

## BUSINESS OVERVIEW

National Warranty Company Pty Ltd (NWC) became operational in May, 1999. The Company administers a range of warranty products offered by Dealers to cover both new and used vehicles and vessels (both commercial and pleasure craft) for mechanical breakdown. NWC deals with approximately 1000 quality new and used car and boat dealers and alternative fuel installers in Victoria, Queensland, New South Wales, Northern Territory, Western Australia, South Australia and Tasmania. The company has 30 employees plus 9 contractors. NWC predominantly sells its services direct to dealers through its sales representatives and to a lesser extent, direct to consumers through its Authorised Representatives.

NWC has achieved an excellent reputation as a high quality administrator of Mechanical Parts and Labour Warranties and prompt claim and authorisation for repair work. The various warranty products cover vehicles and vessels for all types of mechanical breakdown. The company began by administering two types of automotive coverage within the one warranty book and marketed it throughout Victoria, Tasmania and South Australia. Through consultation with clients, NWC has expanded its range of services and now administers many warranties that suit all ages of vehicles and vessels, and also operates in New South Wales, Queensland, ACT, Northern Territory and Western Australia.

On the 1st of September 2005, NWC was granted an Australian Financial Services License (AFSL). This allows us to provide warranties direct to consumers without the requirement for the warranty to be an integral part of the vehicle or boat purchase. To achieve this, NWC underwent intense scrutiny from ASIC and had to further develop procedures which ensure solvency and compliance with the Financial Services Reform Act (FSRA). NWC has invested approximately \$200,000.00 in implementing these procedures which clearly demonstrates both our long term commitment and eagerness to conduct business both professionally and ethically.

Currently, NWC's services include:

- ✔ Maintaining vehicle/vessel service history
- ✔ Assessing the validity of claims for repair
- ✔ Facilitating repairs where required
- ✔ Settling payment for valid claims



## BUSINESS OVERVIEW (Cont'd)

To date, NWC is the only Warranty Company in the Financial Services Industry which has approval from ASIC to both provide warranty to consumers in its own right and administer warranty provided by Dealers as a part of the contract of sale so that our Dealers are not subjected to the FSRA which can be quite “hand cuffing”. NWC is also the only Extended Warranty Provider currently accepted by GE Money, ESANDA Finance, Orix, Capital Finance and Liberty Finance without an Underwriter.

## MORE UNIQUE FEATURES OF NWC

The Business name itself, is a unique feature to NWC. The actual registered Business name of the Company is “National Warranty Company Pty. Ltd.”. To secure this name, the business had to be reviewed by the Victorian Parliament due to the word “Warranty” being present. This process began in February 1998 and after a comprehensive investigation of the Company and the Company Directors by the relevant Government Department, ministerial approval was granted and the Company began operation in May 1999.

Claims in relation to NWC warranties have a reputation of being handled promptly and effectively. The focus of claims management has been in the area of quality customer service and efficient mechanical repairs.

NWC has its' own Roadside Assistance Brand (“National Roadservice Australia”) which is serviced by International SOS, one of the worlds largest assistance providers. NWC includes a free 12 Month membership with many of our vehicle warranty programs to clients and is currently investigating similar membership arrangements for our marine customers.

The services offered by NWC are a direct result of the experience and know how of its principles and the technical skills of the support and mechanical staff.

Michael Nicola, Craig Backman and Brad Davison have extensive experience in the motor industry and other areas of business.

