



Bring this to the F&I desk. Each product on the menu, what it actually does for you, and the questions a good F&I manager will be happy to walk through.

1 Extended Warranty

What it does: continues factory bumper-to-bumper and powertrain coverage past the cap. Repairs billed directly to the administrator. Converts a possible surprise bill into a planned monthly amount.

ASK THE F&I MANAGER

- Manufacturer-backed or third-party?
- Deductible per visit?
- Wear-and-tear items included?
- Transferable to next owner?
- Refund formula if cancelled mid-term?

2 GAP (Loan Protection)

What it does: if the vehicle is totalled or stolen and your insurance payout is less than the loan balance, GAP covers the shortfall. You walk away with the loan paid off.

ASK THE F&I MANAGER

- Maximum payout?
- Does it cover the insurance deductible too?
- Refund formula if loan is paid off early?
- Already covered by OPCF 43 (Ontario)?

3 Tire & Rim Protection

What it does: covers replacement of tires or wheels from potholes, road debris, curb hits, sidewall cuts. Most plans include mounting, balancing, and roadside.

ASK THE F&I MANAGER

- Are winters covered if purchased separately?
- Deductible per claim?
- How many claims permitted?
- Transferable to next owner?

4 Anti-Theft & Recovery

What it does: VIN etching, body marking, and a hidden subscription-monitored tracking device. The tracking device is the highest-utility piece for vehicles on the most-stolen lists.

ASK THE F&I MANAGER

- Which national tracking network?
- Etching on glass or another method?
- Does my insurer offer a discount for it?
- Financed or paid up front?

5 Creditor Life & Disability (and Critical Illness)

What it does: life coverage pays off the loan balance if you pass away. Disability covers monthly payments if you cannot work due to a covered injury or illness. Critical illness rider pays a lump sum on covered diagnoses. Often issued without full medical underwriting up to a defined loan amount.

ASK THE F&I MANAGER

- What conditions are excluded?
- Waiting period before disability payments begin?
- Does coverage follow me if I refinance?
- Refund formula if loan is paid off early?

HOW TO WALK INTO THE F&I DESK READY

- 1 **Come in expecting to engage with each one.** Each product has a real use case. Engage with each.
- 2 **Ask the F&I manager to explain the value for your situation.** Their expertise is part of what you came to the dealership for.
- 3 **Take notes.** Write down each product, the protection it provides, and your monthly cost with each one in.
- 4 **Ask whether each is financed or paid up front.** Both are valid; the F&I manager will walk through the trade-offs.
- 5 **Make the call on each one with the F&I manager's input.** A good F&I manager appreciates an informed buyer.

"The F&I office is the most valuable forty-five minutes of the car-buying process."

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