



Achieving F&I Excellence Online!™ Course Library – Individual Model

Financing Terminology

Know Your Vehicle Service Agreement - Part 1

Responsibilities of an F&I Professional

Making the Intangible... Tangible

A Customer-Focused F&I Presentation

Using All the Tools in Your Toolbox

Creating Interest in Your Products

Anatomy of a Credit Bureau Report

The Credit Interview

Compliance: Your Role & Responsibilities

The Rules for Quoting Payments

Disclosing the Retail Installment Contract

Unfair & Deceptive Practices