

Media Kit 2012



the warranty group whatever you need. wherever you need it.™

More than ever before, consumers are embracing the logic of protecting the value and performance of their autos, electronics, appliances and homes beyond the underlying manufacturer's warranty. Manufacturers, distributors and retailers of consumer goods need value adds that drive revenue and enhance customer acquisition, retention and loyalty. The Warranty Group addresses these needs by providing innovative solutions that protect consumers and enhance the ownership experience. While our name may be new, our principal companies have been operating since 1964. Our underwriting, compliance and administrative capabilities allow us to respond to market needs anywhere in the world, unleashing the value of the warranty opportunity with vision inspired performance.

Introducing **The Warranty Group.**



Mission & Culture



The **Warranty Group's mission** is to be the global leader in the underwriting, administration, and marketing of service contracts and related programs.

We embrace an environment that draws upon our global diversity and encourages each associate to expand their capabilities and realize their potential.

The Warranty Group's core values are:

Fairness in every transaction

Superior value in everything we do

Individual expression and innovation

Community involvement

Employees

The leaders of The Warranty Group recognize **the benefits of building and sustaining a dynamic work environment**. The company promotes innovation, creativity and diligence in the workplace and considers each individual employee a partner in meeting the organization's goals and objectives. The Warranty Group sponsors ongoing training — motivating, and empowering employees in an environment of open communication and learning. Management shares a fundamental belief that improved productivity, employee satisfaction and positive morale in the workplace are direct contributors to the company's overall financial performance.



Offices

Argentina
Australia
Brazil
China
Colombia
France
Ireland
Italy
Japan
Malaysia
Mexico
The Netherlands
Peru
Poland
South Korea
Spain
Sweden
United Kingdom
United States
Uruguay

Operations

Austria
Belgium
Canada
Chile
Denmark
Finland
Germany
Luxembourg
New Zealand
Portugal
Romania
Switzerland
Taiwan



International Operations

History



The Warranty Group's origin dates to 1964 and has seen growth into Latin America, Asia, Europe and the UK, as well as its acquisition by Onex Corporation in 2006. The Warranty Group's principal objective is clear — to provide world class underwriting, administration and marketing of extended warranty and specialty insurance programs, with a global focus on operational excellence. **Our strategy is to partner with the world's leading companies to drive revenue, improve customer acquisition and enhance customer retention.** The Warranty Group's conservative, disciplined underwriting approach and experienced management team are key elements that distinguish us in the marketplace.

Vision & Strategy

The global growth of consumer electronics, appliances, auto, home and other consumer goods presents a unique opportunity. The Warranty-Group's management team has a track record of successfully developing profitable specialty business solutions and expects to leverage current market conditions to build our lines of business. This positions The Warranty Group for strong, sustainable, long-term performance. Across all business segments, we have consistently delivered solid underwriting profitability with low volatility. We will continue to capitalize on growth opportunities by expanding our product offerings and pursuing strategic initiatives into new industries and geographic markets. The Warranty Group is confident that we have the formula for success — **experience, expertise and a vision for the future.**

Corporate Outlook



Fact Sheet

thewarrantygroup.com

Headquarters

The Warranty Group, Inc.
175 West Jackson Blvd.
11th Floor
Chicago, IL 60604
312.356.3000

Corporate

Employees 1,800
Revenues \$1.9B USD 2010
Assets \$4.8B USD 2010

Ownership

Onex Corporation (TSX: OCX)

Founded 1964

Description

The Warranty Group is **the world's leading provider of extended warranty programs**, providing underwriting, administration and marketing services. Product offerings include warranty programs for autos, homes, consumer electronics, appliances and power sports, as well as training, inventory optimization tools (auto), credit card enhancements, call center services, direct marketing, creative services and Web-based marketing.

Significant Holdings

Virginia Surety Company, Inc.
London General Life Company, LTD.
TWG Innovative Solutions, Inc.
Resource Automotive, Inc. – including Resource Dealer Group, Inc., Resource Automotive Solutions, Inc.
First Extended Service Corporation, Inc.

For information

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