

SVL Service Pricing Information

Document Information

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- **Last Updated:** July 2025
- **Review Frequency:** Quarterly
- **Owner:** SVL Sales & Marketing Team

1. INDIVIDUAL SERVICE PACKAGES

1.1 Basic Recovery Package

Monthly Cost: \$19.99/month **Annual Cost:** \$199.99/year (Save \$39.89)

What's Included:

- 24/7 theft reporting service
- GPS tracking device installation
- Basic law enforcement coordination
- Email and SMS notifications every 30 minutes
- Standard recovery service
- Basic customer support (business hours)
- Vehicle history reports
- Insurance claim assistance

Best For:

- Standard passenger vehicles
- Budget-conscious customers
- Vehicles under \$25,000 value
- Basic protection needs

1.2 Enhanced Recovery Package

Monthly Cost: \$39.99/month **Annual Cost:** \$399.99/year (Save \$79.89)

What's Included:

- Everything in Basic Package, plus:
- SVL Alert mobile app with push notifications
- Priority response (30-minute initial response)

- 24/7 premium phone support
- Advanced tracking features
- Real-time location updates
- Case manager assignment
- Recovery status dashboard
- Family notification sharing (up to 3 members)

Best For:

- Mid-range vehicles (\$25,000-\$75,000)
- Customers wanting faster updates
- Families with multiple drivers
- Enhanced peace of mind

1.3 Premium Recovery Package

Monthly Cost: \$59.99/month **Annual Cost:** \$599.99/year (Save \$119.89)

What's Included:

- Everything in Enhanced Package, plus:
- Concierge recovery service
- Personal recovery specialist
- Rental car assistance (up to 7 days)
- Extended case management
- VIP customer support
- Advanced analytics and reporting
- Family notification sharing (up to 5 members)
- Identity theft protection
- Legal consultation services

Best For:

- High-value vehicles (over \$75,000)
- Luxury and exotic vehicles
- Business executives
- Maximum protection and service

2. SPECIALIZED VEHICLE PACKAGES

2.1 Motorcycle & ATV Package

Monthly Cost: \$14.99/month **Annual Cost:** \$149.99/year (Save \$29.89)

What's Included:

- Specialized tracking device for two-wheelers
- Weather-resistant installation
- Theft reporting and recovery
- Community alert network
- Basic notification service
- Motorcycle-specific recovery protocols

Best For:

- Motorcycles, ATVs, jet skis
- Recreational vehicles
- Seasonal vehicle use

2.2 Classic & Antique Vehicle Package

Monthly Cost: \$39.99/month **Annual Cost:** \$399.99/year (Save \$79.89)

What's Included:

- Specialized tracking for classic vehicles
- Gentle installation techniques
- Collector vehicle recovery protocols
- Vintage vehicle specialist support
- Insurance coordination for antique vehicles
- Collector community alerts
- Restoration-friendly recovery methods

Best For:

- Classic cars (25+ years old)
- Antique vehicles
- Collector vehicles
- Restored vehicles

2.3 Commercial Fleet Package

Monthly Cost: \$45.00/month per vehicle (5+ vehicles) **Annual Cost:** \$450.00/year per vehicle

What's Included:

- Centralized fleet management
- Business-focused reporting
- Priority commercial response
- Fleet dashboard and analytics
- Multiple user access
- Business insurance coordination
- Commercial vehicle recovery protocols
- 24/7 business support

Minimum: 5 vehicles **Best For:**

- Business fleets
- Rental car companies
- Commercial vehicle operators
- Fleet management companies

3. PROMOTIONAL PRICING

3.1 New Customer Offers

Welcome Package:

- 50% off first 3 months on any package
- Free device installation (normally \$50)
- Free setup and activation
- 30-day money-back guarantee

Referral Program:

- \$25 credit for each successful referral
- Referred customer gets \$25 off first month
- Unlimited referrals allowed
- Credits apply to monthly service fees

3.2 Holiday Specials

Black Friday/Cyber Monday (November)

- Up to 60% off first year

- Free premium upgrade for 6 months
- Gift subscriptions available
- Extended family sharing

New Year Special (January)

- Free device installation
- 1 month free service
- Resolution to protect your vehicle
- Fresh start protection

Memorial Day (May)

- Military families: 6 months free
- Veteran discount: 15% ongoing
- First responder appreciation: 10% off
- Honor those who serve

Back to School (August)

- Student discount: 25% off
- College student special: \$12.99/month
- Parent peace of mind package
- Campus security coordination

Holiday Season (December)

- Gift subscriptions with bonus months
- Family protection packages
- Holiday travel protection
- Winter weather preparedness

4. DISCOUNT PROGRAMS

4.1 Ongoing Discounts

Military & First Responders: 15% off monthly service

- Active duty military personnel
- Veterans with DD-214
- Police officers
- Firefighters

- EMT/Paramedics

Senior Citizens (65+): 10% off monthly service

- AARP members
- Senior community discounts
- Fixed income considerations
- Simplified billing options

Multi-Vehicle Discounts:

- 2nd vehicle: 10% off
- 3rd vehicle: 15% off
- 4th+ vehicles: 20% off
- Family fleet savings

4.2 Loyalty Programs

Annual Payment Discount:

- 2 months free when paying annually
- No monthly billing fees
- Priority customer support
- Exclusive member benefits

Long-term Customer Rewards:

- 2+ years: 5% loyalty discount
- 5+ years: 10% loyalty discount
- 10+ years: 15% loyalty discount
- VIP customer recognition

5. ENTERPRISE PRICING

5.1 Large Fleet Discounts (50+ vehicles)

Enterprise Fleet Package:

- Custom pricing based on fleet size
- Dedicated account manager
- Custom reporting and analytics
- Priority response protocols
- Bulk installation discounts

Volume Pricing Tiers:

- 50-99 vehicles: \$35/month per vehicle
- 100-249 vehicles: \$30/month per vehicle
- 250-499 vehicles: \$25/month per vehicle
- 500+ vehicles: Custom pricing

5.2 Corporate Partnerships

Insurance Company Partnerships:

- Discounted rates for insured customers
- Integrated claims processing
- Risk reduction programs
- Premium reduction opportunities

Employer Benefit Programs:

- Group discount programs
- Payroll deduction options
- Employee protection benefits
- Corporate rate negotiations

6. ADDITIONAL SERVICES & FEES

6.1 Installation Services

Standard Installation: Included in all packages **Premium Installation:** \$25 (at your location) **Rush Installation:** \$50 (same day service) **Reinstallation:** \$25 (device transfer)

6.2 Device Services

Device Replacement: \$75 (if damaged) **Device Upgrade:** \$25 (to newer model) **Additional Device:** \$15/month each **Device Removal:** \$25 (end of service)

6.3 Premium Services

Concierge Service: \$10/month additional **Extended Family Sharing:** \$5/month (6+ members) **Priority Response Upgrade:** \$15/month **Legal Consultation:** \$25/incident

7. PAYMENT OPTIONS

7.1 Payment Methods

Accepted Payment Types:

- Credit cards (Visa, MasterCard, American Express)
- Debit cards
- PayPal
- Bank automatic deduction (ACH)
- Check payments (annual only)

Payment Scheduling:

- Monthly billing
- Quarterly billing (5% discount)
- Semi-annual billing (8% discount)
- Annual billing (10% discount)

7.2 Financial Assistance

Hardship Programs:

- Reduced rate programs for qualifying customers
- Payment plan options
- Temporary suspension options
- Community assistance programs

Student Programs:

- College student verification required
- Part-time payment options
- Semester-based billing
- Graduate rate adjustments

8. INSURANCE INTEGRATION

8.1 Insurance Company Partnerships

Preferred Insurance Partners:

- State Farm: 20% discount on SVL service
- Allstate: 15% discount + claims integration
- GEICO: 10% discount + fast claims
- Progressive: 12% discount + risk reduction

Insurance Claim Benefits:

- Direct billing to insurance company
- Faster claim processing
- Reduced deductibles
- Premium reduction opportunities

8.2 Self-Insurance Options

Customers Without Comprehensive Coverage:

- Month-to-month flexibility
- No long-term commitments
- Pay-as-you-go options
- Basic protection available

9. RETURN POLICY & GUARANTEES

9.1 Money-Back Guarantee

30-Day Satisfaction Guarantee:

- Full refund if not satisfied
- No questions asked cancellation
- Free device removal
- No cancellation fees

Performance Guarantee:

- 89% recovery rate promise
- Service level agreements
- Response time guarantees
- Customer satisfaction commitment

9.2 Cancellation Policy

Cancellation Terms:

- 30-day notice required
- Prorated refunds available
- Device removal scheduling
- Final billing within 30 days

Early Termination:

- Annual contracts: No early termination fee
- Monthly contracts: Cancel anytime
- Device return required
- Final month charges apply

10. FREQUENTLY ASKED QUESTIONS

10.1 Pricing Questions

Q: Are there any hidden fees? A: No hidden fees. All costs are clearly stated. The only additional fees are for premium services you choose to add.

Q: Can I change my service level? A: Yes, you can upgrade or downgrade at any time. Changes take effect at your next billing cycle.

Q: What happens if I don't pay on time? A: Your service will be suspended after 15 days. You'll receive notifications before suspension. No reactivation fees for suspensions under 30 days.

Q: Do you offer payment plans? A: Yes, we offer payment plans for customers who need them. Contact customer service to discuss options.

10.2 Service Questions

Q: Is there a contract required? A: No long-term contracts required. Service is month-to-month unless you choose annual billing for discounts.

Q: What if my vehicle is never recovered? A: While our recovery rate is 89%, if your vehicle isn't recovered, we'll continue monitoring for up to 1 year at no additional cost.

Q: Can I transfer my service to a new vehicle? A: Yes, device transfer is \$25. Your service continues uninterrupted.

11. CONTACT INFORMATION

11.1 Sales & Pricing

- **Sales Team:** 1-800-SVL-SALE (1-800-785-7253)
- **Pricing Questions:** 1-800-SVL-COST (1-800-785-2678)
- **Enterprise Sales:** 1-800-SVL-BIZZ (1-800-785-2499)

11.2 Billing & Payments

- **Billing Questions:** 1-800-SVL-BILL (1-800-785-2455)
- **Payment Issues:** 1-800-SVL-HELP (1-800-785-4357)
- **Financial Assistance:** 1-800-SVL-CARE (1-800-785-2273)

11.3 Customer Service

- **General Support:** 1-800-SVL-HELP (1-800-785-4357)
 - **Technical Support:** 1-800-SVL-TECH (1-800-785-8324)
 - **Cancellation:** 1-800-SVL-QUIT (1-800-785-7848)
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Pricing Subject to Change: All prices are subject to change with 30-day notice. Current customers are protected at their contracted rate for the duration of their service agreement.

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