



FREQUENTLY ASKED QUESTIONS ABOUT THE FORCETRACKER

What is ForceTracker and how does it work?

Force Tracker is a small device hidden in your car that in the event your car is stolen, ForceTracker transmits a signal to your vehicle to activate the ForceTracker within your vehicle which then, in return, emits a signal allowing ForceTracker to pinpoint your vehicle's location.

Is my ForceTracker always on?

Yes, your ForceTracker is on 24 hours a day, 365 days a year and remains on standby until it is called upon by ForceTracker to emit its signal in order to pinpoint the vehicle's location. The ForceTracker while in standby mode does not interfere or affect the automobiles day-to-day operations and draws a very minimal amount of current.

How do I know if my ForceTracker is working?

Your ForceTracker is manufactured under high reliability and quality procedures and is tested at least three times before it leaves the factory. Once installed in your vehicle it is again tested after the completion of installation to ensure that your ForceTracker is fully functional and operable.

What do I do if I believe my ForceTracker requires service?

In the highly unlikely event that your ForceTracker should require service, simply take your vehicle to the dealership or location where it was installed, where they are fully equipped to test and confirm, replace your ForceTracker.

Does my car need to be running for ForceTracker to work?

No. Your ForceTracker silently operates 24 hours a day 365 days a year offering you full availability of protection for your vehicle.

What should I do if my vehicle is stolen?

Simply dial the 800 number of front of your Theft Notification Procedure Card (your blue card given to you at the dealership). Before dialing the number make sure that you have all the information available listed on the back of the blue card:

1. That you have notified your local police department in the area where your vehicle has been stolen. Be sure to get the reporting officer's name and telephone number.
2. Your ForceTracker serial number, which is located in the first box on the back of your ForceTracker Theft Notification Card.

What should I do if my vehicle is involved in an accident?

First, call your insurance company to inform them of your damage and that you have reason to believe your ForceTracker may be damaged as well. Since the ForceTracker is part of your vehicle installation package your insurance company will more than likely cover any damage. To confirm the condition of your ForceTracker simply take it back to the dealership where it was installed and have them run a test on your ForceTracker. Your dealership will be more than happy to repair or replace your ForceTracker.

What happens when I sell my vehicle?

You may transfer your ForceTracker to the new owner of your vehicle. The fee to transfer the ForceTracker to the new vehicle owner's name is \$149.00

FORCETRACKER

Stolen Vehicle Tracking & Recovery System

Can I transfer my ForceTracker to my new vehicle?

Yes you can. Simply take your original vehicle to your dealership along with your new vehicle and have them transfer it from one vehicle to the other. You may incur a fee from your dealership to transfer the Tracker from one vehicle to the other. The fee to transfer ForceTracker is \$85.00 if you are the original owner of the ForceTracker. Although your ForceTracker tracking service is available for as long as you own your vehicle, you are only permitted to transfer the ForceTracker once.

Will my insurance company offer me discount if I have ForceTracker?

Due to favorable research, some insurance companies offer up to 35% on comprehensive insurance. Insurance discounts may vary by insurance company and/or state. Note, all insurance companies do not allow for such discounts. Check with your insurance agent for more information regarding the discounts in your state for ForceTracker.

Can car thieves find my ForceTracker and beat the system?

Although nothing is 100% certain, the ForceTracker is secretly hidden within your vehicle and is designed to look like the rest of the equipment in your vehicle so as to appear as any other electronic box within your vehicle, making it very difficult for a thief to locate your ForceTracker within your vehicle.

Why is there no exterior marking on the vehicle stating there is ForceTracker? Wouldn't a ForceTracker act as a theft deterrent?

ForceTracker does not put any stickers or markings on the outside of your vehicle in order not to tip-off the thief that your vehicle is equipped with a tracking system. If the thief knows that there is a tracking system within the car, he may try to find it or disarm it in some way, although unlikely.

Is ForceTracker available in my area?

ForceTracker is available in most major cities. Please check with your dealership for the availability of ForceTracker in your area.

Is ForceTracker easy to use?

Yes ForceTracker is extremely easy to use. Actually up until the time your car is stolen, there is really nothing for you to do. ForceTracker remains silently operational in your vehicle. In the event your vehicle is stolen, simply report your stolen vehicle to your local police department. After that, report it stolen to ForceTracker on our 800 line (800-750-7999, option 1). There will be a real, live representative available to talk to you 24 hours a day, 365 days a year.

Are there different ForceTracker systems?

Yes, there are 4 ForceTracker plans available. There is the ForceTracker base plan which offers a three year 24 hour money back guarantee that means that if ForceTracker cannot locate your vehicle within 24 hours they will refund you the full purchase price up to \$1,000.00 for your ForceTracker. Additionally if they cannot find your vehicle within 30 days we have a \$2,500.00 three year guarantee included with your base plan. Additional plans include 3-year roadside service & 3 year concierge service. & up to \$25,000 / 5 year vehicle replacement. (restrictions apply) See your sales representatives for availability and special pricing.

How do I find a new car dealership that sells ForceTracker?

Simply call our toll free number (800) 750-7999.

Who installs ForceTracker?

ForceTracker is professionally installed by trained technicians at your new car dealership.

Can ForceTracker be installed in my existing car?

Yes. Simply call ForceTracker for your nearest dealership that carries ForceTracker.

Can I have ForceTracker installed in my company vehicle fleet?

Yes, ForceTracker can be installed in company's fleet vehicle services.

FORCETRACKER

Stolen Vehicle Tracking & Recovery System

The Unsettling Facts About Fleet Vehicle Theft

Every business day, more than 10 million business vehicles, from service trucks and delivery vans to rental cars and company fleets, travel American roads and highways. They're expensive vehicles, many containing expensive cargo or valuable equipment. And every day, those vehicles and their contents are vulnerable to theft.

Vehicle theft costs money

Consider the unsettling facts: A vehicle is stolen every 25.3 seconds in the United States. An independent survey showed that 62 percent of commercial vehicle thefts occurred during the course of business - 38 percent from the employee's home! And those vehicles are looted, stripped, vandalized, and burned by rings of professional thieves. By the time you find it (if you find it) the damage is done and the thieves are long gone. Vehicle theft in the U.S. is a \$8.4 billion problem. And there are hidden costs as well:

- Missing Cargo and Equipment
- Increased Insurance Costs
- Lost Productivity
- Temporary and Permanent Replacement Costs
- Customer Service Impact

Fleet/Trucking products

ForceTracker offers a complete suite of products to help offers commercial fleet companies protect their vehicles and equipment.

Base ForceTracker

- For SUVs, light trucks, truck tractors and other commercial vehicles

ForceTracker: the smart business decision for fleet managers

For more than 15 years, The ForceTracker Stolen Vehicle Recovery System has been protecting commercial fleet vehicles and their valuable equipment and cargo from theft. Locks, alarms, and clubs are barely a deterrent, and they don't help you recover your vehicle, cargo, or equipment once it's stolen.

Compelling ROI

There are NO monthly fees with ForceTracker base plan. It quickly pays for itself when one of your stolen fleet vehicles is recovered.

Superior recovery rate

We recover more than 90 percent of stolen vehicles equipped with ForceTracker.

Rapid recovery

Most recoveries take place within one day - many within just a few hours.

Lower insurance premiums

ForceTracker can help decrease the costs of **insurance coverage** on your ForceTracker-equipped vehicle fleet. Contact your insurance company for details.

Guaranteed

If your ForceTracker-equipped vehicle under warranty isn't recovered by the police within 30 days, we'll replace your ForceTracker unit free of charge.

The ForceTracker ROI up close

When you equip your fleet of commercial vehicles with the ForceTracker Stolen Vehicle Recovery System, you're making a sharp business decision. For example, if an average vehicle and contents are worth \$20,000, your investment in protecting your entire fleet of vehicles can often be returned with the recovery of just one stolen vehicle. Add in your lower insurance premiums, unnecessary deductible payments, and lower "downtime," and it's easy to see that ForceTracker is the smart investment for fleet managers.

FORCETRACKER

Stolen Vehicle Tracking & Recovery System

Here's how ForceTracker works:

Notification and Activation

When your fleet vehicle is stolen, simply file a stolen vehicle report with the police, then call ForceTracker. A silent radio signal is sent directly to your vehicle to activate the hidden ForceTracker transponder. Unlike GPS-based solutions, ForceTracker signals can penetrate dense trees, underground garages, and other obstructed locations.

Tracking

ForceTracker uses our own trackers and equipment to receive the silent, coded signals coming from your vehicle. Those signals quickly pinpoint the vehicle's location and lead to a rapid recovery, usually within one day and often within a few hours.

Can I get ForceTracker for my construction equipment?

Force Tracker is available for a multitude of construction equipment. Please call ForceTracker to confirm the availability of ForceTracker for your particular construction equipment.

Can I buy ForceTracker online?

Due to the complexity of the technology of ForceTracker and its installation, and in order to maintain the highest quality and reliability of your ForceTracker, it is only available through authorized car dealerships.

Does ForceTracker have an early warning detection system?

Actually ForceTracker was the first to have an early warning detection system. We call it Defcon-4. The Defcon-4 option will activate the ForceTracker if an unrecognized operator "hot-wires" the vehicle, thus allowing ForceTracker to locate, identify, and return the customer's stolen vehicle possibly before the customer is even aware of their vehicle having been stolen.

(Call ForceTracker for availability of Defcon-4 in your area.)

Does ForceTracker work with all kinds of vehicles?

ForceTracker is a stand-alone device that is hidden within your car and can be installed in virtually any vehicle.

How is ForceTracker better than GPS systems?

First, all GPS systems have a monthly monitoring fee in addition to their large initial cost. Additionally GPS systems are not very effective in stolen vehicle recovery since they must have an unobstructed view of the sky in order to view a satellite which is often not the case with a stolen vehicle since stolen vehicles are often hidden within buildings and garages. By way of comparison, ForceTracker due to its unique frequency range we are able to penetrate buildings and other structures.

What happens if my vehicles battery is disconnected?

In the unlikely event that your vehicle's battery is disconnected during theft, your ForceTracker will be rendered inoperable. However if this is a major concern, there is a back-up battery option available for your ForceTracker.

Do the police track stolen cars equipped with the ForceTracker?

No, we work in conjunction with the police, but not through the police. We, for various reasons, have decided to use private companies to track your vehicle.

Two of the most important reasons being:

- Unfortunately, the police forces have more important crimes than stolen vehicles, as a matter of fact it's not unheard of for some law enforcement agencies to not fill out a stolen vehicle report for up to ten days after the vehicle has been stolen.
- Law enforcement agencies have boundaries. If your vehicle is in one area, and then goes into another jurisdiction, the police must coordinate their efforts. Our trackers have no boundary limitations to which they must abide.

FORCE*TRACKER*

Stolen Vehicle Tracking & Recovery System

Where other tracking programs “piggyback” exclusively with local authorities (at their convenience and priority level) only ForceTracker uses various combinations of contracted land, air units, and local authorities to track and recover stolen vehicles.

What are the tracking boundaries of the ForceTracker?

Unlike most of our competitors, who rely solely upon limited stationary towers to relay signals, ForceTracker does not rely solely on towers. One of the largest problems with limited towers is boundaries. If an area in which a stolen vehicle is located doesn't contain a tower, is out of a nearby tower's range, and/or the tower is down, the vehicle cannot be tracked. By eliminating the towers, we have eliminated the boundaries. **ForceTracker can track anywhere in the United States** and for all practical purposes Canada and Mexico as well.

Is it 100% effective?

We are so sure of the ForceTracker's effectiveness, we offer a guarantee that it will be recovered within 24 hours of it being reported stolen to our monitoring center.

Anti-Theft Discount Information

Anti-Theft Discounts Currently Offered

The three largest New York State auto insurers offer the following discounts on their comprehensive coverage: ⁵

Insurance Company	Electronic Tracking Device
Allstate	15%
GEICO	15%
State Farm	15%

Allstate and State Farm consider a disabling device to be one that “makes the fuel, ignition, or start up system inoperable.” The device is “active” if the motorist must do something to activate it – such as use a key, enter a coded sequence, or press a button. The electrical immobilizers, which come installed on most new cars, are considered

“passive” devices because they do not require activation. For State Farm, LoJack qualifies as an Electronic Tracking Device, but GM’s OnStar does not.

Unlike the others, GEICO considers a steering wheel lock such as The Club to be an “Active Disabling Device,” and will give a 5% discount for it. Homing devices such as ForceTracker qualify for GEICO’s 15% discount, but not LoJack, “because it does not prevent the initial theft.”

Allstate gives an extra 5% discount for car alarms that activate automatically when the driver turns the ignition off and removes the key. However, these alarms are rare; most after-market and all factory-installed alarms activate only if the driver locks the doors or presses a button.⁶

None of the companies gives a discount for both an active and a passive disabling device. Otherwise, the discounts can be stacked up. For example, a motorist with both a passive disabling device (10%) and a tracking device (15%) would receive a total discount of 25% on a comprehensive policy.

States that mandate insurance discounts for antitheft devices:

Florida	New Mexico
Illinois	New York
Kentucky	Pennsylvania
Louisiana	Rhode Island
Massachusetts	Texas
Minnesota	Washington

Source: Insurance Information Institute

⁵ Sources: Allstate: Manny Goncalves, External Communications Consultant, New York; GEICO: Rod Curran, Assistant Vice President for Underwriting (Northeast); State Farm: Karyn Garsky, Public Affairs Department.

⁶ See our memo on “Turning Off Car Alarms.”

FORCE TRACKER

Stolen Vehicle Tracking & Recovery System

Dispatch Towing / Road Service / Lockout – United States and Canada

In the event your vehicle is disabled, we will dispatch a service vehicle to your location to assist you. In the event your vehicle is unable to continue under its own power your vehicle may be towed to a location of your choosing. You will receive 25 miles of towing at no cost, any additional mileage will be your responsibility and payment will be expected at the time service is rendered. When calling for towing or road service you must call 1-866-330-0760. You will be required to give the representative assisting you the following information: Producer Code – 47566, your Vehicle Service Contract Number (located on the front right hand corner of this application) and your plan letter which is **C**.

COVERAGE: You are entitled to one (1) service per 72 hours. Services available to you at no cost are a tow up to 25 miles; battery jumpstart; flat tire change; fuel delivery (you are responsible for the actual cost of the delivered materials); locksmith.

REIMBURSEMENT*: In the event your vehicle is disabled and you contracted for any of the above covered services on your own, you will be able to submit your receipted road service expenses for reimbursement. Your reimbursement for towing is up to \$50. Reimbursement for any other roadside service including locksmith services is up to \$50 USD.

***IMPORTANT INFORMATION REGARDING REIMBURSEMENT:** You MUST call toll-free 1-888-684-9327 to request a claim form. Fill out the form, attached required documentation and send to: Nation Safe Drivers, 1108 E. Newport Center Drive, Deerfield Beach, Florida, 33442 **Attn:** Claims

24 HOUR CONCIERGE SERVICES:** In the event you should need to locate an ATM, Gas Station, Hospital, Restaurant, Rental Car Locations, or simply need directions to your final destination, we are ready to assist you. Call 1-866-365-7144 24 hours a day, 7/days a week, 365/days a year. ****not available when traveling in Mexico.**

Warrantor and Claims Administrator / NSD, Roadside Assistance Services provided by Nation Motor Club, Inc except in AK, CA, NE, NH, MT, WY where services are provided by Signature Nationwide Auto Club, Corporate Offices at 1108 E. Newport Center Drive, Deerfield Beach, FL 33442, Toll-Free 1-800-338-2680

EMERGENCY ROAD SERVICE

Your membership contains our NSD 24-hour emergency road service telephone number for member to call when member's auto is disabled. NSD will dispatch an emergency service vehicle to your aid and you are covered for a maximum per disablement for road service, (one call per disablement). If for any reason road service cannot be dispatched, the member must receive authorization from NSD to use a garage of their own choice, and, upon presentation of original paid tow company receipt, the club shall reimburse the member up to the amount of this certificate.

EMERGENCY ROAD SERVICE CONSISTS OF

MECHANICAL FIRST AID: Any service requiring a minor adjustment (exclusive of parts) to enable a disabled vehicle to proceed under its own power.

TIRE SERVICE: Changing an inflated spare from mount to wheel.

BATTERY SERVICE: Attempting to start vehicle with a booster battery.

DELIVERY SERVICE: Delivery of an emergency supply of gasoline, oil, or water and other accessories and supplies as may be required and available. The member shall pay for cost of materials delivered.

TOWING SERVICE

When a vehicle cannot be started, it can be towed to a destination of your choice by authorized towing service up to 25 miles.

LOCKSMITH SERVICE

If keys are locked inside the member's vehicle, NSD will dispatch a locksmith for service. Club will cover member up to \$25.

FORCE**TRACKER**

Stolen Vehicle Tracking & Recovery System

MAP SERVICE

Your membership allows you to request and receive specifically prepared maps for travel. Merely call your customer service line up to two weeks in advance of your trip, giving your trip origin and destination.

THEFT REWARD

NSD will pay a person (excluding member's family or relatives) \$500 for information leading to the arrest and conviction of a person for the theft of a member's vehicle or tagged valuable articles.

EXCLUSIONS

The contract does not cover the following:

- 1) Any violation of motor vehicle of traffic laws relating to the operation of a motor vehicle. Driving under the influence of intoxicating liquors, narcotic drugs or psychedelic drugs. Driving without a valid operators permit, or leaving the scene of an accident without disclosing identity, or failing to stop to ascertain injury and lend assistance, commonly know as "hit and run".
- 2) When any motor vehicle is operated without permission of the owner thereof.
- 3) Under section 1 hereof, service for trucks in excess of $\frac{3}{4}$ ton chassis, trailers, tractors, or vehicles of dual wheel class.
- 4) For any service requiring snow removal or ice removal from or around Member's motor vehicle, or from any driveway or premises, or street, highway, or parking area.
- 5) Gas receipts are not accepted.
- 6) Reimbursement sought for any bill which in the opinion of NSD appears to be false or fraudulent, and not for the claimed services.
- 7) All parts of motor vehicle, rental battery, and return of rental battery, supplies or accessories furnished by garage or service station shall be at the sole expense of the member.
- 8) All repairs or material used in repairing flat tire, or services requiring more than one trip by garage or service station shall be at the sole expense of the member.
- 9) Any reimbursement claim must be submitted to Nation Safe Drivers within 60 days of date of loss.
- 10) Nation Safe Drivers will not cover Towing charges necessitated by Police order.

DEALER AGREEMENT

This agreement is made on the date set fourth by DEALER and THE COMPANY called FTLS INC., herein after called the COMPANY and the undersigned DEALER. firm or individual, at the address set out after the name, hereinafter called the DEALER.

THE COMPANY hereby grants authority for the DEALER to offer the Security System to every qualified retail customer. For each COMPANY Security System sold: (1) DEALER agrees to conform to procedures set forth herein or provided by THE COMPANY. (2) DEALER agrees to install or affix any parts or pieces mentioned in THE COMPANY literature. (3) DEALER agrees to transmit and report all fees and applications to the company, all to be sent within 30 days of each retail sale. (4) DEALER will have no authority to waive or modify any of the terms or conditions of the program, (5) DEALER agrees to indemnify and hold THE COMPANY, its insurer or its representatives harmless for any liability arising out of bodily injury or property damage caused directly or indirectly by offering, installing or servicing THE COMPANY Security Systems, or from DEALER personnel misrepresenting the product.

THE COMPANY For its goods and valuable consideration: (1) will provide and supply to the DEALER all reasonably required applications, promotional material and the necessary materials and forms required to implement THE COMPANY Security Systems. (2) THE COMPANY agrees to investigate and process or cause to be processed by its administrator, in a timely manner, any claims for losses covered by them in THE COMPANY Security Systems and to maintain insurance coverage to underwrite and/or guarantee adequate loss reserves for the duration of the programs delivered.

TERMINATION

Either party may terminate this Agreement by giving (30) days written notice to the other party. In the event of termination, the duties and obligations of the parties, with respect to each guarantee validly issued, shall remain the same until expiration of the terms therein. DEALER agrees to return by mail at DEALERS expense all supplies furnished by THE COMPANY to DEALER upon termination.

GENERAL PROVISIONS

This agreement is made in and shall be governed by and construed in accordance with the laws of the State of Florida, Jurisdiction and venue for any controversy arising under or interpretation of this Agreement, shall be the appropriate in Tampa, Florida.

THE COMPANY reserves the right to decline business not qualified under THE COMPANY -guidelines.

DEALER shall have no authority to bind THE COMPANY or the administrator and insurer in any manner.

DEALER is acting only as an independent contractor and not as an employee or principle of THE COMPANY.

DEALER may include in this Agreement other locations of common ownership and will attach each additional location hereto by amendment and the terms and conditions of this agreement: will apply to those additional locations listed.

DEALER agrees to refund the sale price to the customer in the event application is rejected by insurer.

DEALER agrees to permit THE COMPANY, its insurer, the administrator, or its authorized representatives to enter Dealer's place of business during normal business hours to inspect and examine all records relative to the issuance of THE COMPANY's Security Systems or the subject matter of this Agreement for the purpose of review or audit.

DEALER has read THE COMPANY Security Systems Application and Guarantee and agrees to comply with all of its exclusions, definitions, terms and conditions.

This agreement shall be binding upon and insure to the benefit of and shall be enforceable by successor's assignees. or representatives of the parties hereto.

If any provision of this Agreement, or the application thereof to any entity or circumstance, shall to any extent be held invalid or unenforceable by a court of competent jurisdiction, such invalidity shall not effect any other provision of this Agreement, or the application thereof, which can be given effect without the invalid provision, or application thereof, and to this end the parties hereto agree that the provisions of this are and shall be severable.

This Agreement constitutes the entire agreement between the parties with respect to matters contained herein and no prior agreement or understanding pertaining to any such matters shall be effective for any purpose.

This Agreement shall not be assigned by the DEALER without prior consent of THE COMPANY.

NOTICES: All notices, demands or communications regarding this Agreement shall be in writing, signed by the party serving the same and deposited, postage prepaid. in the U.S. Postal Service as Certified or Registered Mail to the following address:

FTLS INC., 220 EAST MADISON ST., SUITE 720, TAMPA, FLORIDA 33602 USA, 1-800-750-7999

Dealer: _____

Date: _____

By: _____

Name/Title: _____

Sign

Print

Address: _____

Telephone _____

City/State/Zip _____

Facsimile: _____

By: _____

FTLS, Inc.

