

*New and seasoned attendees will gain tips that will expedite claim payment and reduce rejects!*

Same seminar...  
New virtual format!



# 2021 GM WARRANTY WEBINAR

**jlwarranty**

APPROVED SUPPLIER  Dealer Equipment

Get real-time interaction with our trainer and fellow attendees via video conference



## VIDEO & AUDIO REQUIRED TO PARTICIPATE

We've divided our 1-day seminar into an online virtual training webinar taking place over the course of 2 convenient sessions.

## 2021 WEBINAR SCHEDULE

**August 4 & 5** 12PM-3PM EST

**September 8 & 9** 9AM-12PM EST

**October 26 & 27** 12PM-3PM EST

**November 10 & 11** 10AM-1PM EST

**December 7 & 8** 9AM-12PM EST

Experience our popular, live seminars from the comfort of your home or dealership!

### WARRANTY ADMINISTRATORS:

- Know the requirements before submitting each type of transaction
- Be confident transactions are accurate and fully supported, minimizing rejects
- Learn how to submit all expenses related to the warranty repair

### SERVICE MANAGERS:

- Understand documentation requirements when applying dealer empowerment
- Learn best practices for staying compliant with GM Service Policies and Procedures
- Review top Policy deviations and know how to prevent them

### SERVICE ADVISORS:

- Start the transaction right by utilizing all available resources within GlobalConnect
- Develop a solid foundation by accurately documenting the customer concern
- Learn what dealer Service Management is required to authorize

### BEFORE THE WEBINAR YOU'LL RECEIVE YOUR WORKBOOK:

Attendees tell us that the manual alone is worth the cost of the webinar! You'll find:

- Common Warranty Topics from Basic to Advanced
- Quick Reference Section
- Helpful Warranty Publications

### AFTER THE WEBINAR YOU'LL RECEIVE 1-MONTH TRIAL SUBSCRIPTION:

We continually educate service personnel with our Warranty Administration Program

- Monthly Newsletter
- Online Video Training Library
- Interactive Forum
- Reference Publications & More!

**INVESTMENT:** \$395 conveniently billed to your dealer account.

No refunds once workbooks are shipped (7-10 days prior to webinar).  
Registration fee can be applied to a future webinar/seminar.

## REGISTER TODAY!

Webinar size is limited to 15 participants to enhance experience and dialogue.

**CALL:** 800.852.6298 **ONLINE:** JLWARRANTY.COM