

THINK LIKE AN F&I MANAGER

EFG Subprime Intelligence



COMPLIANCE

101

TOPIC ONE: COHESION IS CRUCIAL

2015 is here and the CFPB is keeping up the pressure.

As your new year's resolution, focus on your lending institutions' operations by focusing on the following:

- Developing a documentable compliance management system;
- Managing complaints; and,
- Understanding the role your vendors play in compliance.

Sit down with your dealership partners to discuss how they can act as an **extension of your institution**. Stay competitive by being willing to work with them, and **offer them different options to increase their profit**. These options could include **complimentary F&I products** on your loans, giving them the option to upgrade to increase their profit.

This year, determine what part your vendors and dealership partners play in a cohesive compliance system, and be willing and available to work with them.

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