

Consumer Automotive Financial Services

Worldwide research across over 40 countries covering:

**Finance and leasing - motor insurance - creditor insurance - extended warranties -
GAP insurance - road assistance - prepaid service contracts - other niche insurance**

Series prospectus

Prospectus contents

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What is the research?

Finaccord's series of reports about consumer automotive financial services worldwide is comprised of over 40 country-specific studies and related PartnerBASE™ datasets plus several multi-country reports and databases as detailed in this series prospectus. Together, these studies examine the markets for automotive financial services linked to sales of new and used passenger cars across the countries listed overleaf.

In addition, for updates being published for countries in the Asia-Pacific region and Latin America during 2017, sales of new and used LCVs (light commercial vehicles) are also being included in the analysis, reflecting their importance as a primary mobility option for consumers in certain cases.

In addition to analysing the markets for finance and leasing services, the country-specific studies also cover creditor insurance, motor insurance, road assistance, extended warranties, GAP insurance and prepaid service contracts with some (depending on the country) also investigating other niche insurance products.

The reports draw on Finaccord's on-going surveys of leading vehicle dealerships as well as its analyses of the approach to consumer automotive financial services of major vehicle manufacturer brands in each country. The PartnerBASE™ datasets that accompany the reports detail each of the marketing initiatives for consumer automotive financial services traced by Finaccord for both dealers and manufacturers.

Which countries are covered?

Country	Publication date	Country	Publication date	Country	Publication date
Argentina	Jan-15	Hungary	Sep-13	Russia	Aug-16
Australia	Sep-15	India	Jul-14	Singapore	Q3-17
Austria	Dec-15	Indonesia	May-14	Slovakia	Aug-16
Belgium	Feb-16	Ireland	May-16	South Africa	Nov-14
Brazil	Dec-14	Italy	Nov-15	South Korea	Nov-14
Canada	Oct-15	Japan	Jan-14	Spain	Mar-16
Chile	Mar-15	Luxembourg	Sep-13	Sweden	May-16
China	Apr-17	Malaysia	May-14	Switzerland	Feb-16
Colombia	Apr-15	Mexico	Jan-15	Taiwan	Apr-14
Czech Republic	Aug-16	Netherlands	Feb-16	Thailand	Sep-14
Denmark	May-16	Norway	May-16	Turkey	Dec-15
Finland	Sep-13	Peru	Apr-15	UK	Mar-16
France	Dec-15	Philippines	Sep-14	Ukraine	Jun-13
Germany	Mar-16	Poland	Mar-16	USA	Apr-14
Greece	Sep-13	Portugal	Aug-16	Vietnam	Oct-14
Hong Kong	Q3-17	Romania	Aug-16		

What methodology has been used?

Finaccord's surveys of dealerships in these countries are carried out in the months immediately prior to the publication dates shown on the preceding page. The research embraces the following information:

- whether automotive financial services are marketed to purchasers of new and used vehicles;
- if so, how many providers are used?
- if so, what are the identities of the providers used?
- if so, how do these differ between manufacturer-branded providers and independent suppliers?
- if so, what are the average take-up rates for buyers of new and used vehicles?

The results of this research provide unique data for dealer penetration rates, operating models, provider share of partnerships, and customer take-up rates for dealer-intermediated finance and leasing, creditor insurance, motor insurance, road assistance, extended warranties, GAP insurance and prepaid service contracts in each country, plus other niche insurance products in selected countries.

Moreover, Finaccord's manufacturer brand surveys pinpoint programs organised by manufacturers or their local importers in each country for the same products, identifying the extent to which these are offered through captive entities or in association with external partners.

How many dealerships have been surveyed?

Across the countries covered, Finaccord's universe of dealerships includes around 2,500 respondents in total including manufacturer-owned dealerships, franchised dealerships, multi-marque dealerships, and new and used vehicle supermarkets. The exact number surveyed varies by country (from a minimum of 40 to a maximum of 230) and the sample is constructed, using manufacturer group market shares of new vehicle sales, so that it is as representative as possible of the dealer channel in each country. For a full list of the organisations contacted for the research and included in the PartnerBASE™ dataset in each country, please contact Finaccord.

Which manufacturer brands have been investigated?

Manufacturer brands investigated through the local offices of the manufacturers themselves or those of their importers, in at least one of the countries covered in this series include the following:

Acura	Chrysler	GMC	Kia	MINI	Soueast Motor
AIXAM	Citroën	Great Wall	Lada	Mitsubishi	Spyker
Alfa Romeo	Dacia	Hafei Automobile	Lamborghini	Nissan	SsangYong
Alpheon	Daewoo	Haima	Lancia	Opel	Subaru
Aston-Martin	Daihatsu	Hawtai	Land Rover	Peugeot	Suzuki
Audi	Dodge	Hindustan Motors	Landwind	Porsche	Tata Motors
Baojun	Effa	Holden	Lexus	Proton	Tobe
Bentley	Emgrand	Honda	Liebao	Ram	Toyota
Besturn	Englon	Hongqi	Lifan	Rely	Troller
BMW	FAW	Hyundai	Lifan Motors	Renault	UAZ
Buick	Fengshen	IKCO	Lincoln	Reva	Vauxhall
BYD	Ferrari	Infiniti	Lotus	Riich	VAZ
Cadillac	Fiat	Isuzu	Luxgen	Roewe	Volkswagen
Chana	Force Motors	JAC	Mahindra & Mahindra	Saab	Volvo
Changan	Ford	Jaguar	Maruti Suzuki	Scion	WuLing
Changfeng	FXauto	Jeep	Maserati	Seat	ZAZ
Changhe	Gaz	Jiangling	Mazda	Škoda	Zhonghua
Chery	Geely	Jimbei	Mercedes-Benz	smart	Zotye Auto
Chevrolet	Gleagle	Karry Auto	MG		

What is the structure of the reports?

0. *Executive Summary*: providing a concise evaluation of the principal findings of the report.

1. *Introduction*: offering rationale, a detailed description of methodology and definitions.

2. *Market Analysis*:

- data for the size and growth of the automotive finance and leasing market for consumers in terms of gross advances and assets leased is provided for a five year period;
 - this is split between finance for new and used vehicles, and between finance organised at the point of sale and directly with banks or other lending institutions;
- the markets for creditor insurance, motor insurance, road assistance, extended warranties, GAP insurance and prepaid service contracts are sized in terms of gross written premiums and other revenues sold through via dealers and manufacturers). In selected countries, the markets for other niche insurance are also sized;
 - these are broken down between new and used vehicles, and between new contracts sold during the most recent year and in-force business sold in previous years but still being renewed;
- depending upon the date of publication of each report, market data is for a five-year period (e.g. 2012 to 2016 for studies being published during the first three quarters of 2017).

This market data is supported by dealer survey results including analysis of the use of tied and non-tied providers, and manufacturer brand survey results including operating models in use. Providers' shares of partnerships with both dealers and manufacturer-branded programs are also given.

What are the key features of the research?

Key features of these reports include:

- coverage of distinct sectors within consumer automotive financial services, namely finance / leasing, creditor insurance, motor insurance, road assistance, extended warranties, GAP insurance and prepaid service contracts, plus other niche insurance in selected countries;
- provision of hitherto unpublished market size and segmentation data for each of these markets generated from Finaccord's proprietary *Global Automotive Financial Services Model*;
- clear analysis of the market for consumer finance and leasing services related to new and used vehicle sales by distribution channel, differentiating between the point of sale and direct lenders;
- presentation of unique data from the survey of dealerships illustrating average customer take-up rates for consumer automotive financial services at the point of sale in each country;
- identification of the partners used for consumer automotive financial services by both dealerships and manufacturers, or their local importers, with contextual commentary concerning key competitors.

How can the research be used?

You may be able to use these reports plus the PartnerBASE™ datasets and market data annexes that accompany them in one or more of the following ways:

- understand how the total market for consumer automotive financial services related to the purchase of new and used passenger vehicles fits together in each country;
- appreciate the magnitude of the opportunity in consumer automotive financial services and how this breaks down by both product and distribution channel;
- identify key opportunities and gaps in the market - what automotive financial services are customers most likely to buy in each country and to what extent are their preferences served by dealers and manufacturer brands?
- adjust your own company's strategy in accordance with this analysis;
- evaluate the partnership strategy of your organisation and how it can secure a higher share of the market for consumer automotive financial services in each country by re-evaluating its approach to distribution alliances with dealer groups and manufacturers.

How can the PartnerBASE™ be used?

Select country Search by type of automotive financial service Identify product partners

Dealer	Country	Brands distributed	Product type	Product offered?	Product source	Non-tied partner(s)
Nuova Sicilauto (Palermo)	Italy	Fiat, Lancia	Extended warranties	Yes	Both	MAPFRE Warranty Fiditalia Augusta (Alleanza Toro)
Nuova Sicilauto (Palermo)	Italy	Fiat, Lancia	Finance and leasing	Yes	Both	
Nuova Sicilauto (Palermo)	Italy	Fiat, Lancia	GAP insurance	Yes	Manufacturer / importer	
Nuova Sicilauto (Palermo)	Italy	Fiat, Lancia	Motor insurance	Yes	Both	
Nuova Sicilauto (Palermo)	Italy	Fiat, Lancia	Vehicle running costs insurance	Yes	Manufacturer / importer	

**PartnerBASE™
for dealers**

**PartnerBASE™ for
manufacturer brands**

Brand	Group	Country	Product type	Product offered?	Operating model	Non-tied partner(s)
Peugeot	PSA	Mexico	Creditor insurance	Yes	External underwriter	Quálitás
Peugeot	PSA	Mexico	Extended warranties	Yes	External underwriter	Quálitás
Peugeot	PSA	Mexico	Finance and leasing	Yes	Captive finance provider	Banque PSA Finance
Peugeot	PSA	Mexico	Motor insurance	Yes	External underwriter	Quálitás
Peugeot	PSA	Mexico	Road assistance	Yes	External assistance provider	Iké Asistencia

Look up
specific brands

Choose operating model

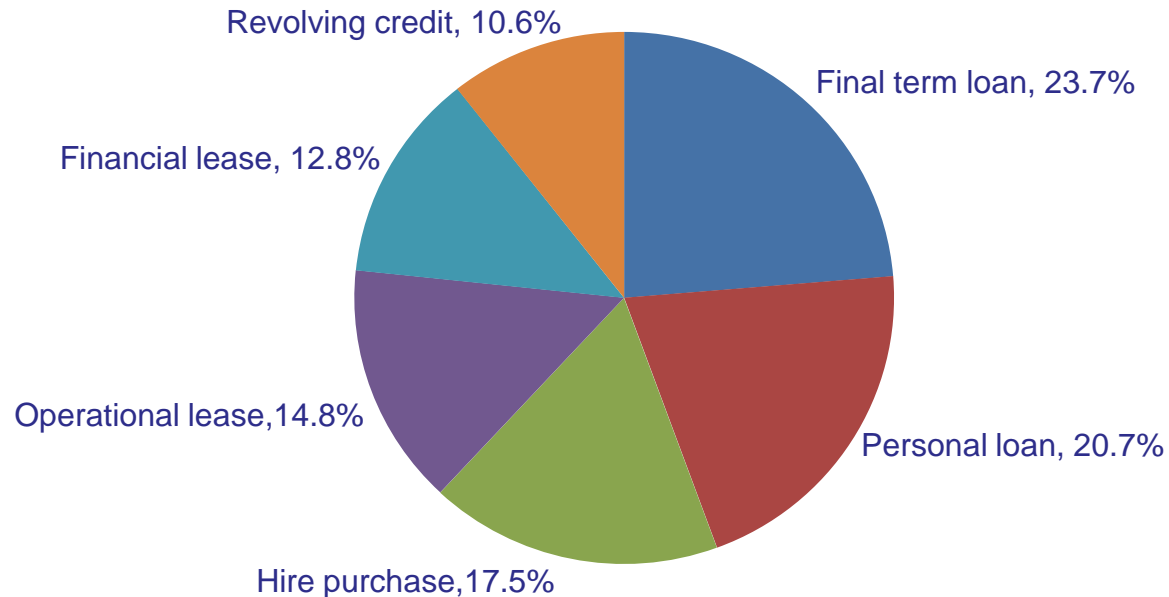
Note: across country-specific reports, PartnerBASE covers between 40 and 230 dealerships and up to 76 manufacturer brands. For the precise scope for any particular country, please contact Finaccord.

Who can use the research?

1. *Automotive manufacturers:* this research provides a wealth of unique and valuable benchmarking data allowing you to assess objectively your performance in consumer automotive financial services around the world and to counter the threat from non-captive competitors.
2. *Finance and leasing providers:* what are the opportunities to increase or build market share of consumer automotive finance and leasing for consumers in each country in both the point-of-sale and direct lending channels?
3. *Insurance, warranty and assistance firms:* what is the potential to introduce insurance, warranty or assistance programs in each country marketed either through manufacturer brands or through dealers?
4. *Management consultancies:* are you helping a manufacturer, finance / leasing provider, insurer, warranty company or assistance firm with its strategy or evaluating how it can develop its business in consumer automotive financial services? Understand the current status of automotive financial services across a variety of global markets, saving time and effort on researching the subject yourself.

Sample graphics (1)

1. The market for point-of-sale car finance in the Netherlands is characterised by the availability of multiple finance products

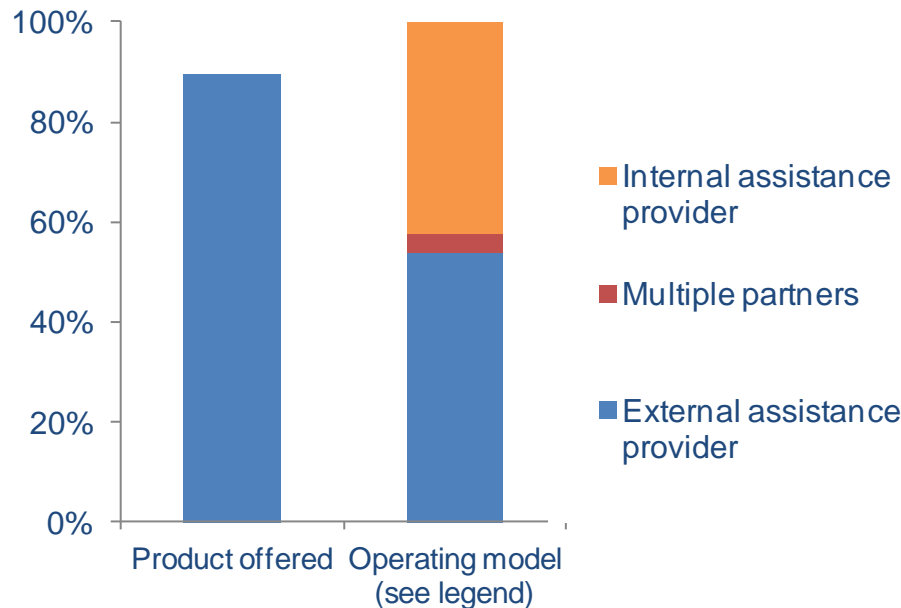


Source: Finaccord Consumer Automotive Financial Services Survey

Sample graphics (2)

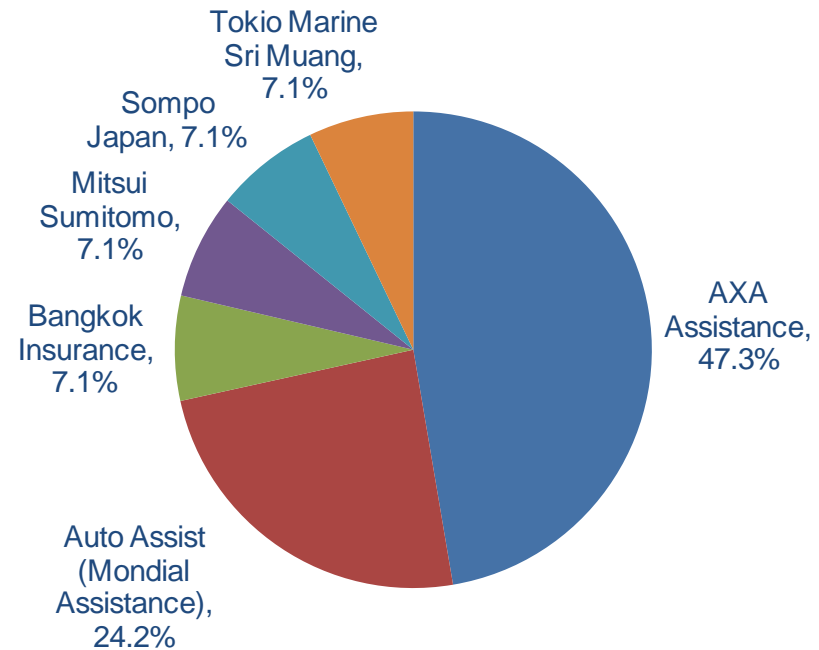
2. Most manufacturer brands in Thailand offer road assistance, with AXA Assistance holding the highest share of provider mandates, weighted by new car registrations

% of manufacturer brands offering road assistance and operating model



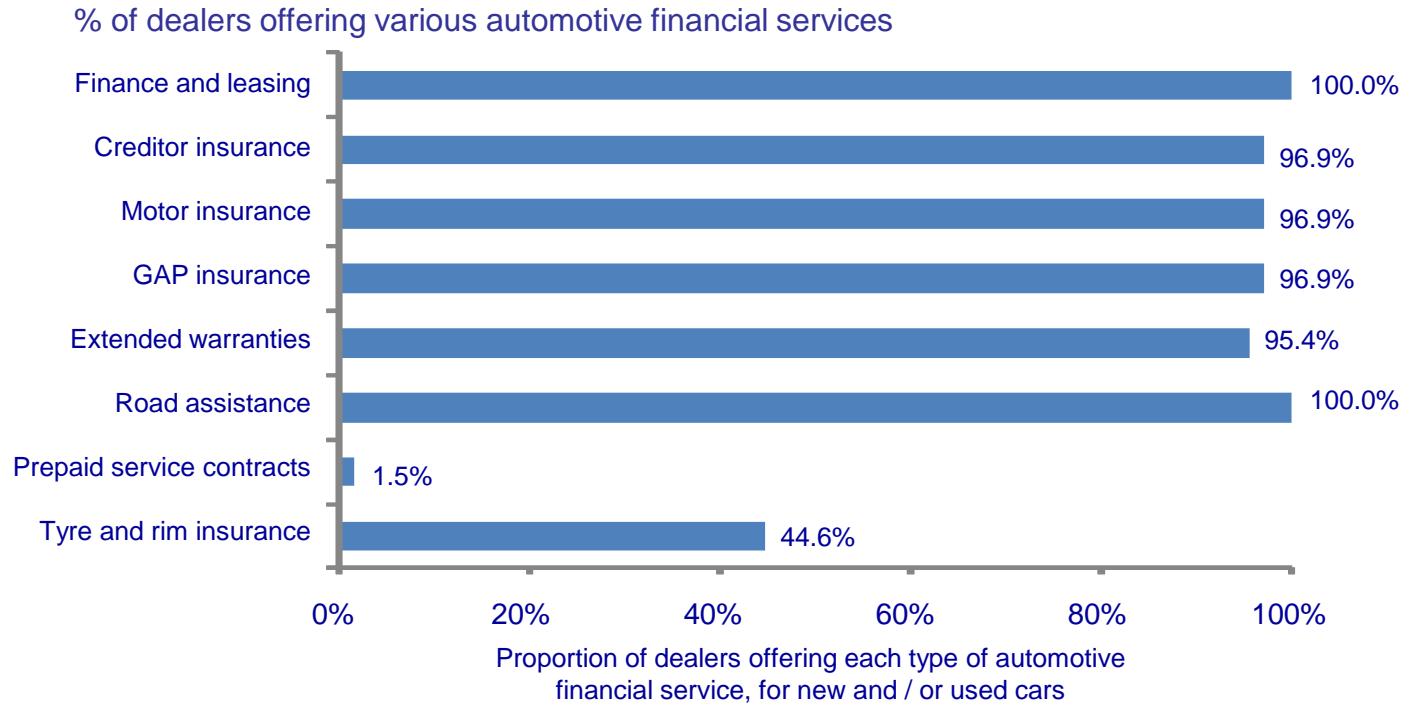
Source: Finaccord Consumer Automotive Financial Services Survey

Weighted provider share of partnerships, %



Sample graphics (3)

3. Car dealers in Australia offer a wide range of automotive financial services to consumers



Source: Finaccord Consumer Automotive Financial Services Survey

What are the prices?

These reports about consumer automotive financial services in different countries are available as standard PDF documents. The PartnerBASE™ datasets and market data annexes that accompany them at no further charge are in Excel format. Prices are as follows:

Consumer Automotive Financial Services in...					
Argentina	GBP 795	Hungary	GBP 595	Russia	GBP 795
Australia	GBP 795	India	GBP 795	Singapore	GBP 795
Austria	GBP 795	Indonesia	GBP 795	Slovakia	GBP 595
Belgium	GBP 795	Ireland	GBP 595	South Africa	GBP 795
Brazil	GBP 795	Italy	GBP 795	South Korea	GBP 795
Canada	GBP 795	Japan	GBP 795	Spain	GBP 795
Chile	GBP 595	Luxembourg	GBP 595	Sweden	GBP 795
China	GBP 995	Malaysia	GBP 595	Switzerland	GBP 795
Colombia	GBP 595	Mexico	GBP 795	Taiwan	GBP 595
Czech Republic	GBP 595	Netherlands	GBP 795	Thailand	GBP 595
Denmark	GBP 595	Norway	GBP 595	Turkey	GBP 595
Finland	GBP 595	Peru	GBP 595	UK	GBP 795
France	GBP 795	Philippines	GBP 595	Ukraine	GBP 595
Germany	GBP 795	Poland	GBP 795	USA	GBP 1,995
Greece	GBP 595	Portugal	GBP 595	Vietnam	GBP 595
Hong Kong	GBP 795	Romania	GBP 595		

** For UK-based clients, VAT at the prevailing rate will be added to the basic price.*

Costs quoted are for a single site user licence only.

For a corporate user licence, please see the final slide for further details.

Invoices can be paid in EUR or USD, at the prevailing exchange rate, if preferred.

For acquisition of multiple reports, please contact Finaccord - discounts may be available.

What other reports are available?

A variety of multi-country reports and associated PartnerBASE™ datasets about consumer automotive financial services are also available from Finaccord, as listed below. These are based upon the same research programs as the country-specific titles but focus instead on particular regions and / or financial products. Separate report prospectuses and tables of contents are available for these which can be downloaded either from the relevant pages of the Finaccord website or by contacting Finaccord directly.

Automotive Finance and Leasing for Consumers in the Asia-Pacific Region	GBP 1,995
Automotive Finance and Leasing for Consumers in Europe	GBP 2,995
Automotive Finance and Leasing for Consumers in Latin America	GBP 1,495
Extended Warranties for New and Used Cars in the Asia-Pacific Region	GBP 1,995
Extended Warranties for New and Used Cars in Europe	GBP 2,995
Extended Warranties for New and Used Cars in Latin America	GBP 1,495
GAP Insurance for New and Used Cars in Europe	GBP 1,995
Manufacturer-Branded and Dealer-Intermediated Motor Insurance and Road Assistance in the Asia-Pacific Region	GBP 1,995
Manufacturer-Branded and Dealer-Intermediated Motor Insurance and Road Assistance in Europe	GBP 2,995
Manufacturer-Branded and Dealer-Intermediated Motor Insurance and Road Assistance in Latin America	GBP 1,495
Prepaid Service Contracts for New and Used Cars in Europe	GBP 2,495

** For UK-based clients, VAT at the prevailing rate will be added to the basic price.*

Costs quoted are for a single site user licence only.

For a corporate user licence, please see the final slide for further details.

Invoices can be paid in EUR, at the prevailing exchange rate, if preferred.

For acquisition of multiple reports, please contact Finaccord - discounts may be available.

How can the research be purchased?

Simple. Just go to the relevant area of the Finaccord web site available at www.finaccord.com/order_consumer-automotive-financial-services_country-reports.htm and fill in the online order form, clearly indicating:

- report required
- type of corporate user licence, if required *
- billing name
- address and e-mail address
- purchase order number, if applicable

Please allow up to one working day for the delivery of electronic copy by e-mail.

* For the **corporate user licence** please choose one of the following options:

1. One office, one country: no supplement over and above basic cost of reports ordered
2. Multiple offices, one country: additional 20% over and above basic cost of reports ordered
3. Multiple offices, two to ten countries: additional 50% over and above basic cost of reports ordered
4. Global (unlimited offices in unlimited countries): additional 100% over and above basic cost of reports ordered

VAT at the prevailing rate will be added to the price of any corporate user licence acquired by UK-based buyers.