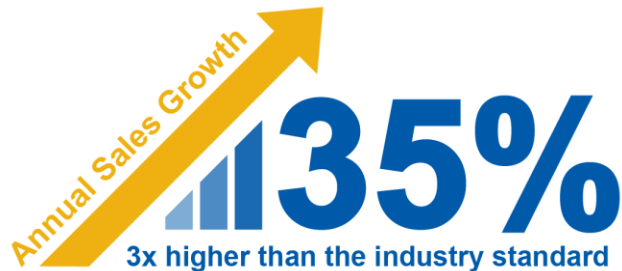


2023

A Year-in-Review

Beating the market in 2023

In 2023, LGM experienced sustained growth and proudly maintained its record of consistently "**beating the market.**" Our contract sales increased, surpassing the industry's overall growth rate of 12% for the year.



*LGM's financial numbers reflect our fiscal 2023 year

*Canadian new vehicle sales statistics sourced from DesRosiers Automotive Consultants Inc. Reporter Manufacturer Light Vehicle Sales - 2021 to Present. DesRosiers Automotive Consultants Inc, Jan. 2024

ENGAGED PARTNERSHIPS

The partner of choice to more OEM brands in Canada

We continue to remain the top choice for OEMs in Canada, with more partnerships than any other provider.

Our OEM partners and their highly engaged dealer networks performed to record levels in 2023 with the **highest core product penetrations ever achieved.**



**BMW
MOTORRAD**

RANGE ROVER

DEFENDER

DISCOVERY

JAGUAR

V O L V O

Polestar

Deepening relationships

As a result of this continued success, we renewed and expanded the following partnerships in 2023.



Renewal as Sole Provider

Renewed partnership with BMW, becoming the sole provider for all extended warranty service contracts for BMW, MINI, and BMW Motorrad. The collaboration now includes Mechanical Breakdown Protection (MBP).



Partnership Expansion

Expanded partnership with BMW Canada Inc. to include motorcycles, introducing two new F&I products: BMW Motorrad Limited Debt Waiver and BMW Motorrad Loan Protection.



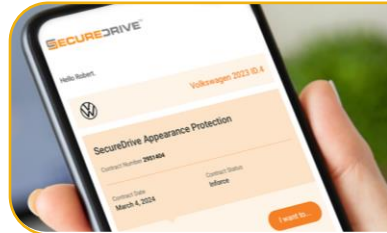
Extension & Expansion

5-year contract extension with Mitsubishi Motors Canada and expansion of product offerings by adding to the Mitsubishi Diamond Care suite: Excess Wear and Use Protection.

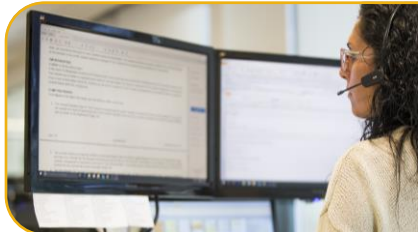
DRIVING INNOVATION

Advancing technology in automotive

Our goal is to create frictionless and intuitive F&I experiences for our partners, customers and field-staff. 2023 was a year where we were able to move the needle on multiple initiatives to serve this goal:



Launched the SecureDrive Consumer Portal, giving contract holders more control over managing their purchases resulting in an average CSAT score of 86%.



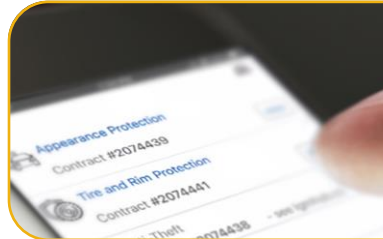
Upgraded LGM Contact Center by migrating from an on-site IVR to a top-tier cloud provider for even greater security.



Enhanced API architecture to simplify partner integrations and improve scalability; currently supports nearly 10 million API calls per quarter.

DRIVING INNOVATION

Advancing technology in automotive



Enhanced claims

communications via automated LGM Hub notifications to external service advisors, increasing efficiency, decreasing response times and improving customer experience.



Launched mission-critical data visualization

dashboards to support and monitor performance of sales and training strategies.



Integrated Loan Protection Rates into three Dealer Management Systems (DMS),

PBS, R&R and Serti. This enabled dealers who use these DMSs to sell LP seamlessly.

Setting the standard *with new FSM Certification*

In 2023 LGM officially launch a Financial Service Manager (FSM) Certification Program, setting the standard for knowledge and service in the Canadian F&I industry. The Certification consists of a unique three-phase program designed to enable FSMs to confidently deliver a consistent and exceptional consumer experience.

Program accolades



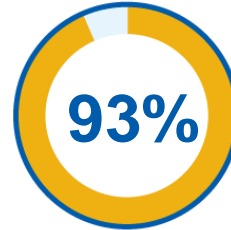
Increased Understanding

96% reported improved understanding of the consultative sales process.



Increased Confidence

95% gained confidence in using a menu of tailored coverage options.



Overcoming Customer Resistance

93% gained confidence in overcoming customer resistance.

SERVICE EXCELLENCE

Service Reach and Customer Satisfaction

At LGM our reputation is steeped in service excellence. We continued to deliver on these core differentiators.



3000+

**Dealer Partners
Served**



88,082

Claims Received



94%

**Dealer Satisfaction
with Sales Support**



4.4



**Customer Satisfaction
on Google Reviews**

SERVICE EXCELLENCE

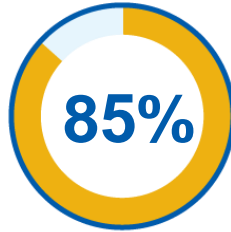
Efficiency and Digital Capabilities

At LGM our reputation is steeped in service excellence. We continued to deliver on these core differentiators.



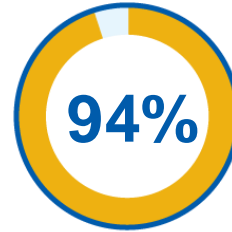
Efficient Claims Support

90% of dealers said we met or exceeded their expectations of claims support



Faster Service

85% of callers received service in less than 60 seconds



Online Claims

94% of claims were submitted online



Quicker Resolutions

The average speed of decisions for all claims was under 13 minutes

INSPIRING CHANGE

Supporting a sustainable future

UN Global Compact:

LGM joined the UN Global Compact initiative, a leadership platform for the development, implementation and disclosure of responsible business practices.

28K+ Hours of Giving Back:

LGM employees continue to give of their time to support local opportunities meaningful to them and as a team of just over 160 we are impressed that over 28,128 hours have been devoted to helping others since 2017.

Notable Champion of Diversity:

Our President and CEO, Drew Collier continues to inspire us with his drive for social purpose and who in 2023 was recognized as a Notable Champion of Diversity by Automotive News Canada.

INSPIRING CHANGE

A trusted voice

We made headlines in 2023 as a trusted industry voice and innovative thought leader with over 36 pieces of media coverage and were recognized in Auto Remarketing Canada's Power 150 list acknowledging companies who have made a significant impact.

POWER
150

AUTOSPHERE

Auto Remarketing Canada

canadian
auto dealer

The Province

Automotive News Canada

 **CAREERS** >
THAT MATTER

 **Conversations**
That Matter

THE VANCOUVER SUN