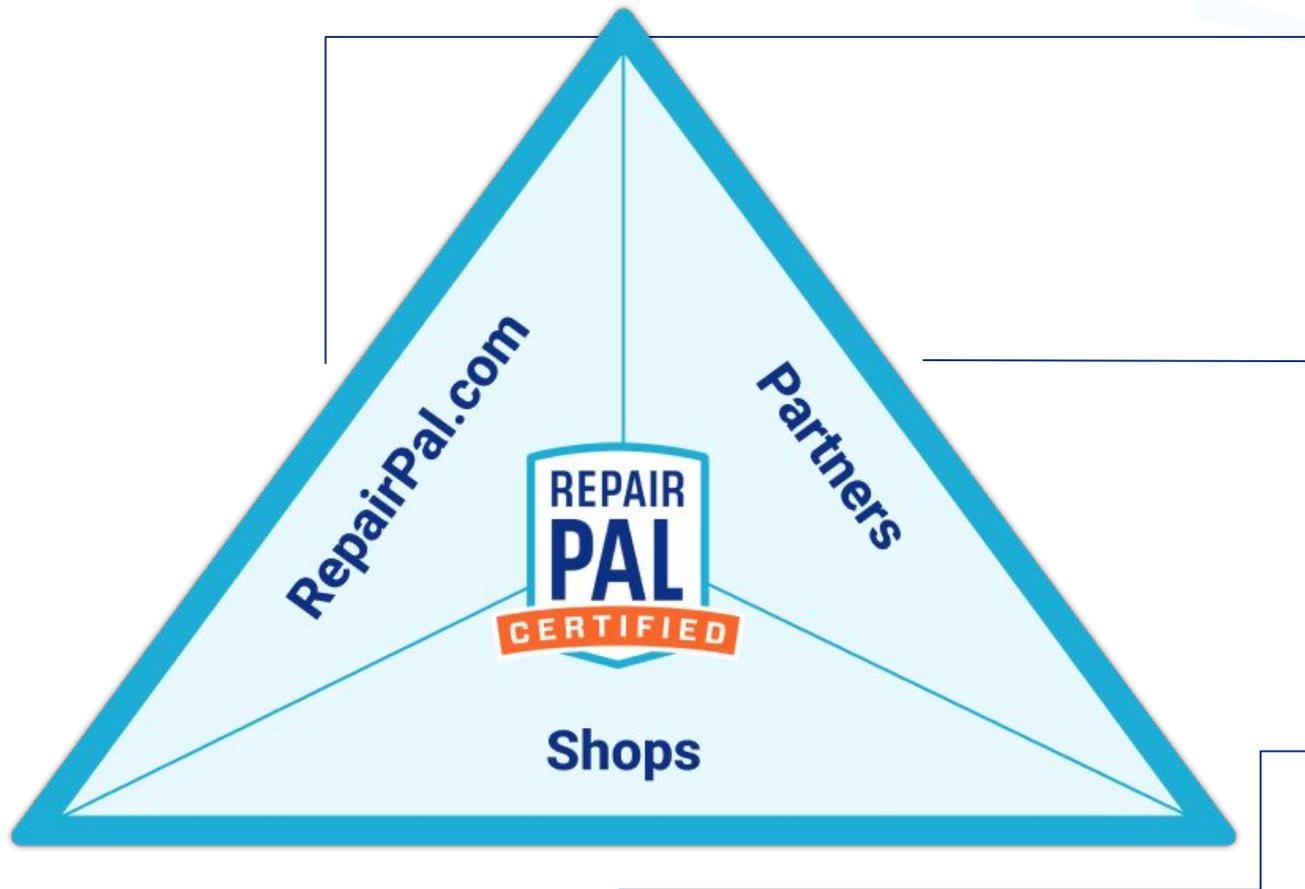
We innovate to create better solutions



DRIVEN

We strive to be great at what we do and make differences happen

Largest Trusted Auto Repair Marketplace



RepairPal.com

RepairPal connects consumers with high quality auto repair they can trust, and empowers them with information, resources, and tools to help them care for their cars.

Partners

100+ partners send their customers to RepairPal Certified shops knowing they will have an excellent service experience, pay a fair price, and receive expert care and repairs for their cars.

Shops

3,700+ shops nationwide have been evaluated to the highest standards of quality, customer satisfaction, and fair pricing



Referral Partnerships Overview

Extended Service Provider

Consumer Focused Biz

Roadside and Towing

Connected Car

Mobile Repair

Insurance

1-800 Battery
1800Warranty
A Girls Guide to Cars
Agero
Renascent Protection Services
Alpha Warranty
America's Car-Mart
American Auto Shield
Amynta
Arity
Assurant
AUL
autopom!
Axiom Admin
Axiom Connected
BeenVerified
Bumper
CarCareKiosk
CARCHEX
CarParts.com

Cars Protection Plus
Carshield
Cat Security
ConnexVSC
DIMO
DOWC
Drive Roadside
Driven Solutions
Driver Technologies
DriveSmart Warranty
EFG Companies
Empire Auto Protect
Endurance
Expertise.com
Fair
Fixd
GoodCar
Goodhood
GovX
GWC

Harman
Haspro
Headstart
Innova
JustAnswer
Karcure.com
KeySavvy
Mojiiio
NAAC
National Auto Care
Nationwide Report
NVP Warranty
OEM Parts Online
olve.com@
Omega
Optimus Warranty
Owl Warranty powered by Dealer Admin.io
ProGuard
Protect My Car
RepairSolutions2

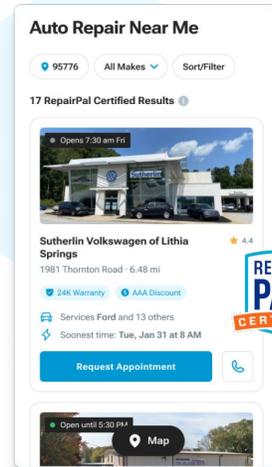
Reviver
Roadside Protect
Safe-Guard
Same Day Pros
Scanner Answers
Sentry Auto Care
ServiceContract
SimpleTire
Smart AutoCare
Spiffy
LoJackGo by Spireon
Treads
TruWarranty
TRX-Now
USAA
Hum by Verizon
Veterans Auto Warranty
VINCheckUp
Way.com
Wrench
Zoomi



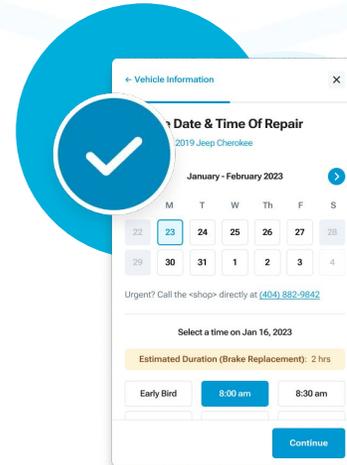
How RepairPal Works With 100 Partners



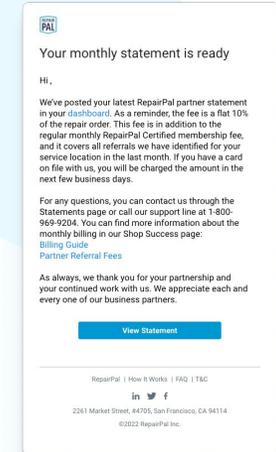
A customer discovers a need for a car repair



She seeks advice from her trusted provider and gets recommended to RepairPal Certified shops



Customer books an appointment at a RepairPal Certified shop and gets a great repair!



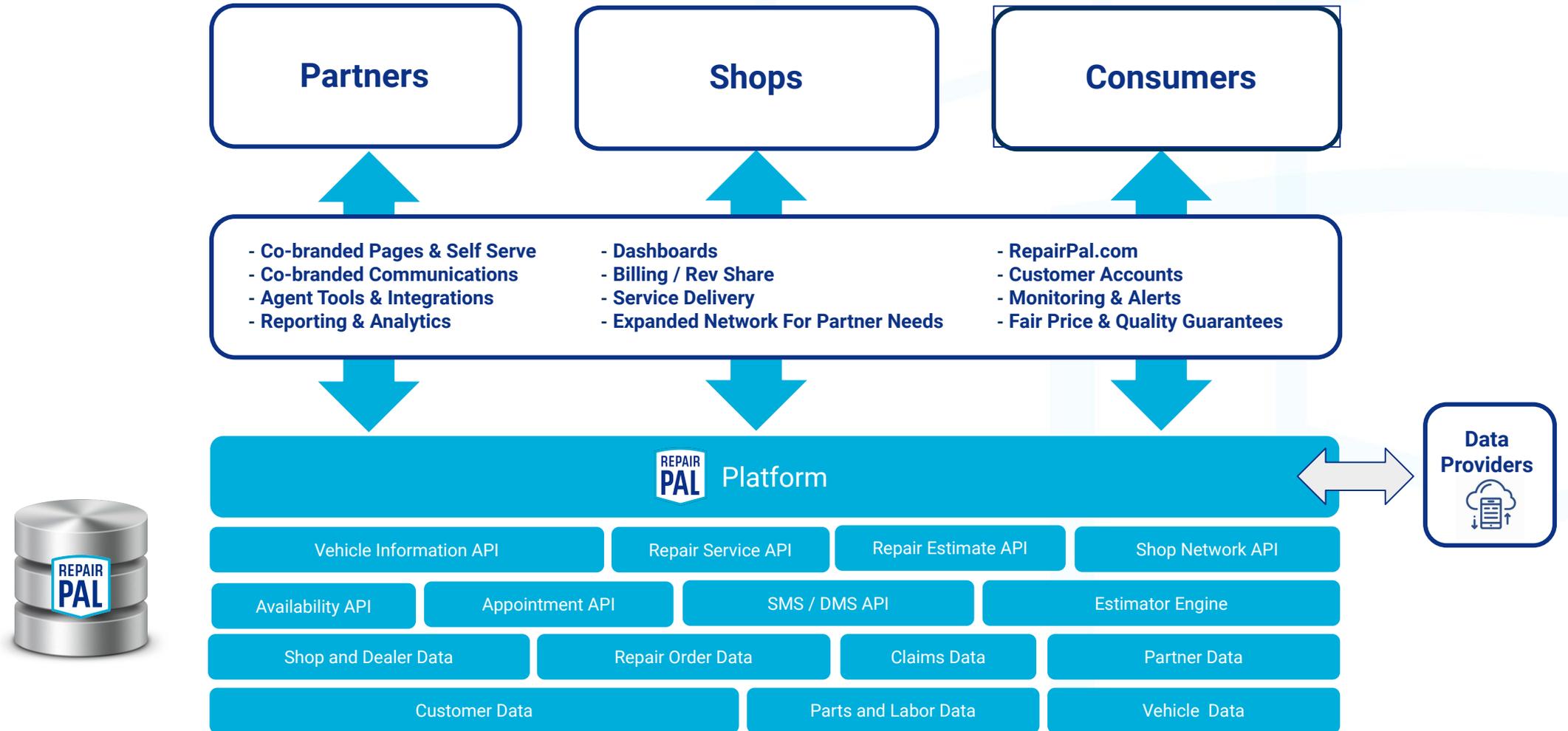
RepairPal matches partner and shop data, and reports to partner via monthly reporting and/or dashboard.



99% Success Rate

1,000 repairs generate only 7 calls/emails that are handled by RepairPal's support teams

Extensive Data and Workflow Integrations



Partner Tools

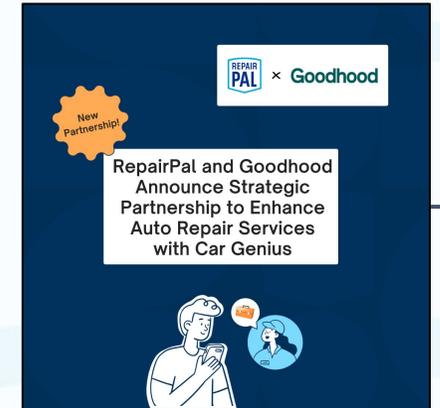
Agents/Associates/CSRs



- **Co-Marketing**
- **Co-Branded Landing Page**
- **Partner Agent Tools**
 - General
 - Shop Listings
 - Appointments
 - Referral Emails
- **APIs**
- **Partner Support**
 - Live Chat
 - Car Genius

Co-Marketing

- Press release to announce partnership
- Co-branding assets
- Car Genius promotional templates
- Templates for social media, email campaigns, newsletters
- Continued social media promotion
- Print marketing (flyers, swag, glove box information)
- Blog co-marketing
- Webinars, podcasts, and video guest appearances



The Value of Case Studies for Our Partners

1. **Proven Success:** Highlights real-world examples of how RepairPal has helped partners grow and thrive.
2. **Builds Confidence:** Showcases measurable results, reinforcing the benefits of partnering with RepairPal.
3. **Addresses Challenges:** Demonstrates how RepairPal solves common partner challenges with effective solutions.
4. **Boosts Engagement:** Engages the audience with relatable, success-driven stories, making the value of partnership clear.

REPAIR PAL + olive Partner Case Study December 2022

RepairPal Certified shops save *olive*® 22% in VSC claims costs over non-Certified Dealers!

While seeking a trustworthy network of repair shops, *olive*® discovered and partnered with RepairPal. RepairPal's nationwide certified shops and dealers enable *olive*® to streamline and simplify their VSC (Vehicle Service Contract) and MBI (Mechanical Breakdown Insurance) claims process and customer experience. Unexpected repairs for drivers, and with *olive*®'s coverage, the last missing piece to the customer puzzle was to find a network of shops and dealers who could provide *olive*®'s administrator with a hassle-free experience.

Results

The partnership between *olive*® and RepairPal provides customers with the assurance that they will get high-quality repairs backed by a minimum of a 12 month, 12,000 mile warranty. Should *olive*® customers need maintenance or experience other uncovered repairs, they're guaranteed at a fair price.

- 31% Revenue increase
- 14% Leads increase
- 77% Revenue increase

RepairPal shops have received a 99 NPS rating from *olive*® customers after visiting a shop for service.

Lead generation

olive® regularly participates in email and print marketing, linking customers to the shop finder to further efforts in gaining and retaining customers.

Live Chat

RepairPal hosts Live Chat in the shop finder to assist customers. RepairPal's customer service representatives have a 4.9 star customer satisfaction rating, booking appointments on behalf of *olive*®, which has increased repair appointments by 77% from 2020 to 2021.

REPAIR PAL x FIXD Partner Case Study - September 2022

FIXD increases average monthly repairs by 93% with RepairPal*

FIXD was seeking a solution for their customers in finding nearby quality auto repair shops that could integrate with the FIXD mobile app. They also needed a solution for referral shops when customers called into the FIXD Mechanic's Hotline. FIXD found that RepairPal's Certified network of over 3,000 high quality repair shops could take their mobile app solution to the next level.

*Based on RepairPal referrals average per month from 2019-2022

Taking partnership solutions to the next level

FIXD works by installing an OBDII device to a customer's OBDII port, and syncs with the FIXD mobile app on the subscriber's phone to provide information on their vehicle's health and trouble codes.

The FIXD app nurtures their leads through the app and Mechanic's Hotline by having the ability for customers to book an appointment nearby in just a few easy steps using RepairPal's API integration.

FIXD Mechanic's Hotline experts also have the ability to book appointment for customers using RepairPal's custom Shop Lookup Tool to ensure consumers are being matched with the right shop for them.

Integration 101

The solution for integrating RepairPal's shop network to the FIXD mobile app, as well as several other solutions involved six phases.

1. FIXD integrates and launches RepairPal as part of the app.
2. FIXD updates integration to use Telematics API with scheduling in the mobile app.
3. RepairPal creates consumer landing page for FIXD so customers have another way to book appointments online.
4. FIXD launches Mechanic's Hotline, so FIXD can book appointments for premium subscribers using custom Shop Lookup Tool.
5. FIXD integrates RepairPal into high traffic blog posts on their website.
6. FIXD begins utilizing co-branded graphics created by RepairPal on blog posts and other content.

Average monthly repairs 2019-2022

Year	Average Monthly Repairs
2019	47%
2020	72%
2021	119%
2022	113%

Total repairs per integration phase 2019-2022

Phase	Total Repairs
API App Integration (April 2021 - December 2021)	640
Initial Integration (March 2022 - June 2022)	181

640 leads and 181 repairs from Blog Post integration

Having used RepairPal on a daily basis for almost two years, I have to say it's one of the most valuable tools to us. Being able to refer one of our customers in need to a qualified shop anywhere in the country is priceless.

The ability to narrow down the shop's specialties is without a doubt one of the most useful aspects of the program for us. Send the customer to the right shop the first time. It really helps for a customer that may not have a shop or someone that is on a roadtrip across the country to be able to send them to a shop where they will get it fixed with professionalism and courtesy, giving our customers an extra sense of security.

Scott Bloomfield, Automotive Manager, FIXD



Ready-to-Use Tools from Day One

Co-Branded Landing Page

- Custom messaging
- Live Chat - Customer Service
- Car Genius Phone Number + Live Chat

Shop Look-Up Tool (Agents, CSR, Claims)



The screenshot shows the top portion of a co-branded landing page. At the top left is the REPAIR PAL logo. Below it is the ENDURANCE logo. The main heading reads "We've partnered together to get you back on the road." Below this is a sub-heading: "Endurance has partnered with RepairPal Certified shops to get you back on the road quickly. Schedule repairs online with RepairPal." A form asks "What's your zip code?" with a text input field containing "60007 Elk Grove Village, IL" and a blue arrow button. A link below the form says "Have questions? Go to Frequently Asked Questions".

The screenshot shows the RepairPal CarGenius expert selection screen. It features the RepairPal logo and the CarGenius logo. The text says "Get free advice from certified experts on vehicle troubleshooting and repair needs before going to the shop." Below this are two expert profiles: "Bo • Auto Repair Expert" and "Dusty • Auto Repair Expert", both with a blue dot indicating they are available until 6 PM EST. At the bottom is a large blue button that says "Call +1 (877) 412-9229".

The screenshot shows the RepairPal chat interface. At the top is a blue header with the RepairPal logo. Below it are three circular profile pictures of experts. The text says "Thanks for reaching out to RepairPal! Chat with us here by sharing how we can help you out." Below this is a message bubble from the user: "Welcome to RepairPal! 🙌 How can we help?". At the bottom are several buttons for quick actions: "What is RepairPal?", "Schedule Appointment", "Endurance Coverage", "Rentals & Towing", and "Something Else".

Partner Agent Tools – General

- Available for referral partners
- Allows partners' agents/associates/CSRs to help their customers easily find RepairPal Certified shops and set appointments
- Choose shop on make and customer zip
- Book appointments on behalf of customers
- Integrate with partners' internal data to minimize need for entering customer info
- Can email shop list to customer



A screenshot of the RepairPal website's "Find a Shop" interface. At the top left, there are logos for "USA PERKS" and "REPAIR PAL". A phone number "Questions? 877-287-5234" is in the top right. The main section is titled "Find a Shop Near Your Customer". It includes a dropdown menu for car make (currently "Honda"), a location input field (currently "89120 - Las Vegas, NV"), and a distance dropdown (currently "Within 5 miles"). A blue button labeled "Find Shops Nearby" is below these fields. To the right is a map of Las Vegas with several blue location pins. Below the map, it says "16 RepairPal Certified Shop(s)". There are filters for "Specialties", "Amenities", and "Sort: Distance", along with an "Expand All" button. Two shop listings are visible. The first is "Big Brand Tire - E Sunset Road (Full Service Auto Repair)" with a 4.5 star rating and 69 reviews. It lists the address, phone number, hours, and soonest availability. A "Book Appointment" button and a "Send Details" link are provided. The second listing is "Tire Works - South Pecos" with a 4.5 star rating and 115 reviews, also showing address, phone, hours, and availability, with a "Book Appointment" button and "Send Details" link. On the right side of the interface, there is a "Send Shop Details to Customer" section. It allows selecting up to 10 shops, entering an email recipient, and sending the details. There is also an "Optional Message" field and a checkbox for "Include shop referrals in text messages". A "Send Shop Info" button is at the bottom of this section.

Partner Agent Tools – Shop Listings

- Shop network presented is specific to partner
- Customized shop cards tailored to support partners' agents/associates/CSRs
- Partner agents/associates/CSRs can quickly and easily view key shop information
 - Hours
 - Location
 - Availability
 - Specialties
 - Certification scores
 - Availability



Tire Works - South Pecos ★ 4.5 (115)
6455 S Pecos Rd, Las Vegas, NV, (0.05 mi)
📞 (702) 766-3980

🕒 M - F · 7:30 am - 6:00 pm
Sat · 8:00 am - 5:00 pm

⚡ Soonest availability · Fri, Mar 29 at 8 am

[Book Appointment](#) 

[View certification details](#) [Send Details](#)

 Technical Ability 94/100	 Specialties	 Shop Info
 Customer Service 90/100	Muffler & Exhaust	 Since 1990
 Tools and Equipment 98/100	Transmission	 2 mechanics
 Customer Amenities 95/100	Tire Services	 24k mi/24mo
	Wheel Alignment	 Labor Rate: \$175



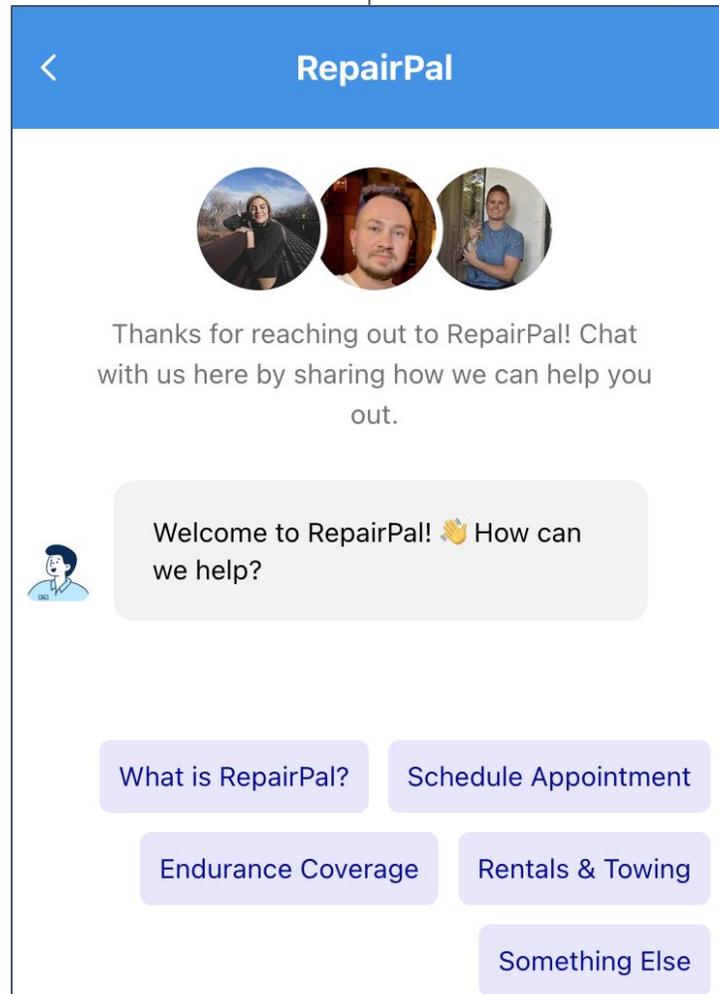
API Tools

- Direct Shop API integration

The image displays four screenshots of different websites, each showing a 'Find a Repair Center' interface. The first screenshot is from 'ENDURANCE', featuring a search bar for 'Chevrolet' and zip code '30075', and a list of nearby repair shops like 'THE GARAGE - SAN FRANCISCO' and 'STRESS-FREE AUTO CARE - SAN FRANCISCO'. The second screenshot is from '1800Warranty', showing a search for 'Chevrolet' in zip code '30075' and a grid of certified shops including 'HONEST-1 AUTO CARE - ROSWELL' and 'CRABAPPLE AUTOMOTIVE'. The third screenshot is from 'Nationwide Report', with a search for 'Chevrolet' in zip code '30075' and a list of shops such as 'Honest-1 Auto Care - Roswell' and 'Speed Foundry of Roswell'. The fourth screenshot is from 'DOWC', showing a search for 'Chevrolet' in zip code '30075' and a grid of certified shops including 'HONEST-1 AUTO CARE - ROSWELL' and 'SPEED FOUNDRY OF ROSWELL'. Each interface includes a search bar, a 'LOCATE ME' button, a 'FIND A SHOP' button, and a 'CHECK YOUR APPOINTMENT' button. The shop listings provide details like name, address, distance, phone number, and a 'BOOK APPOINTMENT' button.



Partner Support



Active Partner Management

Our brand protection team is dedicated to providing full support for customers, partners, and shops.

Live Chat

Your customers browsing for auto repair shops nearby have the option to speak with someone live. Our live chat team has a consistent perfect score of **4.9/5 stars!**

Custom Support Email

Each partner has a customized email address for dedicated support for your brand. This automatically creates a case that our team follows up on and will close the loop with you once finished.

What customers are saying about Partner Support

"Calyx was nothing short of Excellent"

"Lori was exceptional! She helped me out twice and made my day easier by scheduling the appt and then helping me schedule when a conflict came up on my part. Lori is 10/10 all around!"

"Lori was outstanding! It's nice to have someone that has excellent customer service. That appears to have disappeared from our world nowadays 😞. Please consider giving her a raise. God bless 🙏"

"Awesome, friendly, human not robotic responses, knowledgeable, made my day start well at 9 am"

"Luca was very helpful in taking care of arranging a place to service the car and to help me with getting towing services!! 5 stars!! 😊"

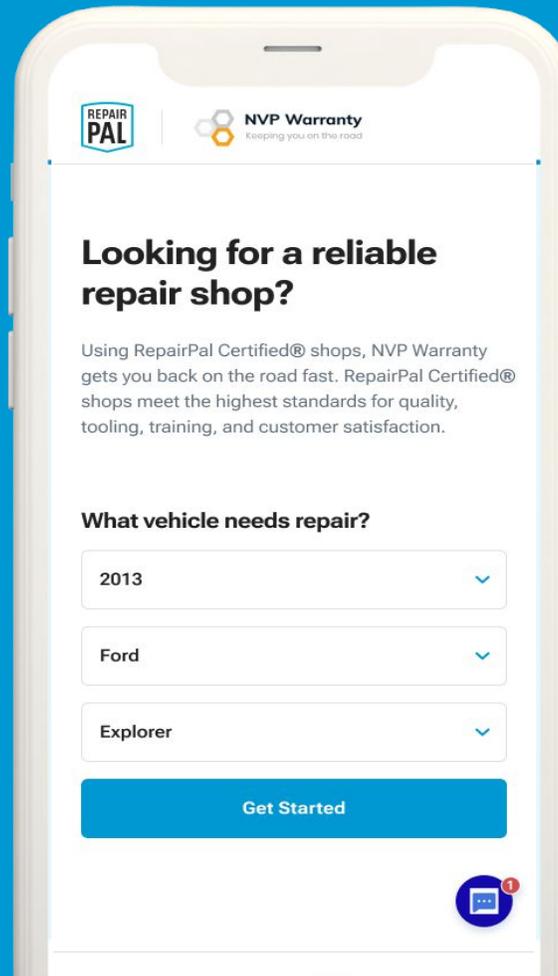
"Bre helped me find a solution and a spot to check the problem for my car. She was outstanding! 😊"

"Normally, it's a hassle to text and try to explain yourself to someone that is not talking to you on the phone and I was able to communicate all my concerns and questions with no hassle please I would like to tell you excellent job today thank you so much 🥰 ten star rating"

"Best service I've experienced in a long time!"



What's New?



The image shows a smartphone displaying the RepairPal app interface. The app has a white background with blue accents. At the top, there are two logos: the RepairPal logo on the left and the NVP Warranty logo on the right, which includes the tagline "Keeping you on the road". Below the logos, the main heading reads "Looking for a reliable repair shop?". Underneath this heading is a paragraph of text explaining that using RepairPal Certified shops with NVP Warranty gets users back on the road quickly and that these shops meet high standards for quality, tooling, training, and customer satisfaction. A section titled "What vehicle needs repair?" contains three dropdown menus. The first dropdown is set to "2013", the second to "Ford", and the third to "Explorer". Below these dropdowns is a prominent blue button labeled "Get Started". In the bottom right corner of the app screen, there is a blue circular icon with a white speech bubble and a red notification badge containing the number "1".

REPAIR PAL | **NVP Warranty**
Keeping you on the road

Looking for a reliable repair shop?

Using RepairPal Certified® shops, NVP Warranty gets you back on the road fast. RepairPal Certified® shops meet the highest standards for quality, tooling, training, and customer satisfaction.

What vehicle needs repair?

2013

Ford

Explorer

Get Started





Real Time Scheduling Enhancements

- Select repair service and describe issues
- Get appointment times based on repair service

1. Screenshot showing the 'Vehicle' information and 'What brings you in for service?' form. The user has selected '2015 Honda Pilot' and 'Brakes' as the service. The form includes fields for Make, Year, Model, and a text area for describing the issue.

2. Screenshot showing a calendar view for October 2023. The user has selected Saturday, October 24th at 9:00 am. Other available times are shown for 8:00 am, 10:00 am, 11:00 am, 12:00 pm, 1:00 pm, 2:00 pm, and 3:00 pm.

3. Screenshot showing the 'Appointment Details' form. The user has entered 'Moya Gutierrez' as the name, 'moya24@gmail.com' as the email, and '(123) 456-790' as the phone number. The appointment is confirmed for Saturday, Oct 24th at 9:00 am for Brakes.

4. Screenshot showing the 'Appointment Confirmed' screen. The message states: 'The customer's appointment at Blueberry Repair is set. They will receive a confirmation email at the email provided.' The location is Blueberry Repair, 4126 Chef Menteur Highway, New Orleans, LA 70126, (925) 493-2549. The appointment is for Saturday, Oct 24th at 9:00 am.



Customizable text

Allowing flexibility for different messaging per partner

We've partnered together to get you back on the road.

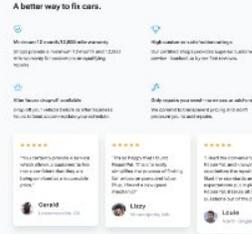
What's your zip code?

30319 Atlanta, GA

Get Started

Looking for a reliable repair shop? Look no further.

Improved value proposition



Integrated Car Genius



Get free advice from certified experts on vehicle troubleshooting and repair needs before going to the shop.



Bo · Auto Repair Expert
Available until 6 PM EST



Dusty · Auto Repair Expert
Available until 6 PM EST

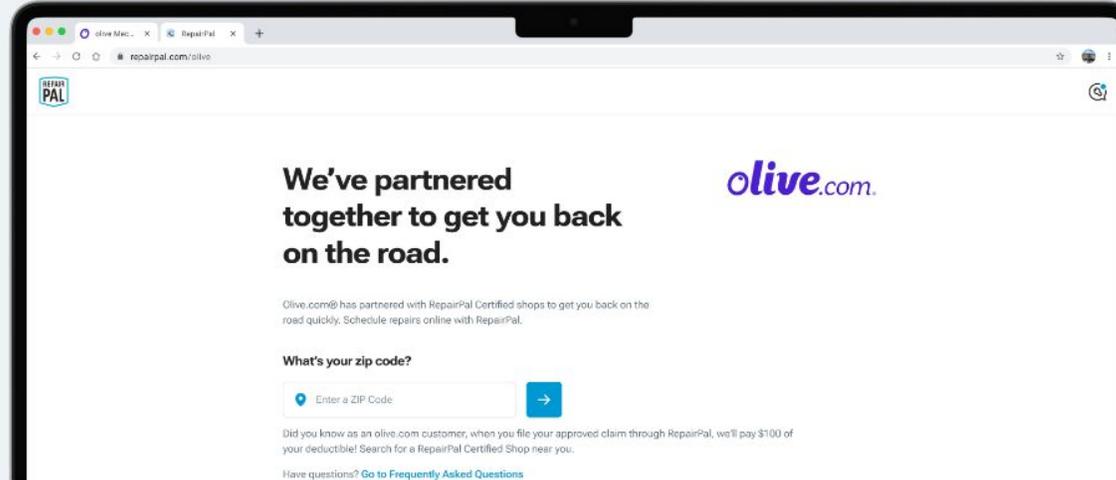
Call +1 (877) 677-1377



Easy access to Partner Support Chat

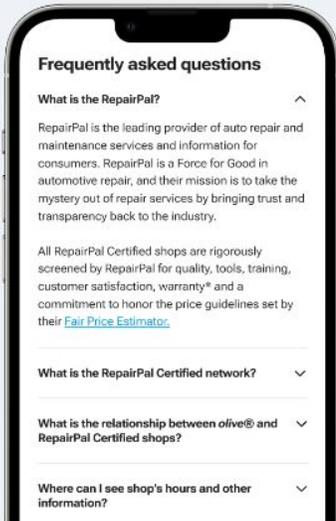
Landing page update

Limiting main site functionalities to keep customers in the flow

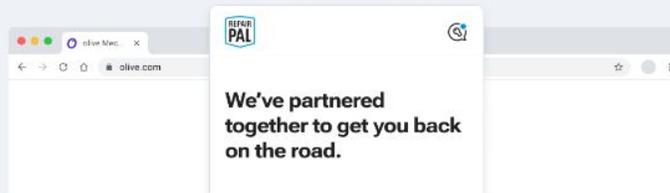


FAQs

Directly on the page



Self Serve



Large partner logos



New Directory



AutoOps integration

Self Serve

The screenshot shows a web browser window with the URL nvpwarranty.com/find-a-repair-facility. The page header includes the NVP Warranty logo, navigation links (About Us, Dealers, Products, Consumers, Agents, Careers, Contact Us), and a search bar. The main content area is titled "Auto Repair Shops in Atlanta, GA" and features a search interface with filters for location (30319) and service type (General Diagnosis). It shows "50 Certified Locations" and a map with numbered markers. Two listings for "1. Fastlane Import Auto Repair" are displayed, each with a 4.9-star rating, 300 reviews, and a "Check Availability" button. The footer contains the NVP Warranty contact information, social media links, and legal notices.



NVP Warranty
Keeping you on the road
5755 Granger Road Suite 205
Independence, OH 44131



[f](#) [@](#) [in](#) [✉](#)
FOR ASSISTANCE CALL 888-270-5835

[Privacy Policy & Disclosure](#)
All Rights Reserved | NVP Warranty © 2024
[Employee Portal](#)

Car Genius - Know Before You Go

- Provide your customers with access to FREE expert auto advice before they go to the shop.
- Car Genius auto experts will refer your customers to high-quality, fair priced Certified RepairPal shops.
- Our experts are available with your customized phone number as well as Live Chat.
- Personalized Car Care Tip Sheets for customers are available as a follow up.
- Car Genius is FREE to our partners and your customers!

"They brought Dusty (Car Genius) on and spent almost an hour on the phone dispensing huge knowledge—awesome!"

"Bo the Car Genius guy was very knowledgeable and is doing the further research to address my concerns. This service is VERY helpful!!"

"Very helpful! Bo was very knowledgeable and helpful. I appreciated that he listened to me and had practical advice. It was nice to get information on local shops I can take my car to."



RepairPal™
Car Genius



Benefits of Partnering with RepairPal

By partnering with RepairPal, you're showing that you are committed to being there when your customer needs help the most, offering a tailored auto repair solutions. This enables your organization to further build trust and loyalty, showing your customers that you've got their back.

- Curate a custom network based on your needs
- Omnichannel consumer experience (Self Serve, Chat, Car Genius)
- RepairPal and/or Car Genius as a Perk or value added service to set your offering apart from others in the space
- Provide customers with a quality solution for auto repair and advice
- Brand protection
- Support for your customers
- Plug + Play tools
- Free repair advice
- Reduction in claims cost and reduction in severity (if ESP)



Let's Connect!



Kathleen Long

linktr.ee/kathleenlong



Christen Battaglia

linktr.ee/christenbattaglia



Dan Pera

linktr.ee/danpera



Andrew Hajjar

linktr.ee/andrewhajjar



Sheila Sarkozi

linktr.ee/sheilasarkozi



Upcoming Events

AAPEX - Booth J7613

SEMA - Booth 11343

11/5 - 11/7 • Las Vegas, NV

BHPH Forum

11/10 - 11/12 • New Orleans, LA

Used Car Week

11/18 - 21 • Scottsdale, AZ

ASE Board Meeting and Awards

11/19 - 11/20 • New Orleans, LA

American Towman Show

11/21 - 11/23 • Baltimore, MD

NADA Show

1/23 - 1/26 (2025) • New Orleans, LA



Let's chat about Partnerships!



Booth J7613



Booth 11343

November 5-8, 2024
Las Vegas, NV

Schedule a time to meet with us 
bit.ly/aapecx2024 



Kathleen Long
Chief Revenue Officer



Christen Battaglia
Partner Development Director



Dan Pera
Senior Manager,
Consumer Partner Programs



Bo Fader
Auto Repair Expert,
Car Genius



Sheila Sarkozi
Senior Marketing Manager,
Industry and Growth





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Christen Battaglia

linktr.ee/christenbattaglia



Dan Pera

linktr.ee/danpera



Andrew Hajjar

linktr.ee/andrewhajjar



Sheila Sarkozi

linktr.ee/sheilasarkozi



America's Largest Trusted Auto Repair Marketplace

