



CONRAD ACCEPTANCE

Loan Servicing

As an industry leader for 30 years, the Conrad Companies continue to provide the most flexible programs and personal attention to its clients.

“Every client is unique and vitally important”

COMPANY PROFILE

Conrad is a group of companies headquartered in San Diego, CA. Keith Richenbacher and John Page founded the original company in 1989 and ownership has remained unchanged over the past three decades. The implementation of high ethical and professional standards, coupled with the development of innovative and technological solutions has enabled the company's successful and continuous expansion into a variety of multifaceted industries. The companies were built with the philosophy that the two most important assets of any service organization are its clients and employees. Through Conrad's growth and diversification, that philosophy remains. The Conrad Companies' complete accounts receivable management group provides a "one stop shop" for all aspects of receivable management, from point of sale, to servicing, purchasing, default collections and litigation. This group consists of three divisions:

- **Conrad Acceptance Corporation**, a consumer finance and servicing company
- **Conrad Credit Corporation**, a national collection agency
- **Conrad Asset Team**, a company that provides litigation services



CASH FLOW ADVANCE

As an alternative to the Contract Purchase Program, Conrad Acceptance Corporation created a Cash-Flow Advance Program. This program has proved attractive to Clients who only need to cover the cost of the sale, which usually includes marketing, product or service delivery, and commissions. If these costs are no more than 50% of the sale price, the Advance Program is preferred over a Contract Purchase.

In the Advance Program, Conrad immediately funds on average 40% of the financed balance on qualified sales. A down payment from the consumer in the amount of 10% of the sales price is encouraged. This down payment, in conjunction with the funds advanced by Conrad, provides 50% of the sales price at the point of sale.

In repayment for the advance, Conrad retains the monthly payments paid by the consumer, applying the principal portion of the payment to the advance, and retains the interest paid as Conrad's fee. Effectively, the consumer pays for the advanced funds.

Upon repayment of the advance, all payments revert back to the Client. This includes interest paid on the latter portion of the contract. This usually occurs in less than half of the term depending on the advance percentage. Effectively the advance costs nothing, and the Client retains a portion of the interest. A second advance against the same contract is available under the same terms. Beyond the retention of the interest paid by the consumer during the advance period, there are no fees at all due to Conrad. Once the advance is repaid, the contract is immediately and seamlessly converted to standard account servicing. The account servicing is provided for a fee of 10% of the amount collected. If the interest rate on the contract exceeds 10%, this service is paid for and even exceeded by the interest collected. The program is simple, credit qualification and funding immediate, and it provides more than the initial sales price to the Client through the term of the loan, with available up-front funds to cover sales costs.

LOAN SERVICING

Conrad Acceptance Corporation provides comprehensive receivable management for all types of loans, including tuition contracts, membership contracts, mortgages, promissory notes and association dues. The service provides thorough billing, payment processing, accounting, customer service, and collection calls on past due payments.

The Conrad Companies strives to provide competitively priced solutions combined with proven technology, security, and complete services. The Conrad Companies works diligently to ensure the best safeguards are available to our clients. In an effort to provide the most secure environment, the Conrad Companies meets PCI Compliance, which is a multifaceted security standard that includes requirements for security management, policies, procedures, network architecture, software design and other critical protective measures.

Services include:

- Welcome letter to all new accounts
- Monthly statements
- Automatic debit of bank accounts or credit cards
- Timely, progressive late notices
- Custom reports available
- All customer service inquiries
- Quality collection calls, including skip-tracing
- Credit bureau reporting
- Online payments
- Electronic account placement
- Secure offsite data back up
- Thorough collection follow up and automatic transfer to Conrad Credit Corporation

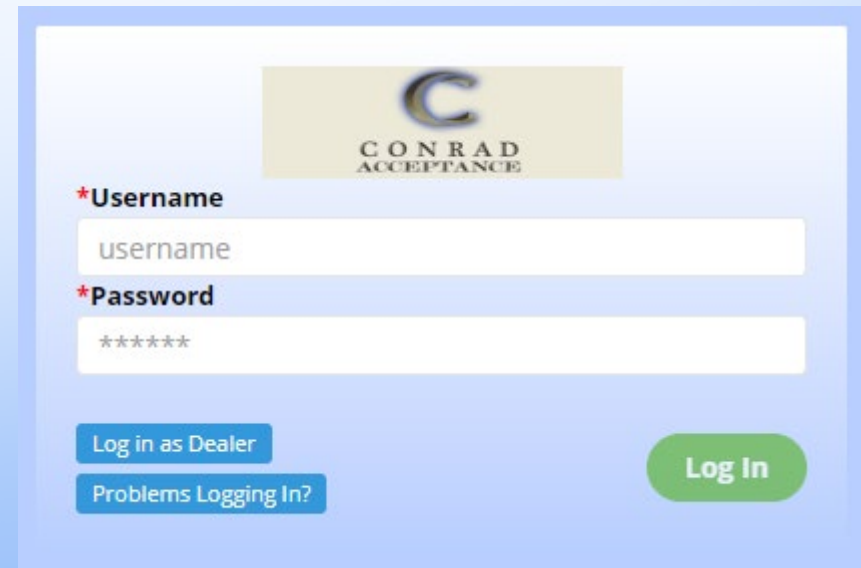


CONRAD INSTANT APPROVAL SYSTEM

Conrad Acceptance is changing the financing experience with the Conrad Instant Approval System (CIAS). The automated instant approval is an online, PCI Certified, credit decision lender that will provide an instant decision at the point of sale. At the point of sale, sign onto the customized portal, create and submit a new application, and within seconds an instant decision will be provided. With a customized dashboard, instant decisioning, and all the applications housed in one online system, the financing experience will be much more efficient.

Conrad Instant Approval System (CIAS) offers:

- One System, One Solution
 - Point of Sale Solution
 - Online Consumer Portal
- Customized Login and Dashboard
 - Metrics in Real Time
 - Customized Reports
 - Mobile Friendly
- In Office or Remote Signing



The screenshot shows the login page for the Conrad Instant Approval System (CIAS). At the top center is the Conrad Acceptance logo, which consists of a stylized 'C' above the text 'CONRAD ACCEPTANCE'. Below the logo are two input fields: one for the username, labeled '*Username' with the placeholder text 'username', and one for the password, labeled '*Password' with the placeholder text '*****'. At the bottom left, there are two buttons: 'Log in as Dealer' and 'Problems Logging In?'. At the bottom right, there is a green 'Log In' button.

REPORTING

Conrad Acceptance Corporation has partnered with Client Access Web (CAW) to give clients an active role in the collection process. The portal was designed so that clients can have convenient and secure access to their accounts at any time. Conrad's Client Access Web provides clients with the tools to create custom reporting without costly fees that typically come from personalized reports. Clients can access Conrad's user-friendly Client Access portal through Conrad's website 24 hours a day, 7 days a week to access file information and other data.

Conrad's Client Access Benefits:

- Verify balances, submit new placements and build custom reports, make comprehensive statistical comparisons and track the most up-to-date recovery results through a secure web portal
- View payment history and all activity on accounts
- Numerous search options include: the consumer's name, client reference number, Conrad Acceptance account number, date placed for collection, account balance and more.
- Update account information, report payments, place single or multiple spreadsheet accounts and notify collectors of new information that can assist in debt recovery.



CONSUMER PORTAL

With Pay Conrad, consumers can create an account and login to Conrad's secure portal where they are presented account details and various options to take care of their obligations.



- PayConrad is a virtual “24/7 collector”
- Consumers can login to view their account details, set up a payment plan, pay in full, or PayConrad can negotiate with the consumer for the highest one-time payment
- Consumers can update contact information, view Conrad Acceptance contact information, and access credit help links

WHAT IS NEXT?

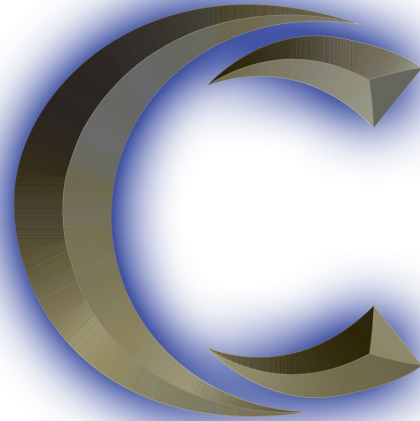
INTERESTED IN BECOMING A CLIENT?

[Click Here to fill our
the New Client
Information](#)

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graph LR; A[Click Here to fill our the New Client Information] --> B[Click Here to fill out the Client Application]; B --> C[Once both forms are submitted, a Client Representative will contact you.];
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[Click Here to fill out
the Client
Application](#)

Once both forms are submitted, a Client Representative will contact you.



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