

# INSIDE TRACK

A GUIDE TO GM FINANCIAL'S COURSE OF BUSINESS



# THIS IS GM FINANCIAL

Founded in 1992 as AmeriCredit Corp., the company was acquired by General Motors and renamed General Motors Financial Company, Inc., in October 2010. As GM's captive finance company with global operations, GMF continually strives to:

- Help GM sell more vehicles throughout the world, with the flexibility to support GM sales in all economic environments.
- Build relationships with auto dealers and their customers in order to optimize customer experience, loyalty and retention.
- Provide the means to help people purchase or lease a vehicle.

## Product Lineup

When a customer borrows money, it's commonly called a loan. But for an indirect auto lender like GM Financial, it's slightly more complicated. Rather than customers contacting the company to obtain a loan, GM Financial's primary source of business comes from purchasing retail installment contracts from auto dealerships. However, for ease of reference, retail installment contracts will be referred to as "loans" throughout this publication. Loans are one of many financial products available to GM dealers:

**Auto loans** – A retail installment contract that allows customers to purchase a vehicle from an auto dealership. This contract may then be sold or assigned by the dealership to GM Financial. Customers agree to repay the money used to buy the vehicle in monthly installments calculated with interest (if applicable). GMF offers prime and nonprime financing to GM dealers, and nonprime financing to non-GM dealers under the AmeriCredit brand.

**Auto leases** – More like renting a vehicle versus purchasing one. At the end of a lease contract, customers have the option of turning in a vehicle or purchasing it.

**Commercial Lending** – Financing programs and insurance developed to help dealers run their business. Floorplan financing enables a dealership to purchase a new vehicle inventory from GM or used vehicles from auto auctions to then sell on its lot. Construction loans are available to secure land, build a new dealership or renovate an existing one. (See Commercial Lending Services: Making deals with dealers on [page 10](#).)

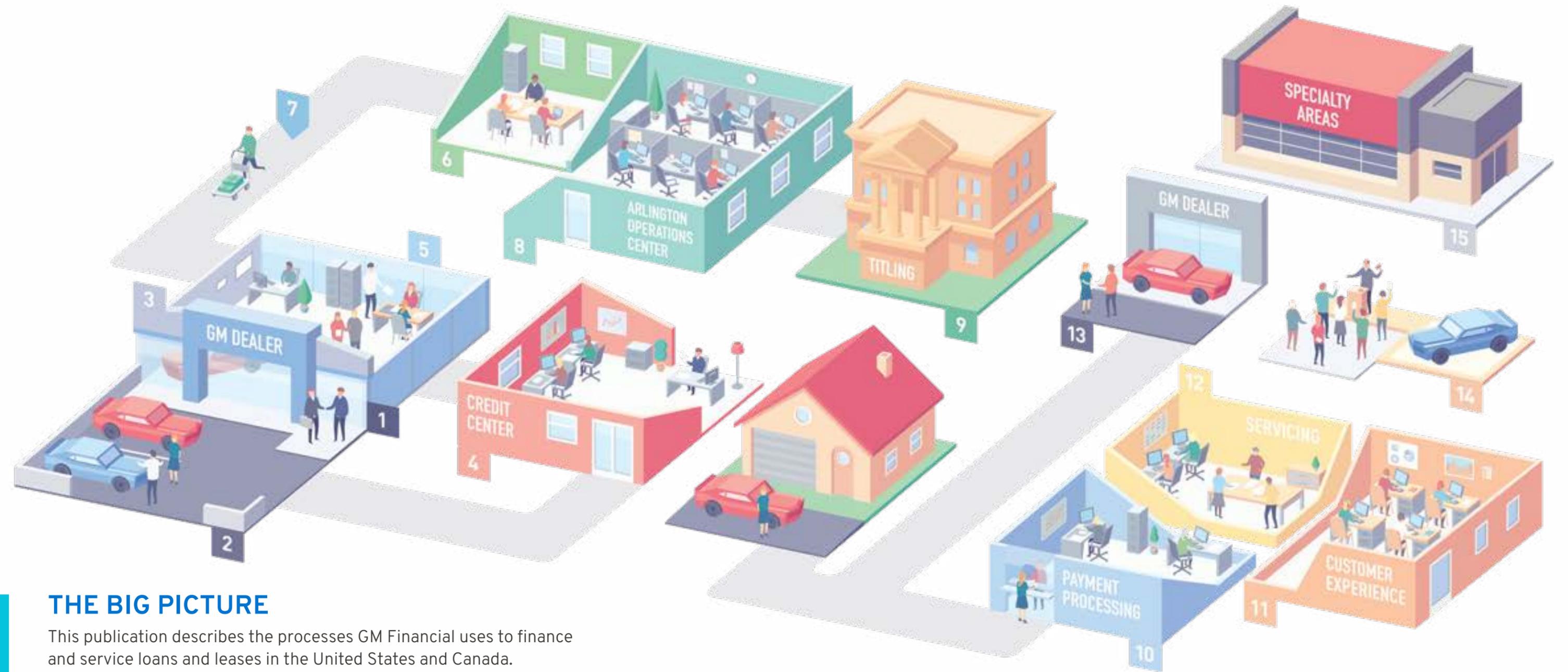
**Commercial Vehicle Lending** – Available to business owners, including cities and other municipal entities, seeking to secure financing to purchase or lease vehicles for their business. This product is sometimes referred to as "fleet financing."

**GM Protection** – A full suite of branded protection products that offers coverage and benefits that continue long after the new-vehicle warranty expires.

## A GLOBAL NETWORK

With operations in North America, Latin America, Asia-Pacific and Europe, GM Financial offers a number of products and services to help sell GM vehicles specific to each region. GM Financial has the flexibility to expand into other global markets as needed to support GM's business. To learn more about the company's international operations and functions, see "International Operations" in the Corporate Profiles section.





## THE BIG PICTURE

This publication describes the processes GM Financial uses to finance and service loans and leases in the United States and Canada.

In addition to purchasing contracts and servicing accounts, the company provides assistance to dealerships to build their inventory.

### 1. THE START OF SOMETHING GOOD

GM Financial builds strong relationships with dealers to help support them and their customers.

### 2. GM FINANCIAL CUSTOMERS

The consumer shops for a vehicle for either personal or business use.

### 3. LOOKING FOR A LENDER OR LESSOR

The dealer forwards the consumer's application to GM Financial.

### 4. DECISION: APPROVE OR DECLINE

GM Financial authorizes or turns down the application, which can be either for a loan or a lease contract.

### 5. SEALING THE DEAL

An agreement is made; the consumer signs the contract.

### 6. CHECKS AND BALANCES

The contract is examined, and in some cases, a confirmation call is made.

### 7. FUNDING DEALERS

If there are no exceptions, the dealer is funded. If exceptions exist, the contract is reviewed and issues are resolved.

### 8. MANAGING AND MAINTAINING CUSTOMER ACCOUNTS

The customer's account is created when the contract is funded.

### 9. RECEIVING AND TRACKING THE TITLE

The lien is perfected, title is received, and all critical documents and electronic images are securely stored.

### 10. PROCESSING PAYMENTS AND MANAGING CASH FLOW

GM Financial processes customer payments.

### 11. SATISFYING CUSTOMER NEEDS

GM Financial resolves account issues and answers questions, seeking to enhance the customer's experience and ease of doing business through multiple tools.

### 12. COLLECTING PAST-DUE ACCOUNTS

If the account is delinquent, collection efforts occur.

### 13. APPROACHING THE 'END OF THE ROAD'

GM Financial works with customers to fulfill the final terms of their contracts.

### 14. RECOVERING ASSETS

At the end of a lease term, vehicles returned to a GM dealership may be purchased by the dealer, sold through auction or purchased by U.S. customers through GM's pre-owned collection inventory site.

### 15. ADDITIONAL RECOVERY EFFORTS

Specialized teams help accomplish a variety of tasks related to customer accounts.

**GM FINANCIAL SERVICES MORE THAN 6 MILLION CUSTOMERS ACROSS THE GLOBE.** And throughout the company's history, it's helped millions more get to where they're going. Here's how.

# LET'S GET STARTED



## 1 THE START OF SOMETHING GOOD

GM Financial's business is built on developing relationships with its direct (automotive dealer) and indirect (consumer) customers. A focus on effective communication helps GMF better understand and meet customers' needs.

Dealer Account Representatives make frequent visits to dealerships in the United States and Canada. They observe and consult about GM Financial programs and financing.

To continue building those relationships, the Dealer Services Training team holds in-person and virtual workshops throughout the year. These events are tailored to help dealership employees:

- Learn how GM Financial can help grow their business
- Gain insight on how to recognize the needs of their customers
- Get an in-depth education about GM Financial's products
- Understand the benefits of GM Financial services to the dealership and its customers

The Dealer Services Training team also participates in local marketing association training sessions catered to GM dealers. These sessions show dealers how to effectively leverage GM marketing and other resources.

GM Financial secures dealer relationships with written agreements outlining business terms and expectations. The agreement allows dealers to submit their customers' credit applications and contracts to GM Financial.

## 2 GM FINANCIAL CUSTOMERS

GM Financial serves both individual and business customers. While dealers submit credit applications, it's the retail customer who signs the auto finance contract.

Making it easier to purchase GM vehicles helps GM Financial strengthen customer loyalty and improve retention.

Vehicle payments are often the largest financial commitment customers have each month, with the exception of rent and mortgages. GMF understands the necessity of meeting the auto finance needs of customers across an array of credit sectors – from prime to nonprime – through leasing and retail loans.

### INDIVIDUAL VS. BUSINESS CUSTOMERS

Business owners who seek financing for commercial vehicles have loan and lease options through the company's Commercial Vehicle Lending program. The process for financing commercial vehicles for business owners is different than that of an individual with a typical credit profile. GM Financial must evaluate the business entity using commercial credit bureaus, considering personal guarantors in some cases, and establishing a commercial line of credit.

### 3 LOOKING FOR A LENDER OR LESSOR

As one of the first steps to secure financing, many dealers look at their customer's credit history. Before submitting a credit application to potential lenders – or lessors in the case of a lease – the dealer narrows the pool of finance companies to find options that meet the customer's needs.

In an effort to accelerate the financing process, most dealers submit applications to GM Financial through one of several web-based platforms, including Dealertrack and RouteOne.

Through these portals, dealers:

- Gain access to credit reports
- Process credit applications
- View electronic contracts
- Manage account information, including application tracking and contract status

Dealers often use the same process and platforms whether their customers are individuals or business entities.

#### THE PROCESS

- GM Financial educates the dealer's Finance and Insurance department regarding the types of programs available and the general parameters of credit and other terms.
- Customer completes a credit application.
- Dealer matches the customer's financial history with appropriate lenders.
- Dealer sends the application to one or more lenders.

## 4 DECISION: APPROVE OR DECLINE

When GM Financial considers a credit application, several customer data points are assessed, including, but not limited to:

- Employment history and income
- Credit bureau information and FICO score
- Residence history
- Make, model, mileage and year of the vehicle
- Amount financed for purchase or lease
- Payment and debt ratios
- Length of the contract

Once submitted, GM Financial combines the data points provided by the customer with (proprietary) information from Risk Management to arrive at a custom credit score.

If the number is below a certain point, the application is automatically declined. Applications that meet both a minimum score requirement

and all policies for the credit tier are automatically approved. These decisions – both approvals and declines – help improve efficiency for GM Financial credit centers and provide dealers with quick decision times.

Once a determination is made, an underwriter contacts the dealer with specifics, including the buy rate – the figure GM Financial is willing to charge for the loan based on the customer's risk profile. Generally, the contract terms are based on the customer's credit history and ability to repay the loan.



### FICO SCORES

GM Financial considers several factors before making a decision on an application, including an individual's FICO score. A FICO score is the standard credit score in the U.S. and Canada and is used in more than 90% of lending decisions. Scores range from 300-850 and are calculated from credit report data.

The score is used by the major credit bureaus in the U.S. (Equifax, Experian and TransUnion) and Canada (Equifax and TransUnion) to determine risk associated with individual customers. The higher the score, the more likely someone will be approved for larger credit amounts and lower interest rates.

Credit bureaus group their data into five categories:

1. Payment history
2. Amounts owed
3. Length of credit history
4. New credit
5. Types of credit used

# 5 SEALING THE DEAL

Once the application has been approved or conditioned, GM Financial notifies the dealer via a callback that confirms the following details:

- Monthly payment and length of the contract
- Rate, participation and any dealer fees
- Amount financed
- Any stipulations needed, such as proof of income or proof of residence
- Approved backend/optional products and services, such as extended warranty protection for a loan or excess wear and excess use coverage for a lease

GMF will negotiate with a dealer to reach contract terms that all parties – the customer, the dealer and GMF – can agree on.

If the monthly payment is higher than the customer prefers, they may choose to provide more money as a down payment to lower the cost. However, negotiating lower monthly

payments on a lease may also include changing the terms, mileage parameters and limits concerning wear and use of the vehicle.

As the contract evolves to fit the needs of the customer, the dealer continues to share the new information with GM Financial until all three parties agree on the terms. When they reach a decision, the dealer assigns the contract to GM Financial.

## NEGOTIATION TOOLS

To make the purchase of a vehicle more attractive to customers, manufacturers may use subvention. This process – done through the support of General Motors – is used to buy down prevailing market rates.

For example, a customer wants to purchase a GM vehicle. GM Financial offers a 10% interest rate based on the customer's credit profile. But depending on factors such as the vehicle's make and model and the customer's credit profile and tier, GM may have a subvention program available that provides GM Financial with a cash payment in return for a lower interest rate to the customer.



# 6 CHECKS AND BALANCES

When a finance contract is assigned to GM Financial by the dealer, it is reviewed by the Funding department before funds are disbursed. Contracts are routed for document scanning and data entry.

When data entry is complete, the information and digital images are sent to the funding systems for final processing. The Funding department validates information provided. These validations ensure that federal- and state-specific regulatory requirements are met.

When funding specialists review contract packages, they look for:

- Missing information, such as signatures, or lien documentation not found or validated during data entry
- Any required stipulations

A funding specialist may need to verify a customer's employment, debt obligations and auto insurance information. This information is confirmed with employers, insurance providers or third-party verifiers. This is then used to confirm the authenticity of the original documents received, including data provided on the original credit application. If critical information is missing, the funding specialist will contact the dealer to resolve the issue.

During the contract package review, funding specialists may call customers to verify final contract information and confirm their mailing information for billing statements. If this call occurs, the customer is also provided with GM Financial's Customer Experience telephone number in case any follow-up questions arise.

Once all required information is confirmed and verified and no issues have arisen, the contract is funded.

# COMMERCIAL LENDING SERVICES: MAKING DEALS WITH DEALERS

The Commercial Lending Services team strives to help GM sell more vehicles. The department provides GM dealerships with flexible financing and insurance solutions to help them succeed, including:

- **DEALERSHIP INVENTORY FINANCING**
  - o New and used vehicles
  - o Automotive auction purchases
  - o Demonstrator vehicles
  - o Service loaners and service rentals
- **DEALERSHIP LOAN PROGRAMS**
  - o Term loans
    - Working capital
    - Equipment or other asset purchases
    - Dealership acquisition financing
    - Facility improvement loans
    - Refinancing debt
  - o Revolving lines of credit
    - Often used for short-term working capital or to refinance existing debt
  - o Real estate
    - Purchase of real estate property for the operation of a GM dealership
    - Refinancing an existing real estate loan
    - Monetizing equity in real property (i.e., cash out)
  - o Construction
    - New dealerships
    - Expansion or renovation of existing dealerships
- **CASH MANAGEMENT PROGRAM**
  - o Allows dealerships to use excess cash to reduce monthly interest owed on floorplan financing used to purchase vehicle inventory
- **FLOORPLAN INSURANCE PROGRAM**
  - o Provides dealerships with insurance protection for their vehicle inventory and includes:
    - Comprehensive and collision coverage
    - Flexible deductibles
    - Premiums billed through monthly statement for floorplan financing

## 7 FUNDING DEALERS

The majority of dealers receive payments for funded contracts via Automated Clearing House transactions. A very small percentage of dealers receives payments via check.

After funding, the contracts are reviewed by the Dealer Compliance department to verify that:

- The funded contract image matches the original contract
- State and federal disclosure requirements are met
- A correction letter, if required, is processed and mailed to the retail customer to clarify any omitted or incorrectly disclosed information

If any discrepancy is found after the contract has been funded, GM Financial's credit review team investigates and determines whether the dealer needs to buy back or repurchase the contract. This saves GM Financial from a potential loss.

### COMMERCIAL VEHICLES

The process for funding dealers with commercial vehicle contracts includes the same steps used for retail customer contracts.



## REWARDING LOYALTY

The partnership between General Motors and GM Financial enables customers to use their My GM Rewards loyalty program points to pay a portion of their GMF bill.

The option to use My GM Rewards points to pay toward their monthly payment will appear on customers' MyAccount when they have at least 500 points (\$5) available and are eligible to redeem points. To use the My GM Rewards option, customers will select PAY WITH POINTS on their dashboard.

## 8 MANAGING AND MAINTAINING CUSTOMER ACCOUNTS

Once a contract is funded, GM Financial creates a customer account and sends a welcome packet that includes:

- An introduction to the company
- An overview of the account and payment options
- Information about servicing the account online
- A privacy notice

Customers can pay their bill, update contact information and more online. If an account requires updates, such as deferment, due date change or name change, the Customer Experience team is available through the MyAccount app and website and via phone or text to assist with account updates and answer any questions.



# 10 PROCESSING PAYMENTS AND MANAGING CASH FLOW

GM Financial strives to process payments correctly and quickly. Customers receive a billing statement from the company every month and can choose their preferred [payment method](#):

- Mail
- Bank draft or debit card through MyAccount, available through gmfinancial.com or the GM Financial Mobile app via ACI Pay (one time or monthly auto pay)
- Pay by phone with an agent or through the interactive voice response via ACI Pay
- Auto debit via bank draft set up directly through GM Financial
- MoneyGram
- Western Union Payments

Various exceptions must be handled manually, including:

- Loan payoffs
- Payments sent by a customer to a location other than a lockbox
- Payments from insurance companies

# 9 RECEIVING AND TRACKING THE TITLE

Before a transaction is considered complete, title and lien perfection documentation must be received by GM Financial, which becomes the lienholder.

Next, GMF reviews all of the information to ensure it is correct and in accordance with owner and lienholder requirements. If a vehicle title doesn't meet these requirements, a correction process is

started and the title is returned to the dealer or appropriate county or state department of motor vehicles. GM Financial ensures physical and electronic titles, as well as contracts, are stored properly.

## MISSING TITLES

If a title isn't received or is returned for corrections, it will be tracked and the account will be monitored until receipt. The appropriate dealer or department of motor vehicles is contacted about every title that isn't received after 90 days (also known as a missing title).



# 11

## SATISFYING CUSTOMER NEEDS

An individual's experience is key to the company's ability to retain them as a customer. Therefore, when someone has a question, request or unresolved issue, the Customer Experience team is there to provide timely and knowledgeable service.

Customer Experience representatives complete an extensive cross-training program to learn about the business and how to provide the service customers expect and deserve.

Customers and dealers can speak to a representative during call center hours. They can also call the automated phone system – available 24/7 – to access their account information.

Online options such as messaging are available through the MyAccount website and mobile app, including Nanci, a chatbot available to U.S. customers. In all cases, GM Financial strives to simplify usability, enhance self-service selections, increase satisfaction and promote customer loyalty by providing a remarkable experience.

The Customer Experience department offers assistance on the following topics and transactions:

- Payoff quotes
- Lien releases
- Credit reporting information
- Due date changes
- Insurance repair issues
- Payment information, including third-party vendor pay-by-phone transactions
- Payment promises that help the customer and meet GM Financial's business needs
- Payment extension information
- Online payment information
- Lease and end-of-lease processes

Customers can obtain information in English, Spanish and French through phone representatives or self-help tools at gmfinancial.com.

Various groups within the department rely on the help of Account Services to process customer correspondence and other requests, such as:

- The [Servicemembers Civil Relief Act](#)
- Disputes filed by a customer about their credit bureau file
- First payments received at the credit center

GM Financial's Voice of the Customer platform focuses on key customer touch points throughout the life of a customer's loan or lease. The program is designed to gather tailored insights and intelligence that will help improve processes and the level of service provided to customers.



# 12

## COLLECTING PAST-DUE ACCOUNTS

While the majority of GM Financial customers pay their bills on time, some people may fall on hard times or forget to make a payment. GM Financial strives to help those individuals get their accounts back on track.

When an account becomes delinquent, it is sent to the Collections department, which will help customers make payment arrangements to bring their accounts up to date.

Collections is comprised of two primary groups that handle accounts.

### Five-45 days past due

This group efficiently handles a large volume of lower-delinquency, past-due accounts while providing high-quality service to each customer.

### 46 or more days past due

The 46-plus teams handle accounts that are in a more critical stage of delinquency and work with fewer accounts. They handle the account until payments are received, the vehicle is repossessed or the account is charged off.

If a customer cannot fulfill the contractual obligation, and the Collections department has the vehicle repossessed, the account is sent to Remarketing Solutions. That department is responsible for maximizing recovery and reducing losses on repossessed vehicles. (See section on [recovering assets](#).)

# 13

## APPROACHING 'THE END OF THE ROAD'

The end-of-term process begins when a customer's account is in good standing and the end of their contract is approaching. During this time, GM Financial works with the customer to fulfill the final terms of the agreement. These steps will depend on whether the customer leased the vehicle or purchased it outright.

### RETAIL LOANS

Once the payoff amount is confirmed, GM Financial sends lien documentation to the customer by mail and, when applicable, the vehicle's title.

### LEASES

Lease holders have three options when their agreement expires:

- Return the vehicle to the dealership and select a new one to lease
- Buy the current lease vehicle
- Return the vehicle to the dealership without selecting a new GM vehicle to buy or lease

The payoff amount is based on whether there is excessive wear and use, as well as any applicable end-of-term fees.

Often, customers are ready for a new vehicle when their lease contract expires, so they opt for a new lease. Several months prior to the lease contract expiration, GM and GM Financial communicate with lessees, providing options and encouraging them to purchase or lease another GM vehicle. During this time, GM sends customers direct mail specific to the brand of their GM vehicle, outlining the latest vehicle lineups and incentives. Meanwhile, GM Financial sends letters with details about the lease-end process, wear-and-use guidelines and what to expect when turning in a leased vehicle.



# 14

## RECOVERING ASSETS

Whether vehicles are turned in at the end of their lease or recovered through repossession, they have value. GM Financial attempts to recover as much money as possible by selling them at physical auctions and live on the internet.

With lease returns, vehicles go through a series of steps. First they are inspected and then made available to GM dealers through GM Financial's lease return inventory system. GM dealers have priority to purchase vehicles before they're made available to all dealers. If still unsold after a set period of time, they are sold at auction.

Prior to selling the vehicle at auction, GM Financial's Remarketing Solutions team must ensure:

- Post-repossession notifications are sent to customers, if applicable
- Vehicles are transported to the designated auction
- Title work is completed, if applicable
- Sale dates are coordinated with auction houses
- Vehicles are reconditioned and represented on the auction's assigned sales day

GM Financial participates in auctions where dealer representatives attend and bid on inventory consisting of a wide array of vehicles. Since many are lease returns, they're often low-mileage, newer model vehicles in very good condition.

Auction inventory often comes from:

- Banks
- Financing companies
- Rental car companies
- Manufacturers
- Dealerships

Remarketing specialists are responsible for more than 95% of all GM Financial vehicles offered at nearly 60 auctions per month across the U.S. and Canada. They ensure the auctions comply with GM Financial's established standards regarding the reconditioning of vehicles. They are responsible for making the final sale decision.

After the sale of a repossessed vehicle at auction, if a deficiency balance exists, the amount is calculated, a notification is sent to the customer, and the Loss Recovery department continues to try to recover that remaining balance.

GM Financial also generates additional proceeds each month through the collection of ancillary product refunds on vehicles that have been repossessed or are a total loss. For example, after repossession, GMF requests refunds from dealers or insurance companies for the unused portions of products included with the contract, such as vehicle service contracts, credit life insurance or guaranteed asset protection, and applies them to the customer's deficiency balance.



# 15 ADDITIONAL RECOVERY EFFORTS

Based on a customer's account status, recovery efforts are handled by one or more teams.

## IMPOUND

If a vehicle is impounded or seized, the account is routed to Loss Mitigation, which negotiates for its release.

## COLLATERAL RECOVERY

If an account is charged off as a result of nonpayment, and the vehicle cannot be located, the Loss Recovery – Collateral Recovery group uses various tools, including public records, to locate and recover the vehicle or reach a settlement with the customer.

## BANKRUPTCY

The Bankruptcy department's objectives are to recover money, cut losses and protect collateral, while ensuring compliance with bankruptcy laws. GM Financial is legally prevented from making any collection efforts on an account in an active bankruptcy case. If the bankruptcy court gives GMF permission to repossess the vehicle, it is then sold at auction.

## TOTAL LOSS

Loss Mitigation assists customers in their negotiations with the insurance company to obtain funds to pay off or pay down the account balance.

If the insurance settlement does not cover the loan balance, Loss Mitigation works with the customer to ensure account payments continue until the balance is paid in full. This group also assists customers who want to use the proceeds from the insurance settlement, when possible, to purchase another vehicle and have it financed by GM Financial.

## NON-COLLATERAL RECOVERY

Sometimes a customer no longer possesses a vehicle because of a repossession and sale by GM Financial, or the vehicle was destroyed. Other times, the vehicle is simply not worth repossessing, and the account has been charged off.

Either way, the Loss Recovery – Non-collateral Recovery team continues collection efforts on the account's deficiency balance.

## LEASING

The Lease Servicing department within Servicing handles all aspects of GM Financial lease accounts when an account becomes past due, reaches the end of the lease term with a remaining balance, or the customer has not returned a vehicle to the dealership at the end of a lease term.

Lease Servicing also handles Commercial Vehicle Lending accounts, both retail and lease, once those become past due and through the maturity date up and through potential charge-off.

## EXPIRED LOANS

If a loan has reached its contractual maturity, it is considered expired. However, there may still be an account balance from interest accrued from late payments. This remaining balance is collected by GMF's Loss Mitigation group.



## RISK MANAGEMENT

GM Financial specializes in full-spectrum auto financing – from nonprime to prime – and assumes risk on the contracts it enters into.

The Risk Management department consistently evaluates credit risk on all applicants in order to set pricing guidelines for each contract, based on projected losses and profitability targets. This allows the company to purchase consumer contracts with varying credit histories while managing overall credit risk within defined parameters.

The Risk Management team looks into the past to predict the future. Analyzing both successful and charge-off loans, it develops custom scorecards.

GM Financial has been active in the nonprime auto financing industry longer than most of its competitors, giving it an advantage serving consumers in that credit sector.

### How GM Financial Uses Scorecards

- Each credit application submitted to GM Financial includes information – credit history, application and loan structure details – that gets processed through a scorecard.
- The scorecard generates a numerical value that represents the risk – or probability of default – of each applicant.
- The resulting score helps dictate whether GM Financial will consider purchasing a contract and on what terms.

# CORPORATE PROFILES

ALL TEAMS WITHIN GM FINANCIAL PLAY VITAL ROLES IN THE COMPANY'S SUCCESS, including those not directly related to the loan and lease process.

## ACCOUNTING

The Securities and Exchange Commission requires GM Financial to maintain timely and accurate accounting records. This information is essential to the company's operations and allows stakeholders, such as bondholders and General Motors, to monitor the company's financial health. However, the Accounting team does more than keep the books. It's also responsible for financial reporting, budgeting, purchasing, accounts payable, payroll, financial assurance, process excellence and tax administration functions.



## CORPORATE TREASURY, INVESTOR RELATIONS AND FINANCIAL PLANNING AND ANALYSIS

Corporate Treasury is responsible for supporting the management of GM Financial's balance sheet. This includes raising funds to support the business, as well as managing interest rate and liquidity risks. Corporate Treasury also oversees all inflows and outflows of cash, including managing the investment portfolio.

Investor Relations supports GMF's global investor activities, including communicating operating and financial results and company strategy to GM Financial fixed-income investors and GM shareholders.

Financial Planning and Analysis is responsible for creating short- and long-term financial forecasts and analyzing the company's performance-to-plan. It also performs other critical financial analyses, as well as monitoring and managing operating expenses.



## COMMUNITY INVESTMENT

GM Financial's Community Investment program promotes a spirit of social responsibility and involvement among team members, providing opportunities to support organizations that benefit their local communities. The company offers paid time off every quarter to help employees make their communities a better place to live and work.

GMF's primary focus is on its Signature Events series, but it also offers a Walk/Run/Cycle sponsorship program (reimbursing employees \$50 for entry fees for up to two events benefiting an approved charity) and Dollars for Doers (donating funds to eligible organizations where employees volunteer their personal time for a minimum of 20 hours up to 50 hours annually).

## CORPORATE COMMUNICATIONS

Sharing company news internally and externally is the responsibility of Corporate Communications, which is comprised of the following groups:

- Global Internal Communications, the primary source for employee communications. GIC also handles external communications in International Operations markets in conjunction with Public Affairs, Legal and Investor Relations.
- Public Affairs, the primary source for corporate disclosures and news releases, government relations and other external stakeholder communications in the United States and Canada.
- Strategy and Operations, which manages processes and policies for the Corporate Communications team.



## GLOBAL REAL ESTATE AND WORKPLACE SERVICES

The Global Real Estate team oversees the design, construction, maintenance and sustainability of all GM Financial locations with a mission to enhance the workplace experience. This team supports growth and sustainability in the workplace and strives to provide professional, safe and comfortable workspaces for employees.

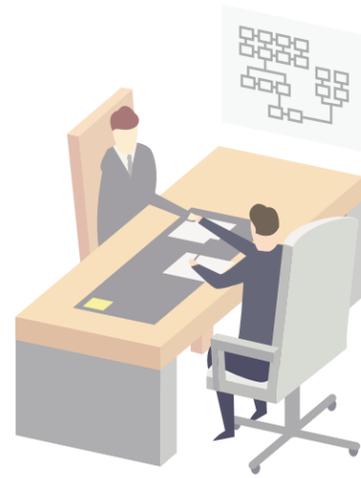
Global Real Estate manages the following functions:

- Facilities operations, engineering and administration
- Environmental health, safety and sustainability
- Workplace experience



## HUMAN RESOURCES

New hire processes, employee benefits and training opportunities are all managed by the Human Resources department. The group strives to ensure employees are equipped to handle their responsibilities through its recruitment, hiring, and career training and development practices. It is also responsible for overseeing employee retirement programs as well as performance review and compensation processes.



## INFORMATION TECHNOLOGY

Responsibility for creating, implementing and supporting a broad range of application, data management and technology infrastructure solutions rests with the Information Technology department. IT leverages appropriate technologies, technical resources, analytic skill sets and tools to effectively support the business needs of GM Financial.

## INTERNATIONAL OPERATIONS

GM Financial has operations worldwide to help sell more GM vehicles.

GMF began acquiring international operations from Ally Financial (formerly GMAC) in 2012, finalizing most of the Latin America acquisitions in 2013. A few years later, the company expanded its global footprint when it acquired a 35% ownership share from Ally in SAIC-GMAC, a joint venture in China. SAIC-GMAC has established itself as the market leader.

GM Financial began offering automotive leases to customers in China through another joint venture, SAIC-GMF Leasing Co. Ltd., in late 2018.

In 2019, GMF entered into a joint venture in Indonesia, a limited liability company called Wuling Finance.

International Operations now serves about 3,000 dealers globally, including Brazil, Chile, Colombia, Mexico and Peru. It is also operating again in Europe.

Most IO team members work out of the country they're based in, but GMF also has employees serving the IO sector from offices in Detroit; Charlotte, North Carolina; and at company headquarters in Fort Worth, Texas.

In addition, many of the other North America-based teams have international employees in their department to ensure all needs are met across the globe.



## INTERNAL AUDIT AND COMPLIANCE

Internal Audit assists the company's board of directors and executive team, along with General Motors' Audit Committee, in achieving sound managerial review and control.

IA performs comprehensive engagements to assess that operations, compliance and Information Technology activities support the company's strategic initiatives and are in accordance with company policies and procedures. Within an audit, the team evaluates controls impacting compliance with state, federal (including guidelines set forth by the Consumer Financial Protection Bureau), provincial and national regulations.

Compliance works with GM Financial business units in North America and internationally to establish and maintain strong controls enabling compliance with guidelines set forth by the Consumer Financial Protection Bureau, applicable laws, regulations and policies.

The global Compliance team maintains and continually enhances an effective compliance management system, including testing, monitoring, risk assessment and training, so that GMF products, services and team members comply with evolving laws, regulations and company policies.

## LEGAL

The Legal team protects GM Financial's interests. If legal action is taken by or against GM Financial, the Legal department manages all litigation processes, assisted by external counsel. The attorneys and paralegals on staff ensure the company is in compliance with government regulations and that it maintains all required lender and business licenses.



## PRICING ANALYTICS

The Pricing and Analytics department works as the liaison between dealers, clients and General Motors. The team works with GM to develop manufacturer-supported programs that enable GM Financial to offer and maintain incentives to entice buyers into dealer showrooms. The Pricing team, in partnership with Dealer Services and GM, is responsible for strategies to achieve GMF's volume, market share and profitability targets. The team supports multiple departments, including Dealer Services, Commercial Vehicle Lending, Corporate Finance, Risk Management and the Executive Team.

## MARKETING AND COMMUNICATIONS

The organization encompasses six areas of the digital experience for customers and employees, with the goal of supporting General Motors and creating a seamless way for customers to do business with GM Financial. Those areas are:

- Digital Marketing/Experience – customer and dealer portals
- Marketing and Brand – Product and Brand Marketing, Content Marketing, Correspondence Center of Excellence
- Digital Technology – consumer and dealer applications, websites, payment portals and more
- Digital Contact – customer contact channels (interactive voice response, chatbot, correspondence channels)
- Digital Operations Support – strategy and operations support



The organization supports the products and technologies that consumers and dealers use to engage with GM Financial and the marketing of those applications. Through the alignment of the marketing, product and technology teams, GMF is able to drive faster speeds to market for the many digital products the company will introduce over the next few years.

## SECURITY AND SAFETY, GLOBAL CYBERSECURITY, ENTERPRISE RESILIENCY

### SECURITY AND SAFETY

Corporate Security and Safety is responsible for the safety and security of GM Financial's workforce, physical assets and global facilities. This team provides protective and investigative services, so team members can work and travel safely.

Corporate Security and Safety manages:

- Global Security Operations Center
- Physical security, investigations and emergency management
- Parking administration and mail services

### ENTERPRISE RESILIENCY

Enterprise Resiliency evaluates and enhances the organization's ability to withstand and recover from disruptions and disasters. This team assesses risk and implements strategies that support the continuity of critical operations and services to customers globally. Enterprise Resiliency manages both technology and operations resilience.

### GLOBAL CYBERSECURITY

Cybersecurity safeguards GM Financial's digital assets and protects the confidentiality, integrity and availability of customer, employee and company data and information systems. This team works on advanced security measures to counter cyber threats and support the business strategy.

Cybersecurity manages:

- Cybersecurity Engineering and Operations
- Cybersecurity Architecture
- Cybersecurity Governance



## CONNECT WITH GM FINANCIAL

GM Financial and its team members are committed to building and maintaining strong, lasting relationships with consumers, dealers and investors.

To discover more about the company, visit the links below.

-  [GMFinancial.com](https://www.gmfinancial.com)
-  [Investor Center](#)
-  [Investor.Relations@gmfinancial.com](mailto:Investor.Relations@gmfinancial.com)



