

## **American General Disengagement Frequently Asked Question**

### **Why is American General exiting the Trane program?**

*Just like other businesses in the mortgage and consumer finance industry, American General has been impacted by the present economic downturn. As a result of this and the issues confronted by their parent company, AIG, they have financial constraints that limit their ability to provide funding for programs like ours.*

### **Is American General accepting new merchants on the program?**

*No new dealer applications or pending Merchants applications will be added to the program.*

### **Will American General sign a dealer up on a Generic program?**

*We have been advised that American General will not provide financing to HVAC or Home Improvement dealers.*

### **When will American General stop accepting New Trane Consumer applications ?**

*The last day for customer applications is July 16, 2009.  
The last day for funding is Aug 6, 2009.  
These dates are firm.*

### **Will American General maintain their present approval rate through the end of the program?**

*We expect that approval rates will remain competitive, however, we may see some tightening of credit guidelines.*

### **Will American General still do a “Second Look” on a declined customer application?**

*Since they are exiting this part of their business, we would not expect this benefit to continue.*

### **What should I do if the Branch will not take my customer’s application or not want to fund my approved contract?**

*Please explain that American General and Trane have agreed to continue the program within the aforementioned time frames. If they need further guidance ask the Branch Manger to contact American General’s Merchant Services at 800-435-6285 for instructions as it pertains to the Trane Financing program. If this does not resolve the issue contact your Trane Consumer Finance Manager for further assistance; Bill Bryden 1-303-619-9477 Thomas Kieta 1- 770-329-9899 Skip McCaffery 1-410-529-0154 Rick Lauer 1-800-724-6026 option 4.*

### **Will the hours of operations for Application Processing and Merchant Services change?**

*We have been advised that the actual hours that these services will be manned will be changing. Contact American General for available hours.*

**What is Trane doing to find a new lender?**

*Fortunately we have maintained strong relationships with the major lenders in the industry. We have already engaged several leading institutions for program bids and expect to have our new program in place prior to the expiration of the existing program.*

**Will the new lender have financing promotions?**

*Yes, all the lenders we are talking with support various financing promotions such as Same-As-Cash (SAC) and Annual Percentage Rates (APR) buy down programs.*

**What do you do if you have a new dealer that wants to participate in Special Financing programs now?**

*Until the new program is launched and the Merchant signup process has been communicated, our special financing offers will be available only to those dealers currently authorized to use the program.*

**As a Dealer, should I be looking for an additional financing source?**

*We have offered the industry's most successful consumer financing program for years now and remain committed to continuing this position. While we continue to advocate having multiple sources, if possible, to finance your customers' HVAC purchases, we will continue to provide an industry-leading program that is the dealer's first-choice for their customers.*