



Leasebusters Retail Account Profile

USER GUIDE

Thank you for becoming a member of Club Leasebusters. As a member of Club Leasebusters, you will receive your own complimentary club profile account. This profile is loaded with user friendly tools and communication devices that will make your overall experience with Leasebusters more pleasurable, rewarding and satisfying.

The Profile caters to our two (2) basic customer types.

Sellers: Customers wanting to get out of (SELL) their vehicle leases and have retained Leasebusters to find someone to take over their lease.

Buyers: Customers wanting to take over a vehicle lease.

The features and tools within this profile are programmed to assist both customer types; therefore, you will have certain features contained within your profile that are not activated because they are not applicable to your specific customer-type.

Below you will find an overview of all the feature/tool buttons contained within your profile. You will be able to determine what features are applicable to your specific customer-type after your review.

No Charge Evaluation of My Vehicle Lease

Feature/Tool applicable to both **Buyers and Sellers**

- By clicking on this box; the customer will be taken to the area of Leasebusters.com that permits you to pre-register your leased vehicle that you want to get-out-of.
- The majority of Leasebusters customers accesses this pre-registration from our homepage (and receives their Club Leasebusters profile as a result); however, if you have pre-registered in the past or if you have received a Club Leasebusters profile prior to pre-registering your leased vehicle, you can now use this access tool for pre-registration purposes (it also eliminates the need of re-entering your personal information)

My Vehicle/ Edit

Feature/Tool applicable for all **Sellers**

- By clicking on the box; it will open up a page that will display the customer's registered vehicle listing that is currently live on Leasebusters.com
- The listing will have a status button(s) where the customer can open up their vehicle file and make the allowable revisions/changes

Hot-Buyers-List Activate & Edit

Feature/Tool applicable to both **Buyers and Sellers**

- By clicking on the box; it will open up a page that allows the customer to activate themselves on the Hot-Buyers List. The customer will then enter their desired vehicle(s) selections and enter whether or not they want their phone number or email address available to the customers that have access to their information.
- The page will also provide an explanation about "LB-Mail" the intra-profile mail system and how that type of communication works.
- Upon activation; the Leasebusters system will begin its daily searches for a correct match
- The customer will always be able to come back to edit or delete their selections with the Hot-Buyers-List.
- Upon completion; the customer will be taken back to their profile page

Hot-Buyers-List Vehicle Search Matches

Box applicable to all customers that have activated their Hot-Buyers-List account

- A formal email will be sent to the customer to inform them to check their Hot-Buyers-List within their Profile (as there is a new match contained within)
- When a customer goes to their Profile; the Hot-Buyers-List Vehicle Search Matches box will be flashing if there is a new match contained within the box.
- By clicking on the box; a new page appears with all the vehicle matches displayed in a chart pursuant to the search selection supplied by the customer.
- The customer will be able to click on the "match" to open up the vehicle details page and review the listing and will be able to send that listing to their Favorites folder if they wish
- The customer will also have the ability to delete any or all of the search matches that do not meet the customer's expectations

Hot-Buyers-List Buyer Search Matches

Feature/Tool applicable for all **Sellers**

- A formal email will be sent to all **Sellers** to inform them that there are buyer search matches in their “Buyer Search Matches” in-box
- When a **Seller** opens their Profile; the “Buyer Search Matches” box will be flashing when there is a new match contained within the box.
- By clicking on the box; a new page appears with all the customers (who activated themselves on the Hot-Buyers-List) whose criteria matches the vehicle(s) currently listed by the **Seller**...beside the “matched” customer’s name, a reference to the piece of inventory will be displayed.
- The **Seller** will be able to click on the “customer-match” in order to open up the pertinent information regarding the customer.
- In most cases; the **Seller** will be able to initiate contact with the customer-match using the intra-profile messenger system “**LB-Mail**” located within the profile. Occasionally the **Seller** can try to make contact by way of the customer’s formal email address or telephone.

My Vehicle History

Feature/Tool applicable for all **Sellers**

- By clicking on the box; the **Seller** can review the history of all the vehicles they have successfully transferred using the Leasebusters.com remarketing centre.
- The **Seller** will be able to click on the vehicle link of their previously sold vehicle in order to review the vehicle that was successfully transferred by Leasebusters.com

My Favourites – Vehicles I’m Watching

Feature/Tool applicable to **Buyers**

- By clicking on the box; a page opens up that displays all the vehicles that the **Buyer** designated and assigned to their Favourites Folder
- The **Buyer** will be able to click on any of the vehicles within the list in order to open up the Details pages for re-review and to make contact with the **Seller**.
- Should a vehicle contained within a **Buyer’s** Favourites Folder be sold (and deleted from the website); the listing will automatically be removed (by the system).
- The **Buyer** will also have the ability to delete any vehicle from their Favourites Folder.

“LB-Mail” (Leasebusters Mail)

Intra-Profile Mailbox

Feature/Tool applicable to all **Sellers** and **Buyers**

- When a customer has a message from another user (typically originating from the Hot-Buyers-List) the “LB-Mail” Intra-Profile Mailbox will be flashing to prompt the user to open up the box.
- By clicking on the box; an electronic mailbox is displayed with all unread and read messages contained within.
- The user will be able to return or send a message from this centre.
- The Mailbox is designed for Leasebusters customers and users to communicate within the Leasebusters profile system without the need to reveal traditional personal communication addresses such as email addresses and telephone numbers.
- Should the customers consent to the sharing of this information; communication between the users can be transferred to a more traditional means.

Messages From Leasebusters

Feature/Tool applicable to both **Buyers** and **Sellers**

- The Profile message centre will allow Leasebusters’ head-office to send messages, offerings, new programs, news etc to all the members of Club Leasebusters.
- Should there be a message from Leasebusters’ head-office to any of the related users; the message centre box must flash in order to let the user know that there is a message contained within the box.

Helpline

Should you have any questions, issues or challenges with your account Profile; please call our customer service department at **888-357-2678** and we will be happy to assist you in any way possible.