



News from The Warranty Group

For Immediate Release

Resource Automotive's TWGConnectSM Drives Dealer Profits

CHICAGO, December 7, 2010 – Resource Automotive, Inc., the premier training, consulting and financial services provider to the auto industry and a subsidiary of The Warranty Group, Inc., announced that TWGConnect, its proprietary online warranty management system, is now a key component of its strategy to increase dealership profitability through the use of technology.

TWGConnect allows dealers to submit warranty claims electronically, reducing paperwork and expediting the claims process. Additionally, TWGConnect permits dealers to attach electronic documents and photos directly to the claim, further assuring quick and accurate claims settlement and facilitating payment.

“Efficient claims administration is key not only to customer satisfaction, but also to cash flow in our fixed operation,” said John Francek, COO of the Gary McGrath Auto Group, Elgin, Illinois. “With online tutorials and on-site support as needed, TWGConnect streamlines our submission process and provides a broad suite of warranty management tools.”

“TWGConnect is a critical component of our strategy to drive per vehicle gross profit using an integrated approach to operational efficiencies, benefitting both our dealers and their customers,” said Mike Frosch, President North America for The Warranty Group. “People, products and process drive the numbers, and technology provides the efficiencies and metrics. From inventory management to claims administration, we look at every opportunity to push profit per vehicle. TWGConnect is key to those efforts.”

Resource Automotive, established in 1964, has relationships with over 5,100 clients in the US, Canada, the UK, Europe, Latin America, Asia and Australia. www.resourceautomotive.com. For further information, contact Ash Bauer at 312.356.2397 or Ash.Bauer@TheWG.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

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