



Consumer Finance-Americas  
Auto Warranty Services

**MEMORANDUM**

**TO: All Sales and Service Representatives**

**FROM: George Godfrey**

**DATE: June 1, 2005**

**RE: Agent Certification Course**

**GE Auto Warranty Services is holding an Agent Certification Course at our Denver office on July 19<sup>th</sup>, 20<sup>th</sup>, and 21<sup>st</sup>. This is a terrific opportunity to obtain firsthand knowledge of our products, processes and meet the people you deal with everyday.**

**This two and one half day class will cover each of our programs, in depth, our processing and claims procedures, and the Business to Business website including contract entry.**

**Take this opportunity to see and hear from those you deal with on a daily basis. You will also obtain knowledge of our claims process and listen in on some claims calls.**

**The classes start on the morning of the 19<sup>th</sup> and end mid-day on the 21<sup>st</sup>. With that in mind, please book your air travel to arrive on the 18<sup>th</sup> and plan your departure after 3PM on the 21<sup>st</sup>.**

**We have set aside a block of rooms at a hotel near the office. You will be responsible for airfare, room, and transportation to and from the airport. Please complete the attached Registration Form and fax it back right away.**

**We look forward to seeing you.**



Consumer Finance-Americas  
Auto Warranty Services

**AGENT CERTIFICATION COURSE  
REGISTRATION FORM  
DENVER  
July 19, 20, 21, 2005**

**Agency Name** \_\_\_\_\_

**Attendee Name** \_\_\_\_\_

**Attendee Phone Number** \_\_\_\_\_

**Attendee Fax Number** \_\_\_\_\_

**Attendee E-mail Address** \_\_\_\_\_

**Faxing this completed registration form to Mandy Cahill at 303-987-5519 ensures you have reserved a spot in the Agent Certification Course, and a room at a hotel near our office.**