

FOR IMMEDIATE RELEASE



EFG Clients Receive Dealer of the Year Award and 2017 Pacesetter Awards

- *F&I and Showroom News* recognizes Star Cars of Abilene and Bob Moore Auto Group for each auto groups' commitment to compliance in driving F&I profit -

DALLAS, TX (September 14, 2017) EFG Companies, the innovator behind the award-winning Hyundai Assurance program, recognizes the achievements of Star Cars of Abilene and Bob Moore Auto Group for receiving the *F&I and Showroom News Dealer of the Year and Pacesetter Awards*. This year, Star Cars of Abilene took home the Dealer of the Year Award, as well as a Pacesetter award, and Bob Moore Auto Group was recognized as a 2017 Pacesetter. Learn more here: <http://bit.ly/2qZ7Pbh>.

The *F&I and Showroom News* annual Pacesetter and F&I Dealer of the Year awards are given to those dealerships or dealer groups with a highly profitable F&I department that demonstrate a commitment to regulatory compliance.

Star Cars of Abilene is a three-rooftop dealership in Abilene, Texas. This auto group was also recognized as an *F&I and Showroom News Pacesetter* in 2013 and 2016. From 2012 to 2014, Star Cars of Abilene was listed among the North American Best Dealers to Work For. In addition, the auto group was named the 2011 Chrysler Elite Dealer.



Star Cars of Abilene is also well known in its community as a supporter of the Boy Scouts of America, Connecting Care Communities, United Way, and the Board of Abilene Education Foundation.

Bob Moore Auto Group is a 14-rooftop dealership in Oklahoma. Earlier this year, Bob Moore was recognized as a 2017 GM-Certified Elite Dealer, and listed in the Top 300 Cadillac Dealers in the U.S. In addition, *Automotive News* recently recognized the auto group for having the highest average F&I revenue per new and used vehicles retailed in 2016. Bob Moore Auto Group was also listed in the *Automotive News* "Top 150 Dealership Groups in the U.S.", and the *Oklahoma Gazette* named Bob Moore Auto Group as the "Best Place to Buy a Vehicle".



Within its surrounding communities, Bob Moore Auto Group is known as a supporter of a number of worthy causes, including the Oklahoma Regional Food Bank, Oklahoma Blood Institute, OU Children's Hospital, Warmth 4 Winter coat drive, Pepper's Ranch Foster Care Community, Dead Center Film Festival, and the Reimagining of the Red Andrews Park in downtown Oklahoma City.

“Star Cars of Abilene and Bob Moore Auto Group are excellent examples of the caliber of dealership we work with at EFG,” said John Stephens, Executive Vice President, EFG Companies. “Both auto groups place a significant amount of importance on providing the ultimate level of customer service and ensuring complete compliance within their operations. This translates into increased revenue opportunity through repeat sales and referrals. Their focus on the customer raises the bar for the future of F&I growth and profitability.”

Star Cars of Abilene uses the Reynolds and Reynolds Docupad/Dealer Track system to provide customers with full menu disclosure and ensures that all consumer forms are signed, including the Privacy Act. They also rely on EFG to perform monthly compliance policy audits that are reviewed by both the dealer and the finance department. All F&I personnel are required to pursue continued F&I education on a monthly basis, through either formal EFG training, or one-on-one reviews of best practices and recommendations. The F&I team has also completed Ally’s “Equal Credit Opportunity Act Awareness for Dealers” training course, outlining how the ECOA impacts interactions with customers, how its principles apply to the dealership as a creditor, and the requirements that apply to every aspect of a credit transaction within the dealership.

All Bob Moore F&I personnel are required to achieve the Association of Finance and Insurance Professionals (AFIP) certification through the EFG Companies’ AFIP training course. They are also required to attend two of EFG’s F&I training courses per year. EFG also provides the auto group with ongoing compliance education and training through EFG’s Online Compliance Management System, as well as through in-store engagement.

About EFG Companies

EFG Companies drives the industry’s highest-reported compliant F&I profitability through its distinct engagement model in which the company operates as an extension of the dealer’s management team. EFG addresses total dealership performance, and its client satisfaction Net Promoter score is higher than national corporate leaders such as Southwest Airlines, USAA Banking and Finance, and Nordstrom. Learn more about EFG at: www.efgcompanies.com.

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