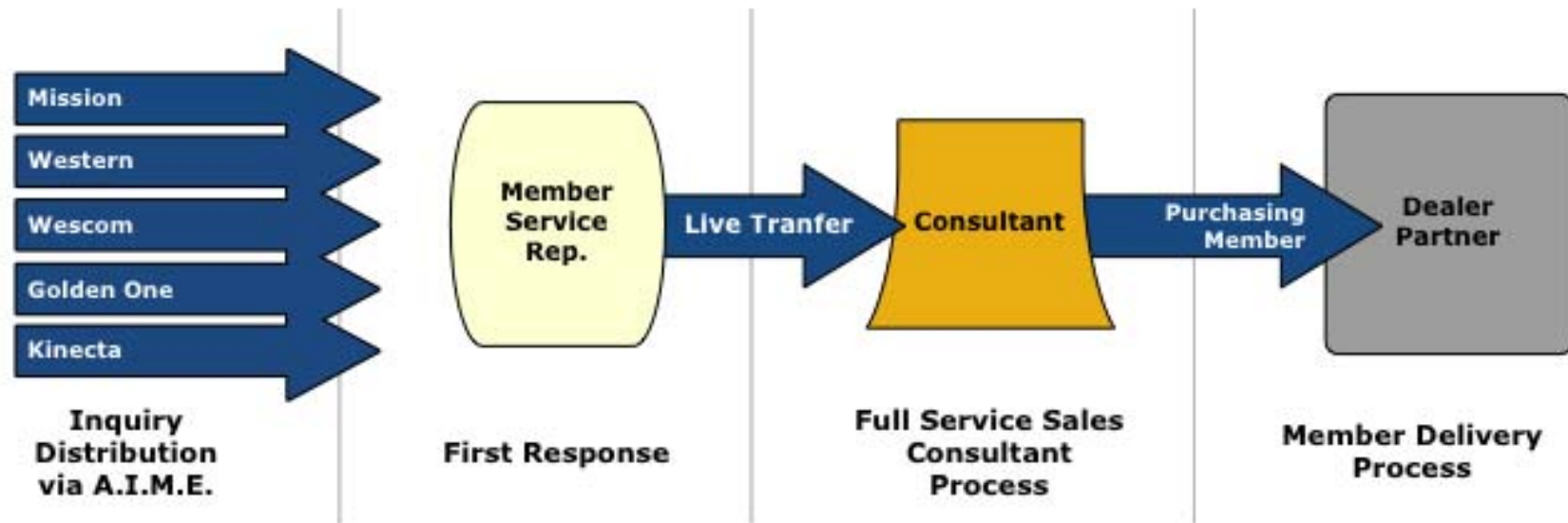


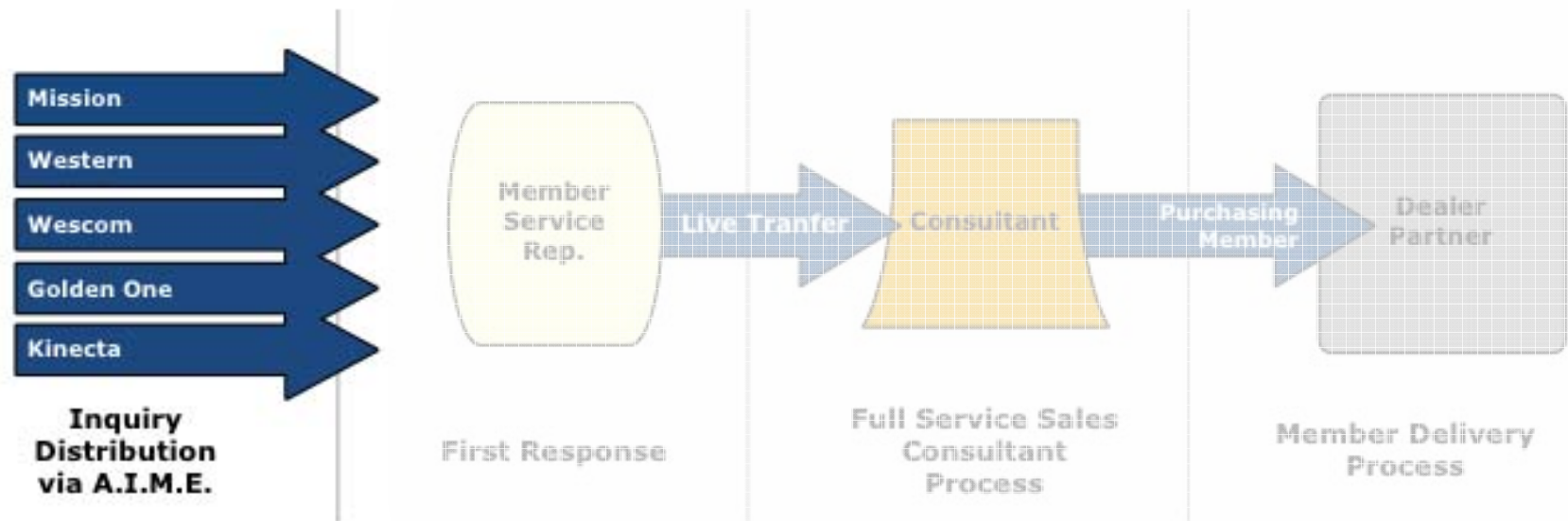
Autoland Full Service Auto-Buying Process



Process Flow

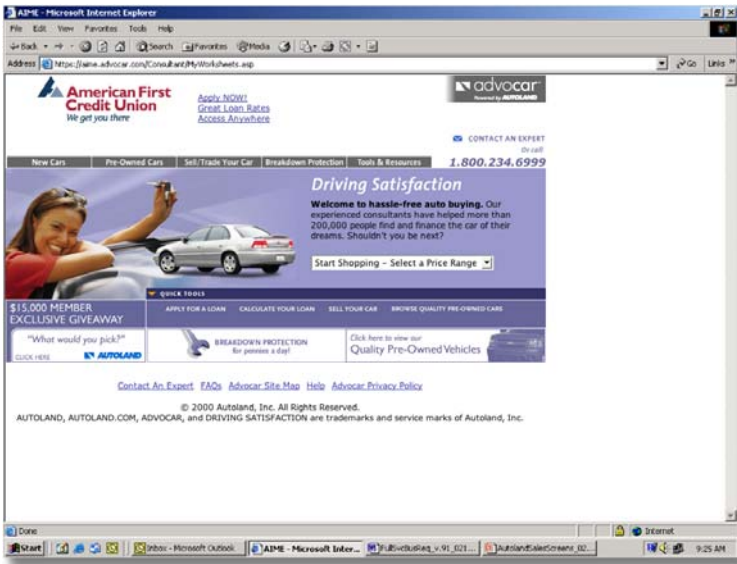


Inquiry Distribution

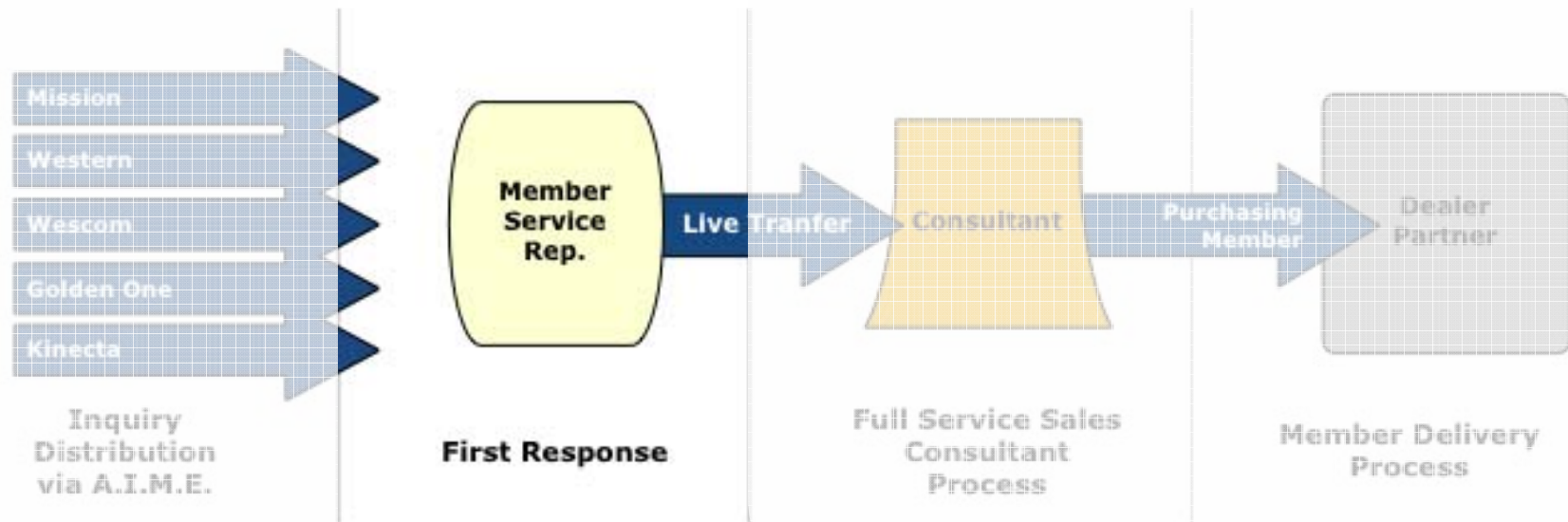


Inquiries are Submitted via:

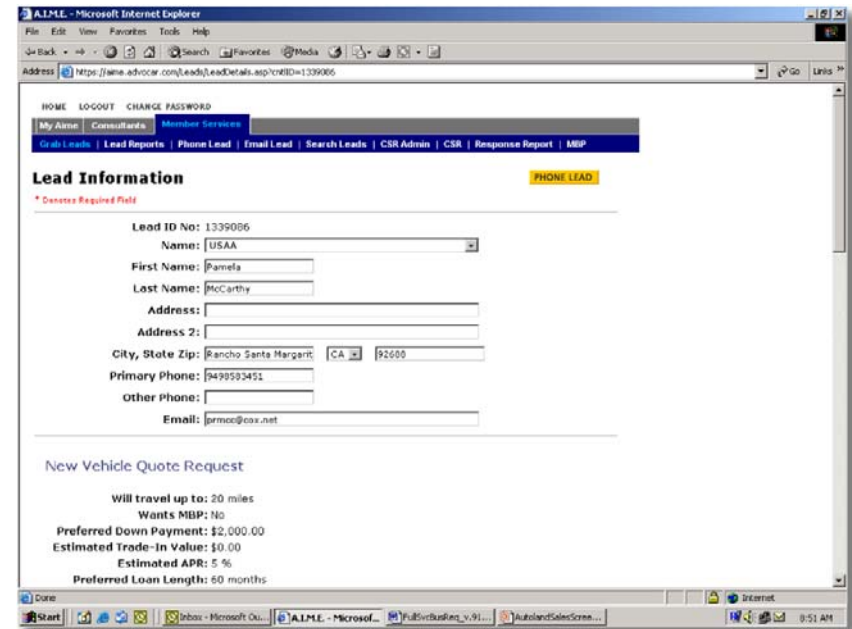
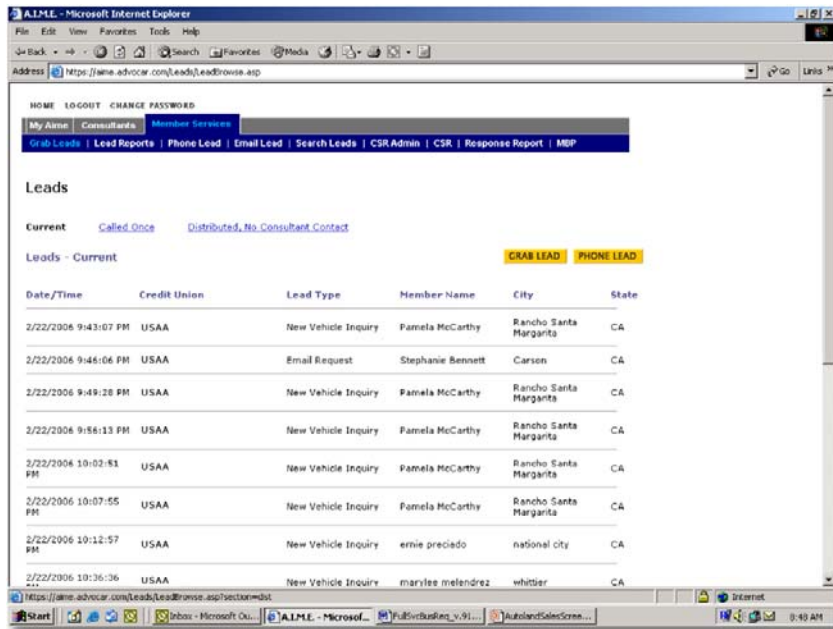
- CU Inquiry
- CU Auto Center
- Member Contact via Live Chat
- Member Calls 800 Number
- CU Representative Referral



First Response

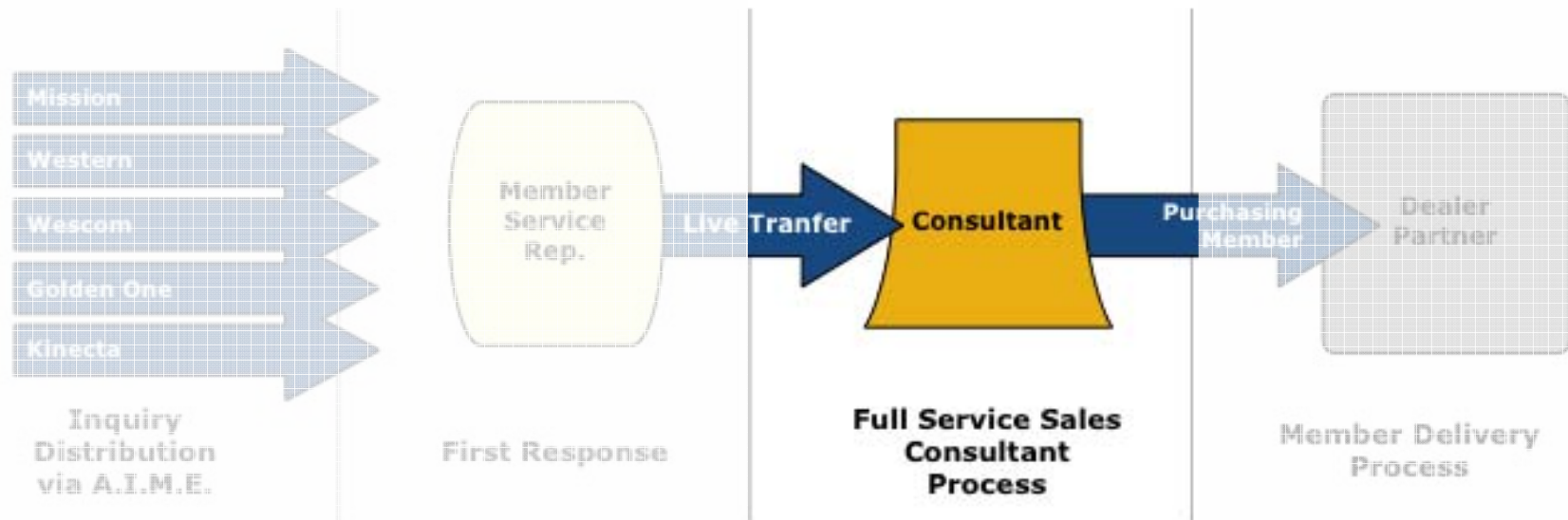


Inquiries processed thru A.I.M.E.

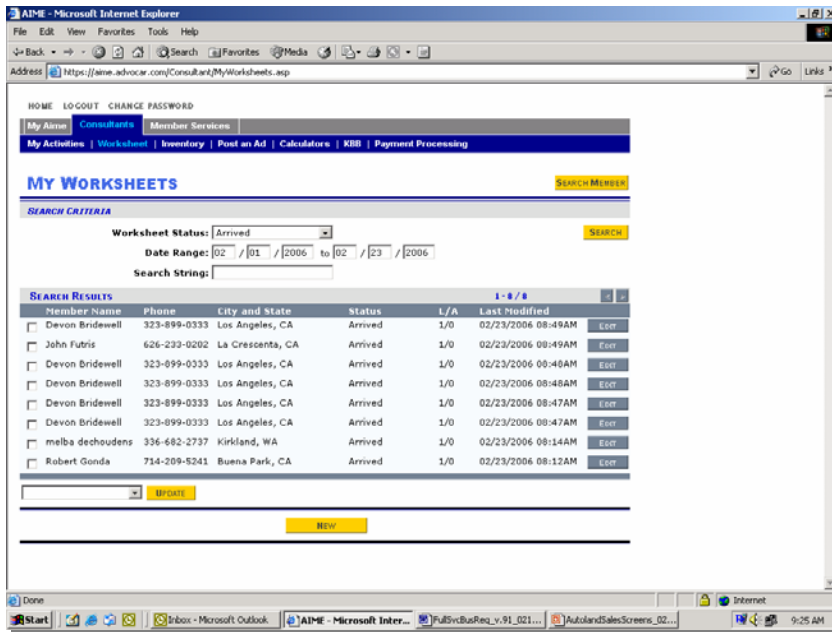


- MSR is alerted and verifies inquiry
- MSR presents ease of auto-buying service
- Lead is live transferred to Consultant

Full Service Sales Consultant Process



Consultant Determines Member Vehicle Needs



MY WORKSHEETS

SEARCH CRITERIA

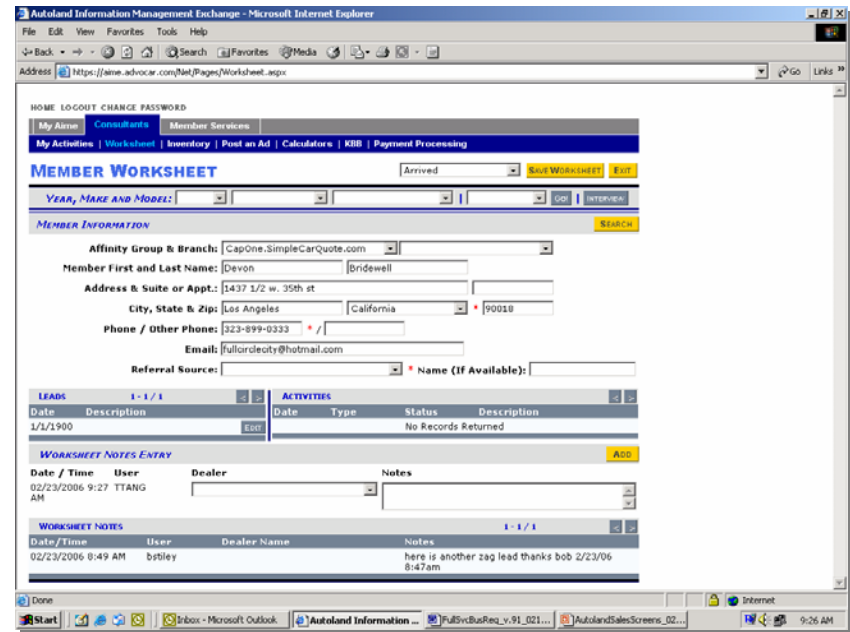
Worksheet Status:

Date Range: to

Search String:

SEARCH RESULTS 1 - 8 / 8

| Member Name | Phone | City and State | Status | L/A | Last Modified | EDIT |
|---|--------------|------------------|---------|-----|--------------------|------|
| <input type="checkbox"/> Devon Bridewell | 323-899-0333 | Los Angeles, CA | Arrived | 1/0 | 02/23/2006 08:49AM | EDIT |
| <input type="checkbox"/> John Futris | 626-233-0202 | La Crescenta, CA | Arrived | 1/0 | 02/23/2006 08:49AM | EDIT |
| <input type="checkbox"/> Devon Bridewell | 323-899-0333 | Los Angeles, CA | Arrived | 1/0 | 02/23/2006 08:46AM | EDIT |
| <input type="checkbox"/> Devon Bridewell | 323-899-0333 | Los Angeles, CA | Arrived | 1/0 | 02/23/2006 08:48AM | EDIT |
| <input type="checkbox"/> Devon Bridewell | 323-899-0333 | Los Angeles, CA | Arrived | 1/0 | 02/23/2006 08:47AM | EDIT |
| <input type="checkbox"/> Devon Bridewell | 323-899-0333 | Los Angeles, CA | Arrived | 1/0 | 02/23/2006 08:47AM | EDIT |
| <input type="checkbox"/> Devon Bridewell | 323-899-0333 | Los Angeles, CA | Arrived | 1/0 | 02/23/2006 08:47AM | EDIT |
| <input type="checkbox"/> melba dechoudens | 336-682-2737 | Kirkland, WA | Arrived | 1/0 | 02/23/2006 08:14AM | EDIT |
| <input type="checkbox"/> Robert Gonda | 714-209-5241 | Buena Park, CA | Arrived | 1/0 | 02/23/2006 08:12AM | EDIT |



MEMBER WORKSHEET Arrived

YEAR, MAKE AND MODEL:

MEMBER INFORMATION

Affinity Group & Branch:

Member First and Last Name:

Address & Suite or Appt.:

City, State & Zip:

Phone / Other Phone:

Email:

Referral Source: * Name (if Available):

LEADS 1 - 1 / 1

| Date | Description | EDIT |
|----------|-------------|------|
| 1/1/1900 | | EDIT |

ACTIVITIES

| Date | Type | Status | Description |
|------|------|--------|---------------------|
| | | | No Records Returned |

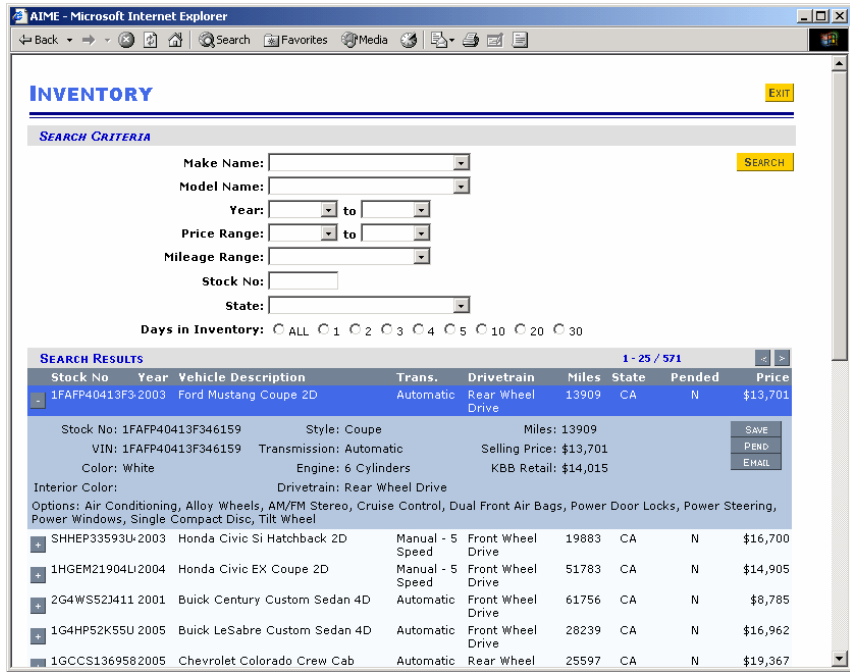
WORKSHEET NOTES ENTRY

| Date / Time | User | Dealer | Notes |
|--------------------|-------|--------|-------|
| 02/23/2006 9:27 AM | TTANG | | |

WORKSHEET NOTES 1 - 1 / 1

| Date/Time | User | Dealer Name | Notes |
|--------------------|--------|-------------|--|
| 02/23/2006 8:49 AM | bstley | | here is another zag lead thanks bob 2/23/06 8:47am |

Consultant Provides Real-Time Pricing & New and Used Inventory Search



INVENTORY

SEARCH CRITERIA

Make Name: **SEARCH**

Model Name:

Year: to

Price Range: to

Mileage Range:

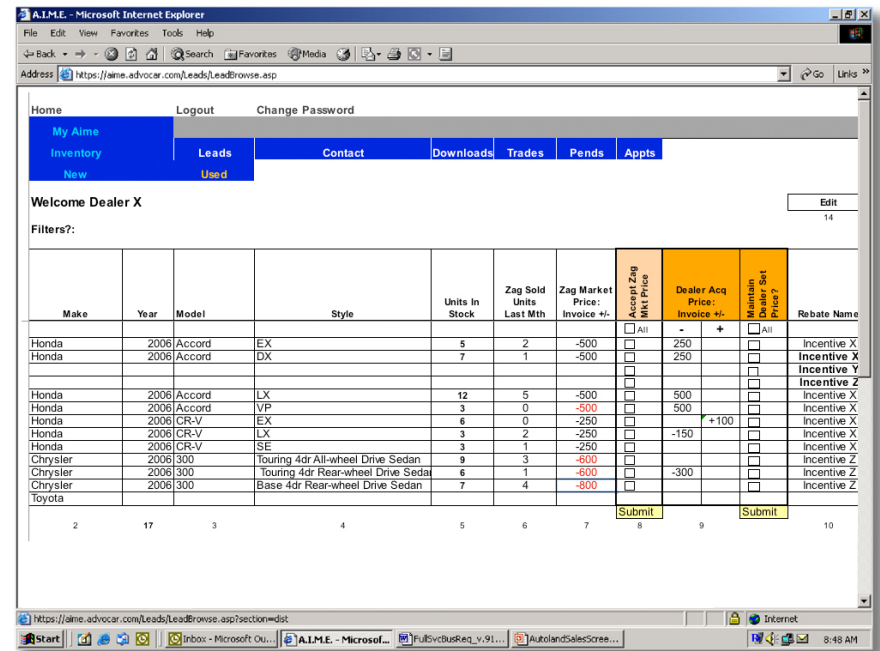
Stock No:

State:

Days in Inventory: ALL C1 C2 C3 C4 C5 C10 C20 C30

SEARCH RESULTS 1 - 25 / 571

| Stock No | Year | Vehicle Description | Trans. | Drivetrain | Miles | State | Pended | Price |
|---|------|-------------------------------|------------------|-------------------|-------|-------|--------|----------|
| 1FAFP40413F32003 | 2003 | Ford Mustang Coupe 2D | Automatic | Rear Wheel Drive | 13909 | CA | N | \$13,701 |
| Stock No: 1FAFP40413F346159 Style: Coupe Miles: 13909 SAVE VIN: 1FAFP40413F346159 Transmission: Automatic Selling Price: \$13,701 PEND Color: White Engine: 6 Cylinders KBB Retail: \$14,015 EMAIL | | | | | | | | |
| Interior Color: Drivetrain: Rear Wheel Drive | | | | | | | | |
| Options: Air Conditioning, Alloy Wheels, AM/FM Stereo, Cruise Control, Dual Front Air Bags, Power Door Locks, Power Steering, Power Windows, Single Compact Disc, Tilt Wheel | | | | | | | | |
| SHHEP33593U | 2003 | Honda Civic Si Hatchback 2D | Manual - 5 Speed | Front Wheel Drive | 19883 | CA | N | \$16,700 |
| 1HGEM21904U | 2004 | Honda Civic EX Coupe 2D | Manual - 5 Speed | Front Wheel Drive | 51783 | CA | N | \$14,905 |
| 2G4WS523411 | 2001 | Buick Century Custom Sedan 4D | Automatic | Front Wheel Drive | 61756 | CA | N | \$8,785 |
| 1G4HP52K55U | 2005 | Buick LeSabre Custom Sedan 4D | Automatic | Front Wheel Drive | 28239 | CA | N | \$16,962 |
| 1GCCS136958 | 2005 | Chevrolet Colorado Crew Cab | Automatic | Rear Wheel Drive | 25597 | CA | N | \$19,367 |



A.I.M.E. - Microsoft Internet Explorer

Home Logout Change Password

My Aime Inventory Leads Contact Downloads Trades Pends Appts

New Used

Welcome Dealer X **Edit** 14

Filters?:

| Make | Year | Model | Style | Units In Stock | Zag Sold Units Last Mth | Zag Market Price: Invoice +/- | Accept Zag Mkt Price | Dealer Acq Price: Invoice +/- | Match Dealer Set Price? | Rebate Name |
|----------|------|--------|------------------------------------|----------------|-------------------------|-------------------------------|--------------------------|-------------------------------|--------------------------|-------------|
| Honda | 2006 | Accord | EX | 5 | 2 | -500 | <input type="checkbox"/> | 250 | <input type="checkbox"/> | Incentive X |
| Honda | 2006 | Accord | DX | 7 | 1 | -500 | <input type="checkbox"/> | 250 | <input type="checkbox"/> | Incentive Y |
| Honda | 2006 | Accord | LX | 12 | 5 | -500 | <input type="checkbox"/> | 500 | <input type="checkbox"/> | Incentive X |
| Honda | 2006 | Accord | VP | 3 | 0 | -500 | <input type="checkbox"/> | 500 | <input type="checkbox"/> | Incentive Z |
| Honda | 2006 | CR-V | EX | 6 | 0 | -250 | <input type="checkbox"/> | +100 | <input type="checkbox"/> | Incentive X |
| Honda | 2006 | CR-V | LX | 3 | 2 | -250 | <input type="checkbox"/> | -150 | <input type="checkbox"/> | Incentive X |
| Honda | 2006 | CR-V | SE | 3 | 1 | -250 | <input type="checkbox"/> | | <input type="checkbox"/> | Incentive X |
| Chrysler | 2006 | 300 | Touring 4dr All-wheel Drive Sedan | 9 | 3 | -600 | <input type="checkbox"/> | | <input type="checkbox"/> | Incentive Z |
| Chrysler | 2006 | 300 | Touring 4dr Rear-wheel Drive Sedan | 6 | 1 | -600 | <input type="checkbox"/> | -300 | <input type="checkbox"/> | Incentive Z |
| Chrysler | 2006 | 300 | Base 4dr Rear-wheel Drive Sedan | 7 | 4 | -600 | <input type="checkbox"/> | | <input type="checkbox"/> | Incentive Z |
| Toyota | | | | | | | <input type="checkbox"/> | | <input type="checkbox"/> | |

2 17 3 4 5 6 7 8 9 10

Submit **Submit**

8:48 AM

Consultant Collects Trade-In Information

The screenshot shows a web browser window titled "AIME - Microsoft Internet Explorer" displaying a form for "ACTIVITY - BID / TRADE". The form is divided into two main sections: "VEHICLE INFORMATION" and "VEHICLE OPTIONS".

VEHICLE INFORMATION

VIN:

Year: 2006 *

Make: Audi *

Model: A4 *

Trim: 3.0 *

Style: *

Transmission: *

Cylinders: *

Drivetrain: *

Exterior Color: *

Interior Color: *

VEHICLE OPTIONS

| | | | |
|---|---|--|---|
| <input type="checkbox"/> 3rd Row | <input type="checkbox"/> ABS | <input type="checkbox"/> Air Conditioning | <input type="checkbox"/> Airbag - Front |
| <input type="checkbox"/> Airbag - Rear | <input type="checkbox"/> Airbag - Side | <input type="checkbox"/> AM/FM Stereo | <input type="checkbox"/> Cassette |
| <input type="checkbox"/> CD Changer | <input type="checkbox"/> CD Player | <input type="checkbox"/> Cruise Control | <input type="checkbox"/> Dual Power Seats |
| <input type="checkbox"/> Dual Power Sliding Doors | <input type="checkbox"/> Dual Rear Wheels | <input type="checkbox"/> Fabric Seats | <input type="checkbox"/> Leather Seats |
| <input type="checkbox"/> Navigation System | <input type="checkbox"/> OnStar | <input type="checkbox"/> Performance Tires | <input type="checkbox"/> Power Locks |
| <input type="checkbox"/> Power Seat | <input type="checkbox"/> Power Sliding Door | <input type="checkbox"/> Power Steering | <input type="checkbox"/> Power Windows |
| <input type="checkbox"/> Premium Sound | <input type="checkbox"/> Premium Wheels | <input type="checkbox"/> Rear Air | <input type="checkbox"/> Rear Spoiler |
| <input type="checkbox"/> Roof Rack | <input type="checkbox"/> Sunroof/Moonroof | <input type="checkbox"/> Tilt Wheel | <input type="checkbox"/> Tow Package |
| <input type="checkbox"/> Traction Control | <input type="checkbox"/> Video System | <input type="checkbox"/> Vinyl / Leatherette Seats | <input type="checkbox"/> Vinyl Top |



CREDIT UNION AUTO-BUYING SERVICE

Full Service Sales Consultant Process

Consultant Facilitates Financing

- Financing
- Insurance Options
- Products

Consultant Presents Available Products



- GAP Insurance
- Dent Wizard



- LoJack
- Mechanical Breakdown Protection



- Others

Consultant Requests Vehicle Pend via A.I.M.E. Directly with Dealer Partner

ACTIVITY - PEND REQUEST REQUEST PEND EXIT

PEND INFORMATION

Reason for Pend: *

LIST OF PEND ORDER

| Reason for Pend | Status of Pend | Consultant | Phone | Office |
|----------------------------------|----------------|------------|-------|--------|
| Waiting for Financing | | | | |
| Member Requested to see Car | | | | |
| Car Sold - Arrange for Transport | | | | |
| No Records Returned | | | | |

[+] **DEALER INFORMATION**

[+] **VEHICLE INFORMATION**

[+] **VEHICLE IMAGES**

PEND NOTES

| Date / Time | User | Notes |
|-------------------|-------|-------|
| 02/23/2006 9:50am | TTANG | |

No Notes

Consultant Conducts Final Review of Transaction with Member

- Member prints and returns service agreement thru consumer portal

Consultant Schedules Delivery

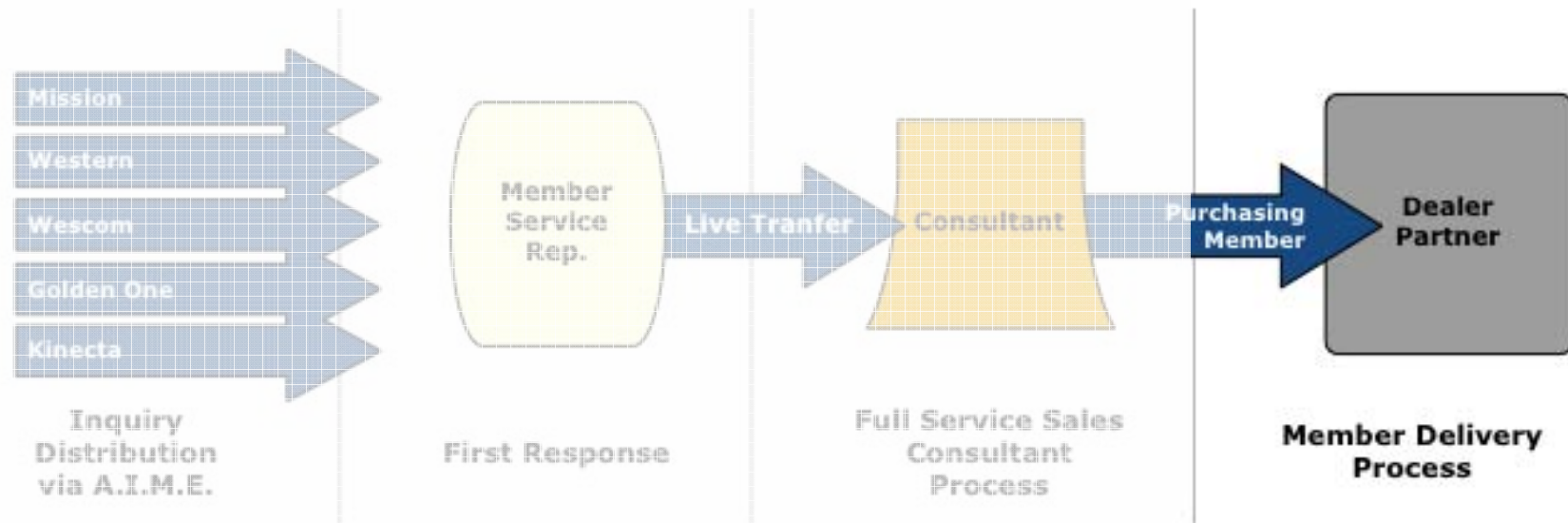
Consultant Forwards Information to Dealer Partner

- Registration Information
- Selling Price of Vehicle
- Confirmation is Received from Dealer Partner

Dealer Partner Prepares Documents

- Purchase Order
- Registration Information

Member Delivery Process



Member is greeted by Delivery Coordinator

Member is introduced to their vehicle



Dealer Partner Examines Trade-In (if applicable)

The screenshot shows a Microsoft Internet Explorer browser window displaying a trade-in bid form. The browser title is "AIME - Microsoft Internet Explorer". The page contains a table with columns for Dealer, City, State, Phone, Bid Amount, and Member Received. Below the table is a list of activity logs with columns for Date / Time, User, and Notes. A section titled "[-] VEHICLE INFORMATION" is expanded, showing details for a 2002 Audi A4. The VIN is entered as waujt68e82a166050. The vehicle has 6 cylinders, front wheel drive, and blue exterior color. The interior color is charcoal leather. A list of options is provided, including Air Conditioning, Power Steering, Power Windows, Power Door Locks, Tilt Wheel, Cruise Control, AM/FM Stereo, Cassette, Single Compact Disc, Multi Compact Disc, Bose Sound System, Dual Front Air Bags, Traction Control, Leather, Power Seat, Moon Roof, and Alloy Wheels. A section for "[+] VEHICLE HISTORY" is partially visible at the bottom.

| Dealer | City | State | Phone | Bid Amount | Member Received |
|--------------------|-----------|-------|--------------|-------------|---|
| Autoland Inventory | Fullerton | CA | 714-258-4000 | \$14,000.00 | <input type="text"/> * <input type="button" value="ACCEPT"/> <input type="button" value="DECLINE"/> |

| Date / Time | User | Notes |
|--------------------|-----------------|--|
| 02/23/2006 9:43am | TTANG | |
| 02/22/2006 10:59am | Randy Humphreys | Bid Amount - 14000 Bid Expires - 02/25/2006 11:02:00am |
| 02/22/2006 10:59am | Randy Humphreys | Changed Status to Submitted |

[-] VEHICLE INFORMATION

VIN:

Year: 2002
 Make: Audi
 Model: A4
 Trim: Sedan 4D
 Style: Sedan
 Transmission: Automatic
 Cylinders: 6 Cylinders
 Drivetrain: Front Wheel Drive
 Exterior Color: blue
 Interior Color: charcoal leather
 Options: Air Conditioning, Power Steering, Power Windows, Power Door Locks, Tilt Wheel, Cruise Control, AM/FM Stereo, Cassette, Single Compact Disc, Multi Compact Disc, Bose Sound System, Dual Front Air Bags, Traction Control, Leather, Power Seat, Moon Roof, Alloy Wheels
 Other Options:

[+] VEHICLE HISTORY

Defined Vehicle Delivery Process

- Dealer Partner Explains Details of Vehicle
- Member Takes Test Drive
- All Delivery Paperwork is Explained in Detail
- Dealer Partner Facilitates Signing of Paperwork
- Dealer Partner Collects Trade-In Information
- Dealer Partner Collects Funds

Member Takes Delivery of Vehicle

- Follow Up Process Initiated
 - Outbound Call
 - Survey Sent

Process Flow

