



MEDIA ALERT

EFG Brings Agents Together in National Business and Market Trends Forum

DALLAS, TX (November 5, 2019) EFG Companies, the innovator behind the award-winning Hyundai Assurance program, recently held its annual Agent Council, where agents from across the U.S. gather to discuss industry trends, current business challenges, best practices, and new product innovation. Going into 2020, agents are primarily focused on helping dealers compete in an industry where profit margins continue to tighten and fortify their customer retention models.

"As we've seen over the last few years, agents are evaluating how to restructure their agencies to better serve their dealer clients and support a larger dealer book of business," said Adam Quart, Vice President of Agency Services at EFG Companies. "It's become clear that the true differentiator for agents is transparency, partnership, and engagement. However, creating a business culture around these values takes more than a pep talk. We're seeing agents invest heavily in training for their own teams, as well as training for their dealership partners."

As agents implement policy and process improvements, they are also working with dealerships to improve their own service models, especially in the service drive. This includes training service managers on both customer service and sales, recognizing the fact that a service manager has a much bigger opportunity to close more customers on small, credit-card-sized F&I products tailored to specific individual needs.

In addition to discussing the path forward, EFG also recognized two agents for their demonstrated success in 2019. Empire Dealer Services was given the Top Agent Award. This award is determined by overall performance, effective training, and comprehensive achievements throughout the year.

Heart Dealer Services was recognized with the EFG Rising Star Award. This award was created to recognize the achievements of those agents who made the largest strides when it comes to improving their value proposition with their dealer clients.

Hosted annually, EFG's national Agent Council is designed to provide a collaborative environment in which agents can formalize their strategies to better serve their dealer clients, improve F&I performance, and increase dealer profit. This year, EFG's premier agents from across the United States attended a four-day roundtable in the Bahamas.

###

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 Nordstrom, Ritz Carlton, and Amazon. Learn more about EFG at: www.efgcompanies.com.