

Hyundai Protection Plan - Sales Production

Dealer Code - HYUMD010
Dealer Name - MASSEY HYUNDAI
Dealer District - HISO5
Dealer Region - Southern

Current Status - November

HPP Total	1/11-1/31		2/1-2/28		3/1-4/1		4/2-4/30		5/1-5/31		6/1-7/1		7/2-7/31		8/1-9/3		9/4-9/30		10/1-10/31		11/1-12/2		Gross Total	Cancel Total	Net Total
	Volume	Cancel	Volume	Cancel	Volume	Cancel	Volume	Cancel	Volume	Cancel	Volume	Cancel	Volume	Cancel	Volume	Cancel	Volume	Cancel	Volume	Cancel	Volume	Cancel			
HPP VSC NEW	57	0	141	0	96	3	144	3	126	12	129	3	135	0	129	0	96	6	114	6	24	0	1191	33	1158
HPP VSC USED	6	0	3	0	0	0	12	0	9	3	6	0	9	3	15	0	18	0	6	0	3	0	87	6	81
HPP CPO WRAP	12	0	27	0	18	0	18	0	9	0	18	0	6	6	12	0	18	0	27	3	12	3	177	12	165
HPP GAP	57	0	114	0	90	6	165	0	87	9	123	3	105	6	144	6	123	9	105	6	18	3	1131	48	1083
HPP PPM	75	0	162	3	93	15	63	3	57	3	69	0	45	12	84	3	69	6	63	9	15	0	795	54	741
HPP Term Protection	3	0	3	0	3	0	0	0	0	0	0	0	3	0	6	0	3	0	3	0	0	0	24	0	24
HPP Excess Wear & Use	3	0	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9	0	9
HPP Road Hazard Tire	0	0	18	0	0	0	3	0	0	0	6	0	6	0	6	0	3	0	0	0	0	0	42	0	42
HPP Key Protection	0	0	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6	0	6
HPP Dent and Ding	0	0	15	0	0	0	3	0	0	0	6	0	6	0	6	0	3	0	0	0	0	0	39	0	39
HPP Appearance Protection	12	0	21	0	3	0	9	0	0	0	3	0	3	0	0	0	3	0	0	0	0	0	54	0	54
HPP ETCH	0	0	3	0	0	0	0	0	0	0	0	0	3	0	0	0	3	0	0	0	0	0	9	0	9
Total HPP Volume	225		519		303		417		288		360		321		402		339		318		72		3564	153	3411
New Vehicle Sales	120		264		291		282		291		255		258		306		219		213		54		2553		2553
New VSC Pen %	47.5%		53.4%		32.0%		50.0%		39.2%		49.4%		52.3%		42.2%		41.1%		50.7%		44.4%		46.7%		45.4%
HPP Pen %	187.5%		195.5%		95.9%		145.7%		89.7%		138.8%		114.0%		128.4%		145.2%		138.0%		122.2%		139.6%		0.0%

PP Total	1/11-1/31		2/1-2/28		3/1-4/1		4/2-4/30		5/1-5/31		6/1-7/1		7/2-7/31		8/1-9/3		9/4-9/30		10/1-10/31		11/1-12/2		Gross Total	Cancel Total	Net Total
	Volume	Cancel	Volume	Cancel	Volume	Cancel	Volume	Cancel	Volume	Cancel	Volume	Cancel	Volume	Cancel	Volume	Cancel	Volume	Cancel	Volume	Cancel	Volume	Cancel			
PP VSC NEW	0	0	0	0	3	0	0	0	0	0	3	0	3	0	0	0	0	0	0	0	0	0	9	0	9
PP VSC USED	15	0	21	0	27	0	18	0	6	0	24	0	24	0	27	0	21	3	33	9	9	3	225	15	210
PP CPO WRAP	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PP GAP	9	0	12	0	18	3	21	0	21	0	24	0	12	3	27	0	30	3	21	0	9	3	204	12	192
PP PPM	6	0	6	0	12	0	3	0	0	0	3	0	3	0	0	0	3	0	6	0	3	0	45	0	45
PP Term Protection	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PP Excess Wear & Use	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PP Road Hazard Tire	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PP Key Protection	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PP Dent and Ding	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PP Appearance Protection	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	0	0	0	3	0	3
PP ETCH	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total PP Volume	30		39		60		42		27		54		42		54		54		63		21		486	27	459

Hyundai Protection Plan - Sales Production

All Total	1/11-1/31		2/1-2/28		3/1-4/1		4/2-4/30		5/1-5/31		6/1-7/1		7/2-7/31		8/1-9/3		9/4-9/30		10/1-10/31		11/1-12/2		Gross Total	Cancel Total	Net Total
	Volume	Cancel	Volume	Cancel	Volume	Cancel	Volume	Cancel	Volume	Cancel	Volume	Cancel	Volume	Cancel	Volume	Cancel	Volume	Cancel	Volume	Cancel	Volume	Cancel			
Total VSC NEW	57	0	141	0	99	3	144	3	126	12	132	3	138	0	129	0	96	6	114	6	24	0	1200	33	1167
Total VSC USED	21	0	24	0	27	0	30	0	15	3	30	0	33	3	42	0	39	3	39	9	12	3	312	21	291
Total CPO WRAP	12	0	27	0	18	0	18	0	9	0	18	0	6	6	12	0	18	0	27	3	12	3	177	12	165
Total GAP	66	0	126	0	108	9	186	0	108	9	147	3	117	9	171	6	153	12	126	6	27	6	1335	60	1275
Total PPM	81	0	168	3	105	15	66	3	57	3	72	0	48	12	84	3	72	6	69	9	18	0	840	54	786
Total Term Protection	3	0	3	0	3	0	0	0	0	0	0	0	3	0	6	0	3	0	3	0	0	0	24	0	24
Total Excess Wear & Use	3	0	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9	0	9
Total Road Hazard Tire	0	0	18	0	0	0	3	0	0	0	6	0	6	0	6	0	3	0	0	0	0	0	42	0	42
Total Key Protection	0	0	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6	0	6
Total Dent and Ding	0	0	15	0	0	0	3	0	0	0	6	0	6	0	6	0	3	0	0	0	0	0	39	0	39
Total Appearance Protection	12	0	21	0	3	0	9	0	0	0	3	0	3	0	0	0	3	0	3	0	0	0	57	0	57
Total ETCH	0	0	3	0	0	0	0	0	0	0	0	0	3	0	0	0	3	0	0	0	0	0	9	0	9
Total Volume	255		558		363		459		315		414		363		456		393		381		93		4050	180	3870