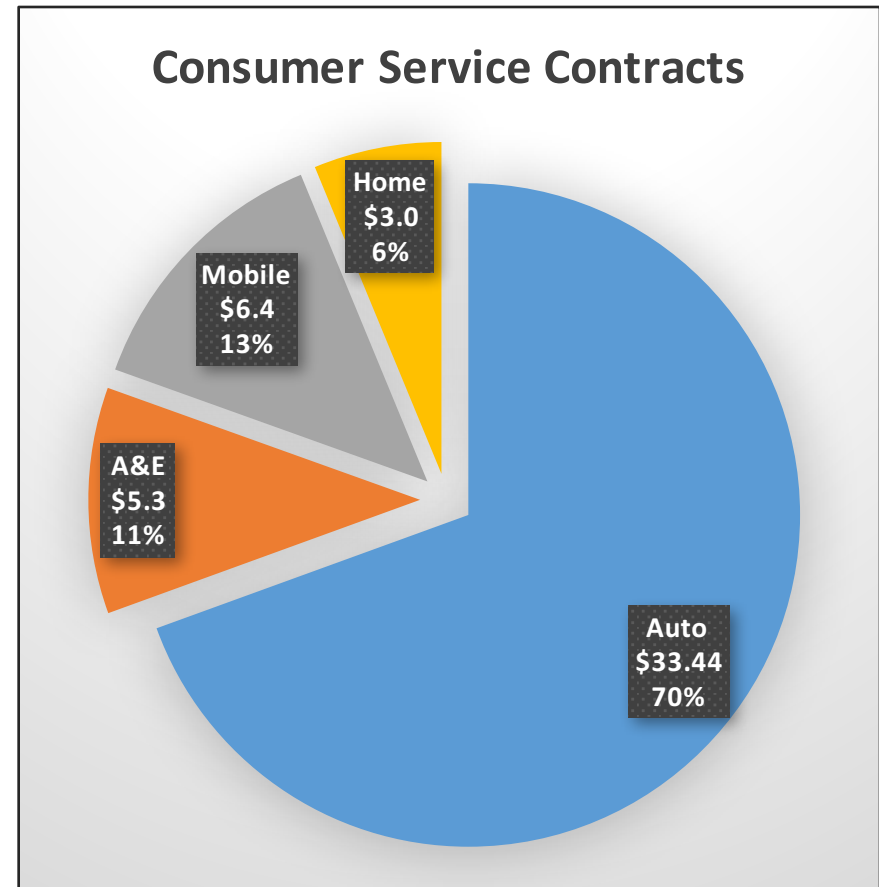


# Service Contract Industry Overview

- At Retail the US Consumer Service Contract Industry is approximately \$48.1b
- Auto Vehicle Service Contracts dominate the industry with new and used vehicle contracts generating over \$33.4b
- Service Contract sales performance is directly tied to product sales
  - Significant increases in auto every year since 2008 due to recovery of car sales
  - Significant increases in home as new distribution channels have developed and home sales rise
  - Mobile continues to grow as smart device penetration expands, number of devices increase and consistent hardware replacement cycles every 2-3 years
  - Appliance & Electronics flat to slight decline as the product retails have dropped and on-line sales have increased



*All products are generally considered Service Contracts and not insurance except Mobile which is Personal Electronics Insurance*