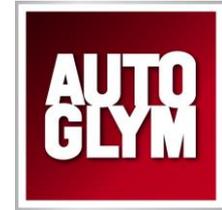




BY APPOINTMENT TO  
HER MAJESTY THE QUEEN  
SUPPLIER OF CAR CARE PRODUCTS  
AUTOGLYM, LETCHWORTH, ENGLAND



BY APPOINTMENT TO  
H.R.H. THE PRINCE OF WALES  
SUPPLIER OF CAR CARE PRODUCTS  
AUTOGLYM, LETCHWORTH, ENGLAND



## LifeShine Guarantee Registration Portal Remodelling Project (2020)

# FAQs for Dealerships

|   |   |  |
|---|---|--|
| 1 | What's happening and when?  | <p>We're making important <b>changes to the LifeShine Guarantee Registration portal.</b></p> <p>Following feedback from both dealerships and customers, it's being redeveloped from being a portal used by you, to one being used directly by your customers.</p> <p>This means that from the go-live date, your <b>customers will register their own LifeShine guarantee</b> using a simple and easy-to-use platform, very similar to the one you use now.</p> <p>The <b>launch date is scheduled for Wednesday 5<sup>th</sup> August 2020.</b></p> |
| 2 | Will the portal's web address change?                                       | <p>Yes, the 'Guarantee Registration' button on lifeshine.com will be redirected to the new portal.</p> <p>If you have a shortcut to the existing portal (at <a href="http://guarantees.lifeshine.com">guarantees.lifeshine.com</a>) on your PC/device, from the go-live date, you'll hit a landing page with a reminder of the changes.</p> <p>Your login to the existing portal will no longer be required and all dealership logins will be deactivated.</p>   |
| 3 | Does any documentation within the LifeShine kit change?                     | <p>The guarantee form supplied with the LifeShine kit will be amended to be a customer-facing form and will give your customers instructions on what they need to do next, having collected their car from you.</p> <p><b>The new form will be placed inside the aftercare bag, so it's a good idea to point out where the form is when you hand over the aftercare bag.</b></p>   |
| 4 | When can we expect deliveries of LifeShine kit with the new guarantee form? | <p>We'll begin to despatch 'new' LifeShine stock with the updated customer-facing form from July. You may receive new stock before the launch of new portal, but the guarantee number will still be valid on the existing portal if necessary.</p>   |



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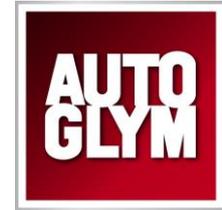
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| 5 | We still have stock of LifeShine kits with the existing guarantee form providing instructions for dealerships. What can we do? | <p>We'll begin to despatch 'new' LifeShine stock with the updated customer-facing form from July.</p> <p>You may still have kits with the current dealership-facing form to sell through before or immediately after the go-live date, but don't worry, you can use the guarantee number on that form and, for a temporary period of time, register the guarantee on your customer's behalf (see Question 6).</p> <p>Or, you can <a href="#">download a blank version of the new form here</a> and transfer the guarantee number onto it. That way, it will be ready and complete for your customer to use to register their own guarantee.</p> <p>This will be a temporary process, only until your stock that contains the dealership-facing guarantee form has sold through.</p> |
| 6 | During the transition stage, can we register the guarantee on behalf of our customers?   | <p>Yes, but this will be a temporary process only until you start to sell LifeShine kits that include the new customer-facing guarantee form.</p> <p>The new portal and the new guarantee form will be designed with the customer in mind. It won't be practical for dealerships to continue to register guarantees after the transition period.</p> <p>If you haven't used the portal before, then it's a simple four-step process. You'll need the 16-digit guarantee number, brief details about the car, and the customer's details.</p> <p>The system will automatically generate an email to the customer with a link to download their LifeShine Guarantee Certificate. There's also an option to print or download the certificate after submitting the registration.</p>   |
| 7 | Can dealerships use the new portal to monitor or report on registrations?  | <p>No, the new portal is designed with the customer in mind, and is designed purely as a tool for registering their guarantees.</p> <p>The existing portal also serves the same purpose, but we understand some dealerships have been using their logins to monitor registrations. Dealership logins will be no longer be required when the current system is deactivated.</p>  |
| 8 | Does the customer have a timescale in which to register their guarantee?   | <p>At this stage, we'll be giving them one month to activate their guarantee after taking delivery of their car.</p>  |



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|    |  | <p>We understand that sometimes people overlook guarantee registrations, so if we receive a query or claim and the guarantee hasn't yet been registered, we'll take care of it on a case-by-case basis.</p>  |
| 9  | <p>Will the new portal use the licence plate look-up tool as it does in the dealership's portal?</p> | <p>We won't be using the licence-plate look-up tool within the new portal. There will be a drop-down list of all makes for the customer to choose from, and the model will be entered as free text. We'll be making it clear that we only need brief details of the model, not the full specification.</p> <p>We are building a content management system into the portal to allow Autoglym Admin Users to quickly add any new makes, but thankfully, that doesn't happen often. If a make doesn't exist or the customer is experiencing any problems, it'll be clear who to contact and how.</p>  |
| 10 | <p>What happens if a customer doesn't have an email address?</p>                                     | <p>We understand this may be a concern, but to make the registration secure and ensure the Guarantee Certificate reaches the right recipient, an email address is preferred. However, if no email address is available, there will be an option to print and/or download the certificate after submitting the registration.</p> <p>We're not permitted to ask for an email address if it doesn't serve a purpose, but as it's an online portal providing a service from which a communication (in our case, a certificate) will be generated and issued, then it's reasonable to request one. It will be clear that their email address will only be used to send them their certificate, unless they consent to receiving marketing emails from us too.</p> |
| 11 | <p>Can the customer amend any details themselves on the new portal?</p>                              | <p>If customers make a mistake with their registration or need to change their details, there will be some functionality to make amends.</p> <p>Customers can change their email and postal address, but just as with the existing portal, any changes to their name or car will need to be made by our Customer Care team. We'll make it clear to them within the portal what's possible and who to contact for help.</p>   |