

TouchPointe Secure Plans®

Online Account Access:
touchpointesecureplans.com

Dealer Support:
888 419 3774

Hours of Operation:
Mon - Thurs, 8am - 5pm, Central Time
Fri 8am - 3pm, Central Time



With TouchPointe Secure Plans, you can offer your customers a zero interest payment plan option when they purchase a Protective® vehicle protection program. There are no credit approvals necessary and only a 10% down payment is required to be eligible.

TouchPointe Secure Plans provides:

- Zero interest and no financing fees
- No credit applications
- 12, 18 and 24 month payment terms
- Only 10% down payment
- An electronic sales process
- Online account management
- Automatically debited monthly payments from customer's bank account or credit card

TouchPointe Secure Plans are designed for customers who:

- Have reached the limit on their vehicle loan
- Do not wish to include a vehicle protection program with their vehicle loan
- Would rather take advantage of zero interest payment plan instead of paying cash for their vehicle protection program
- Arrange their own financing



TouchPointe Secure Plans
14755 N. Outer Forty Rd., Suite 400, St. Louis, MO 63017
Phone: 888 419 3774 Email: touchpointesellers@protective.com Web: touchpointesecureplans.com

Online Account Management

Dealers Can:

- Create a quick quote in seconds through F&I Café
- Easily set up an account for a customer through F&I Café
- View customer account details through touchpointesecureplans.com

Customers Can:

- View account details and make a payment through touchpointesecureplans.com

Standard Dealer Fee Schedule

Amount Financed	12 Months	18 Months	24 Months
\$0-1750	\$100	\$155	\$200
\$1751-2750	\$150	\$230	\$295
\$2751-3750	\$250	\$350	\$460
\$3751 or greater	8% of Amount Financed	10% of Amount Financed	15% of Amount Financed

Refund of Dealer Fee

If No Payments Are Received	100%*
1 Payment Received	40%*
2 Payment Received	40%*
3 Payment Received	0%*

*Percent of total dealer fee refunded back to the dealer if a VSC cancellation occurs.

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FAQs for Dealers:

How do I start offering TouchPointe Secure Plans?

Please contact a TouchPointe Secure Plans set up coordinator to begin the sign up process, at 888 419 3774 or email touchpointesellers@protective.com. You will receive your user name and password for touchpointesecureplans.com during the set up process.

Can I review my production?

Yes, you can review your TouchPointe Secure Plans production online at touchpointesecureplans.com. If you do not have a username and password, please contact us at 888 419 3774 or email us at touchpointesellers@protective.com. Upon your request, we can also schedule a daily, weekly or monthly new business report to be sent electronically.

How often will I receive payment for TouchPointe Secure Plans?

After the required monthly payment is made, the dealer receives payment from TouchPointe Secure Plans, net of the dealer fee.

What options do I have for receiving payments from TouchPointe Secure Plans?

You can choose to be paid via check or electronic funds transfer.

Can I provide ongoing customer support for TouchPointe Secure Plans?

Yes, certain customer information can be updated online. Please refer to your PBS user guide for specific instructions. If you do not have a username and password, please contact us at 888 419 3774 or email at touchpointesellers@protective.com.

TouchPointe Secure Plans Work Flow:

