



## News from The Warranty Group

*For Immediate Release*

### **Resource Automotive Announces TWGConnect<sup>SM</sup> Online Warranty Claims Program**

**CHICAGO**, August 24, 2010 – Resource Automotive, Inc., the premier training, consulting and financial services provider to the auto industry and a subsidiary of The Warranty Group, Inc., today announced the launch of TWGConnect, a proprietary online warranty claims system for its U.S. vehicle service contract, GAP, pre-paid maintenance and tire and wheel programs.

TWGConnect allows dealers to submit warranty claims electronically, reducing paperwork and speeding the claims process. This new program eliminates the faxing or mailing of repair orders, resulting in faster payment to the dealer. Additionally, TWGConnect allows dealers to attach electronic documents and photos directly to the claim, further assuring quick claim settlement.

“Dealers are looking for ways to better manage claims administration, and the functionalities that TWGConnect provides will benefit fixed operation profitability as well as customer satisfaction,” said Mike Frosch, President and COO North America. “In addition to streamlining submission and providing warranty management tools, TWGConnect enhances cash flow – a critical need for every dealer, regardless of franchise or location.”

TWGConnect is presently being rolled out and will soon be available nationwide.

Resource Automotive, established in 1964, has relationships with over 3,100 clients in the US, Canada, the UK, Europe, Latin America, Asia and Australia. [www.resourceautomotive.com](http://www.resourceautomotive.com).

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#### **About The Warranty Group**

The Warranty Group is the world’s premier provider of extended service plans and related benefits, with operations in 33 countries and 1800 employees. With global underwriting, claims administration and marketing expertise, The Warranty Group is a global single-source solution for manufacturers, distributors and retailers of consumer goods including autos, homes, consumer electronics, medical devices, furniture and appliances as well as financial institutions and the travel and leisure industry. [www.TheWG.com](http://www.TheWG.com)

#### **For more information, contact:**

Rob Mancuso, SVP Corporate Communications/Investor Relations, 312.356.2320 [rob.mancuso@TheWG.com](mailto:rob.mancuso@TheWG.com)