

OUR PURPOSE

To provide a program that exceeds our customers' expectations and maximizes their opportunity for **Advancement**.



THE DRIVE FORWARD!

TUESDAY, JUNE 24TH, 2025 - VOLUME 6

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About our newsletter: This newsletter is designed to inform the entire franchise system. Our goal is to provide an additional forum to communicate changes, distribute information, highlight statistical data, and address items of interest.



Newsletter feedback

<https://forms.gle/xvYJ4CjikRC5uamv9>

A MESSAGE FROM MIKE ONDA

Hello everyone,

As we reach the midpoint of 2025, it's an ideal time to reflect on the progress we've made toward our goals and to focus on the critical opportunities ahead in the second half of the year. At the Franchise Support Center, our mission remains clear: to deliver world-class support and software to our Franchisees and to work together to drive system-wide growth.

In terms of support, we continue to build on the positive momentum generated in late 2024 following the acquisition of the company by our Franchisee ownership group, the return of Ben Goodman as VP of Franchise Support and Development, and the strategic decision to strengthen the Executive Franchise Consulting team with some of our most talented and passionate team members. Ben, Jen Kier, Brett Johnson, Tim Bullock, and Jared Wynn have been relentless in providing impactful support to owners and operators.

So far this year, they've completed 37 in-person Franchise visits—each requiring approximately eight hours of preparation—and conducted more than 115 follow-up consultation calls. In addition, they consistently deliver value through daily KPI calls, monthly composite reviews, and ongoing “train-the-trainer” sessions, all carefully planned to ensure maximum impact.

Beyond these efforts, the team has also led projection model training, facilitated a successful Owner's Bootcamp, conducted all phases of Byrider University training, and designed and executed the March 20 Group meeting.

Additional highlights include:

- ▶ **Marketing:** Kelly Phillips is elevating our marketing strategy by spearheading the launch of new, dealership-specific websites aimed at improving SEO and driving more high-quality leads.
- ▶ **Recruiting:** Mike Heilmann has led the hiring of over 135 staff members year-to-date, reinforcing our operational strength across the network. We recently hired Daryl Byrd to work alongside Mike and allow us to support more Franchisees and hire more qualified employees.
- ▶ **Accounting & Training:** Cristina Seely continues to provide essential support for D365 and accounting, including ongoing monthly training.
- ▶ **Legal:** Jeff Higgins brings 30+ years of experience to bear as he supports our Franchisees with any legal issues or consumer cases they face
- ▶ **Compliance:** Shari Leonelli, Rita Finelli and Donna Ransom remain vigilant, conducting audits, handling agency complaints, and responding to credit bureau disputes for participating Franchisees.



A MESSAGE FROM MIKE ONDA

On the technology front, our IT department successfully developed and deployed the new ARE 5 scoring system. This complex initiative required the collaboration of product owners, developers, operations, testing, analytics, and support teams. I've been both impressed and grateful for the urgency and professionalism shown across the board to ensure that our software enhances Franchisee success and that concerns are addressed swiftly.

Our growth goals for the year are centered on building a strong pipeline of potential Franchisees, securing signed Franchise Agreements, and opening new locations. Ben and Sales Coordinator Megan Lee are leveraging digital tools including social media and paid search, attending trade shows, and developing broker relationships to drive awareness, interest, and engagement. Thus far they've conducted dozens of webinars and hosted nine potential Franchisees for Discovery Days. Going into the back half of the year the pipeline will continue to grow, we will secure signed Franchise Agreements and look to open new points for the system.

Finally, we're preparing for the upcoming July 20 Group Meeting in Chicago. These meetings are a valuable opportunity to share ideas, receive peer feedback, and strengthen the entire Franchise system. I hope to see you there—it promises to be a powerful and productive session.

Thank you for your continued partnership and commitment.

Warm regards,

Mike Onda

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INDUSTRY ARTICLE

KEY SUMMARY OF VANTAGESCORE REPORT – APRIL 2025

- ▶ Auto loan originations are now above pre-pandemic levels, rising from 1.60% in Jan 2020 to 1.76% in Apr 2025.
- ▶ Gen Z showed the highest month-over-month growth in auto financing activity.
- ▶ Consumers accelerated car purchases due to economic uncertainty and tariff-driven price concerns.
- ▶ Superprime consumers (781–850) increased to 31.3%, reflecting general improvement in credit health.
- ▶ Early-stage delinquencies (30–59 DPD) declined slightly month-over-month, though mid- and late-stage delinquencies remain elevated year-over-year due to resumed student loan reporting.
- ▶ Credit balances plateaued but consumer spending shifted toward big-ticket items, like autos.

TAILORED IMPACT ON BYRIDER (SUBPRIME BHPH DEALERSHIP)

1. Increased Demand = Lead Volume Opportunity

- ▶ The rise in auto loan originations—especially among credit-challenged buyers—signals a surge in subprime shoppers looking to purchase before prices climb further.
- ▶ Byrider should lean into urgency-based messaging (e.g., “Lock in your vehicle before prices go up!”) and increase outbound activity to drive traffic.

2. Gen Z Uptick = First-Time Buyer Surge

- ▶ Gen Z’s month-over-month growth is a strategic opportunity for Byrider to convert first-time car buyers who lack traditional credit history.
- ▶ Focus on education-based selling, budget-friendly payments, and buy-here-pay-here benefits like on-site approvals and flexible terms.

3. Delinquency Data = Balanced Risk Window

- ▶ While early delinquencies improved short term, the year-over-year risk remains elevated in deeper stages.
- ▶ **Byrider should:**
 - Tighten budget analysis and proof-of-income verifications.
 - Reinforce account management to prevent late-stage roll rates from rising.
 - Maintain disciplined underwriting and collections readiness, especially for younger and high-risk profiles.

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INDUSTRY ARTICLE

4. Inventory Strategy: Prep for Price Pressure

▶ *With tariffs looming and vehicle costs expected to rise, now is the time to:*

- *Secure and recondition affordable inventory before pricing volatility escalates.*
- *Adjust ACV guidelines to account for potential cost inflation while preserving gross margin.*

5. Affordability Focus: Maximize Down Payments & Shorter Terms

▶ *As consumers become more cautious with overall credit usage, Byrider should:*

- *Position shorter terms and affordable biweekly payments as value-driven decisions.*
- *Push higher down payments where possible to reduce overall risk exposure.*

6. Credit Migration = Broader Approval Pool

- ▶ An increase in superprime borrowers means traditional lenders will absorb those at the top—leaving mid-tier and borderline customers underserved.
- ▶ Byrider can capture these near-prime customers by offering better service, faster approval, and in-house options that banks won't match.

FINAL TAKEAWAY FOR BYRIDER OPERATORS:

The market is shifting in Byrider's favor—with higher demand for used cars, limited traditional lending for subprime customers, and early signs of consumer urgency. Now is the time to **maximize application flow, tighten underwriting, and lock in inventory**—while reinforcing your value proposition as the go-to subprime solution.

<https://www.autoremarketing.com/subprime/vantagescore-delves-deeper-into-april-auto-finance-surge/>

OUR VALUES

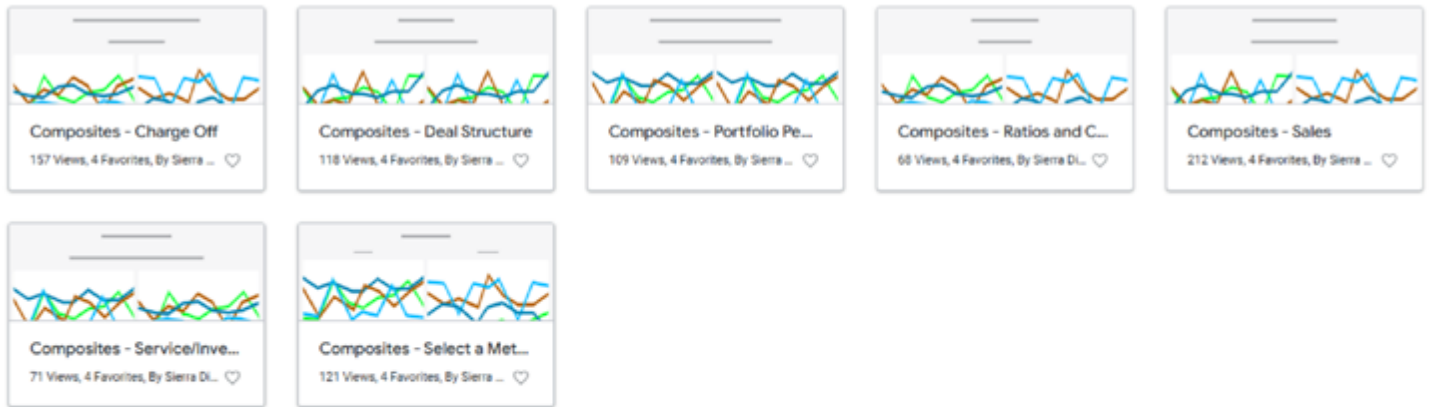
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TIP OF THE MONTH

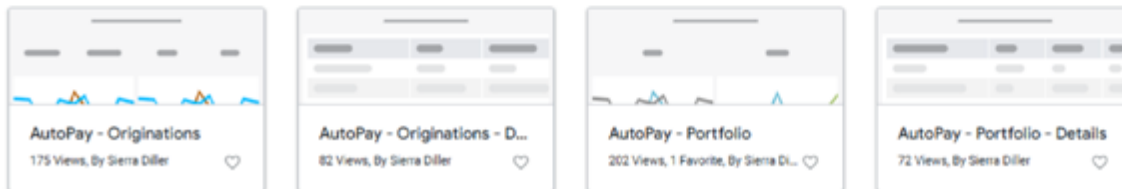
DID YOU KNOW.

We have added more reporting to Looker, focusing on the new Composite Dashboards and improved AutoPay reports. These new reports are designed to provide you with more comprehensive insights and better tools for analyzing key business metrics.

Composites



Auto Pay



COMPOSITES: DEEPER DIVE INTO PERFORMANCE TRENDS

The new Looker Composite Dashboards seamlessly integrate with the Composite Report, offering robust insights into month-over-month trends. You can find these under the Composites section.

WHAT THE COMPOSITE REPORTS SHOW:

- ▶ **Comprehensive Trend Analysis:** Visualize month-over-month performance with intuitive line graphs to easily track changes and spot trends across key business metrics.
- ▶ **Segmented Reporting:** The Composite Report is now divided into clear sections:
 - *Sales:* Track metrics like number of applications taken, closing ratio, net retail, and various sold mix tiers.
 - *Deal Structure:* Analyze APR, purchase price, reconditioning costs, retail and total gross, cash down payment, and amount financed.
 - *Portfolio Performance:* Monitor contract balance, customer counts, insurance penetration, delinquency rates (1+, 10+, 30+ days), and collection data.

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TIP OF THE MONTH

- *Charge Off:* Gain insights into repo inventory, number of accounts charged off, collateral disposition, gross and net charge-off, and days on books.
 - *Service/Inventory:* View warranty terms, labor rates, sales lot and recon inventory days old, average sold vehicle miles and year, and total warranty/policy expenses.
 - *Ratios and Cash Flow:* Understand total sales and finance expenses per unit, consolidated expenses, total collections less total down, cash in deal, and breakeven accounts.
- ▶ **Metric Comparison:** The “Select a Metric” dashboard allows you to compare up to four key metrics side-by-side.
 - ▶ **Multi-Dimensional Views:** View performance across individual locations, franchise group averages, national franchise average, and Top 25 location averages.
 - ▶ **Multi-Location Comparison:** Select and analyze multiple locations simultaneously for deeper insights into group performance.
 - ▶ **User-Friendly Interface:** The interactive and intuitive dashboard design allows for seamless switching between comparison views.
 - ▶ **Available Filters:** Filter data by date, single or multiple StoreId/LocId, and toggle on/off Store Average (Franchise Group), Franchise Average (National Average), and Top 25 Average.

AUTOPAY: ENHANCED VISIBILITY

The AutoPay Dashboard provides valuable visibility into monthly trends in autopay attach rates for both new originations and the overall portfolio. It also offers detailed breakdowns by tier, salesperson, underwriter, and collector.

WHAT THE AUTOPAY REPORTS SHOW:

- ▶ **Originations on AutoPay:** Track new originations with autopay by underwriter, salesperson, and collector, and compare current vs. previous month origination and attach rates.
- ▶ **Portfolio AutoPay Performance:** See the percentage of accounts on autopay for the entire portfolio, view by tier, analyze accounts on autopay versus delinquency, and view by collector.
- ▶ **Detailed Account Information:** The “Originations - Detail” and “Portfolio - Detail” dashboards provide account-level specifics such as current balance, payment interval, and delinquency.

Note: The AutoPay dashboard currently displays data from the past three months and will expand to show up to 12 months of historical information as more data is collected.

We encourage you to explore these new and enhanced Looker reports to gain deeper insights into your business operations.

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TRAIN-THE-TRAINER RECAP

TRAIN-THE-TRAINER SESSION RECAP - UNDERWRITING WORKSHOP

Our recent Train-the-Trainer session was a valuable opportunity to align on underwriting best practices and reinforce accountability at every stage of the application process. Here's a quick look at the highlights from each segment:

1. Holding Sales Associates Accountable for Accurate Applications

We emphasized the importance of complete and accurate applications, sharing actionable strategies to ensure Sales Associates are consistently collecting all required information. Key focus areas included proper documentation for proof of income and proof of residence, as well as a review of common application errors and how to avoid them.

2. Answering Interview Questions & Reading Credit Reports

The EFC team walked the group through techniques for answering interview questions clearly and confidently. He also led a hands-on discussion on how to ask effective follow-up questions based on a consumer's credit bureau, using real-life scenarios to practice handling a variety of credit profiles.

3. Live Budget Analysis Demonstration

We provided a walkthrough of the budget analysis process, highlighting how to evaluate a customer's financial position with clarity and consistency. Attendees received practical tools to identify financial strengths and risks, followed by an interactive Q&A session.

4. Using Underwriting Looker Reports

We closed the session with a detailed overview of the Looker Reports available to support underwriting oversight. Reports reviewed included:

- ▶ **Verification Follow-Up**
- ▶ **Override/Underride Analysis**
- ▶ **Reference Checks**

These tools are critical for tracking performance and ensuring accountability at each stage of the process.

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SERVICE TIPS AND TRICKS

SMART CHOICES FOR YOUR RIDE: THE BENEFITS AND RISKS OF USED CAR PARTS



Cost Savings

Environmental Benefits

Quality & Reliability

Availability

When it comes to maintaining your vehicle, especially an older one, considering used car parts can be a smart move. They offer significant cost savings and environmental benefits, but it's crucial to understand what to watch out for to ensure reliability and safety.

THE ADVANTAGES OF CHOOSING USED CAR PARTS:

- ▶ **Cost Savings:** Used parts are often substantially cheaper than new ones, making repairs and maintenance more affordable. This is particularly valuable for older vehicles where new part costs might exceed the car's value.
- ▶ **Environmental Benefits:** Opting for used parts promotes recycling and reuse, reducing the demand for new manufacturing, conserving natural resources, and minimizing waste.
- ▶ **Quality and Reliability:** Many used parts come from well-maintained vehicles and, when sourced from reputable suppliers, can offer excellent performance. Many are even Original Equipment Manufacturer (OEM) parts, ensuring proper fit and function at a lower cost.
- ▶ **Availability:** For older or discontinued models, used parts can be easier to find than new ones, allowing for faster repairs and minimizing vehicle downtime.

SERVICE TIPS AND TRICKS

WHAT TO WATCH OUT FOR: TOP REASONS USED PARTS MIGHT FAIL

Used and remanufactured parts offer clear advantages, but they also come with potential drawbacks if not carefully managed. Here are some key factors to keep in mind.

1. **Existing Wear and Tear:** Used parts naturally have accumulated mileage and age, which can lead to reduced longevity.
2. **Unknown History and Maintenance:** It's hard to know how a part was maintained in its previous life, potentially leading to hidden issues or premature failure.
3. **Quality Variations (especially for rebuilt parts):** There are no universal standards for rebuilt parts, and some may only have visibly failed components replaced, leaving other worn parts untouched.
4. **Potential Errors in Remanufacturing:** The rebuilding process can introduce defects if not done thoroughly or tested adequately.
5. **Compatibility Issues:** Ensure the used part is fully compatible with your specific vehicle to avoid malfunctions.
6. **Installation Errors:** Incorrect installation can damage the part or surrounding components, leading to failure.
7. **Fluid Leaks:** Damaged seals or gaskets in used parts can cause fluid leaks. Contaminated fluids in the previous vehicle can also indicate problems.
8. **Electrical Issues:** Used parts might have faulty sensors or electrical components, or issues can arise from improper wiring during installation.
9. **Overheating:** Parts requiring proper cooling or lubrication can fail prematurely if these systems were not adequately maintained.
10. **Structural Damage:** Hidden cracks, fractures, corrosion, or rust can compromise the structural integrity of a used part.

IN SUMMARY:

Used car parts present a fantastic opportunity to save money and contribute to environmental sustainability, often providing a more reliable and cost-effective alternative to new, aftermarket options. However, due diligence is required. Always source parts from reputable, certified recycled auto parts suppliers. These suppliers have the capabilities to properly describe the part, send photos, and provide detailed descriptions to assure quality and meet expectations. In the recycled part industry, "Quality is a well described part." Proper installation is also critical to minimize the risk of failure and ensure the longevity of your repair.

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BYRIDER IN THE NEWS

BYRIDER OFFERS EXPERT TIPS FOR BUYING PRE-OWNED VEHICLES



<https://katv.com/community/good-morning-arkansas/byrider-offers-expert-tips-for-buying-pre-owned-vehicles>

FRANCHISEE BIRTHDAYS

STORE #	FEANCHISE #	NAME	DATE
IL115	IL133	Brandon Buhrmester	June, 8
KY110	KY110	Harry Garber	June, 10
AR103	IN127	Shannon Aldridge	June, 12

Happy Birthday!

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MAJOR MILESTONES (ANNIVERSARIES)

CONGRATUALTIONS ON 5 YEARS!

- ▶ **TX129 - Killeen - 6/1/2020**
- *Bill Evans and Dale Boone*



CONGRATUALTIONS ON 1 YEAR!



- ▶ **TN110 - Madison - 6/1/2024**
- *Garber and Dodson*

- ▶ **IL133 - Bloomington - 6/5/2024**
- *Mike Burgstone and Brandon Burhmester*



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RANKINGS

TOP 25 LOCATIONS - MAY

TOP 25 STORES THROUGH MAY 2025

RANK	LOCATION	STORE	CITY, STATE	GROUP
1	OH140	OH130	Mansfield, OH	McPhie / Barrett
2	IN127	AR103	Terre Haute, IN	Enderlin / Aldridge
3	WI114	WI114	Wausau, WI	Kocourek / Freiboth
4	IA104	IA109	Burlington, IA	Larson / Lee
5	MO109	IA109	Springfield, MO	Larson / Sleeth
6	OH152	OH130	Ashtabula, OH	McPhie / Barrett
7	OH148	OH130	Canton, OH	McPhie / Barrett
8	MO113	IA109	Joplin, MO	Larson / Sleeth
9	AR102	AR102	Springdale, AR	Hanson
10	KY109	AR103	Bowling Green, KY	Enderlin / Aldridge
11	SC105	SC105	Columbia, SC	Gandolfo
12	SC115	SC105	Greenville, SC	Gandolfo
13	OH142	OH130	Wooster, OH	McPhie / Barrett
14	SC114	SC105	Charleston, SC	Gandolfo
15	IA109	IA109	Davenport, IA	Larson / Lee
16	IA110	IA109	Des Moines, IA	Larson / Lee
17	OH130	OH130	Akron, OH	McPhie / Barrett
18	ID101	ID101	Garden City, ID	Chalfant
19	IN116A	IN116	Richmond, IN	Wagner / Gerhart
20	IN116C	IN116	Bloomington, IN	Wagner / Gerhart
21	MI115	KY103	Petosky, MI	Anderson/France
22	ID102	ID101	Nampa, ID	Chalfant
23	PA116	PA116	Palmyra, PA	Lewis
24	MI109	MI109	Traverse City, MI	Marsh/Chevalier
25	IN125	LA109	Kokomo, IN	Boyce



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TOP PERFORMERS

TOP SALES LOCATIONS - MAY 2025

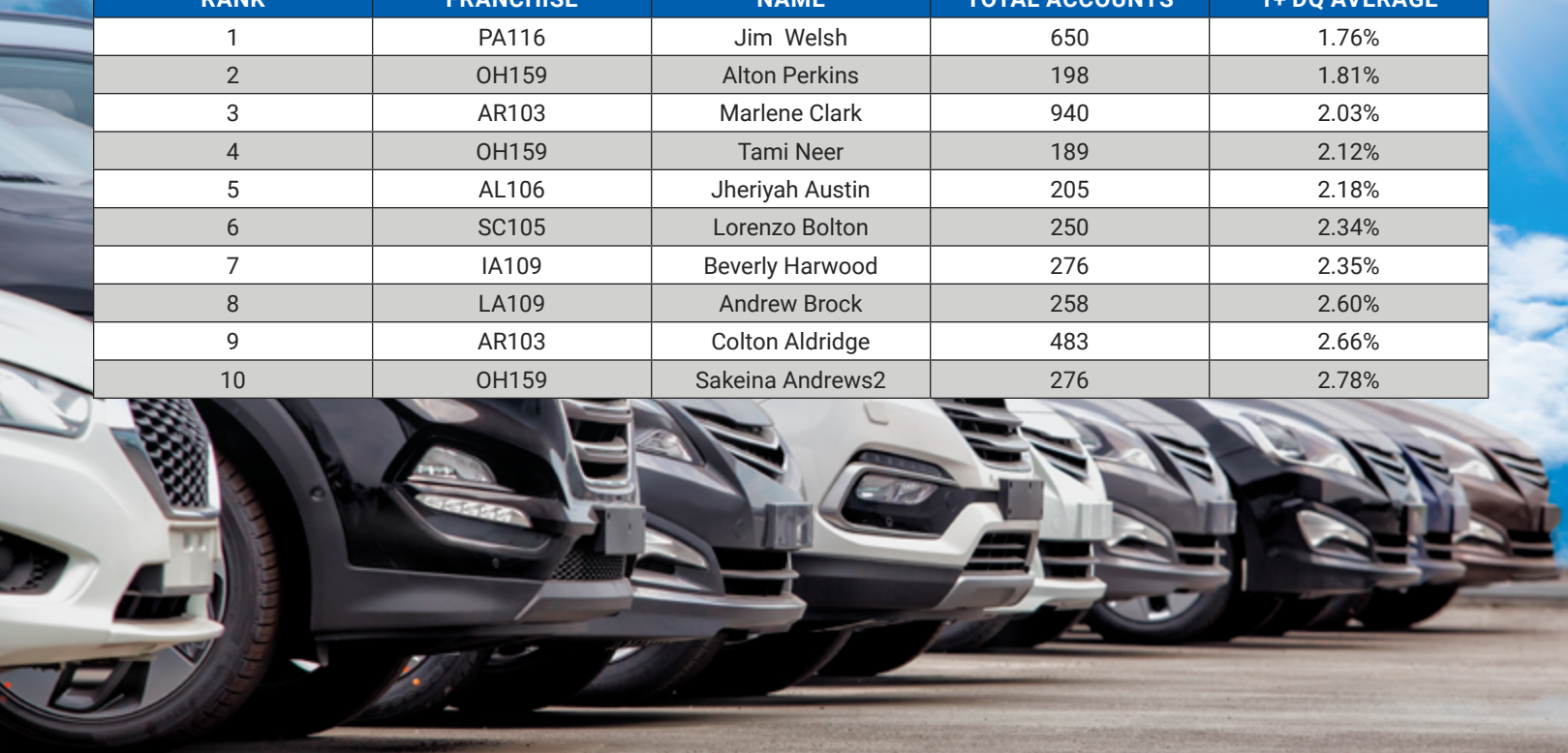
RANK	FRANCHISE	LOCATION	CITY	NET SALES
1	OH159	PA124	Monroeville, PA	60
2	OH159	OH159	Dayton, OH	58
3	WI101	WI102	Milwaukee, WI	45
4	NC112	NC112	Charlotte, NC	42
5	AR102	AR102	Springdale, AR	40
6	WI101	WI110	Waukesha, WI	38
6	IN116	IN116H	Evansville, IN	38
8	IA109	IA110	Des Moines, IA	37
8	IL115	IL121	Glendale Heights, IL	37
10	IL115	IL115	Joliet, IL	36

TOP SALES ASSOCIATES - MAY 2025

RANK	FRANCHISE	LOCATION	NAME	SALES
1	IL115	IL133	Dusty Kaster	40
2	AR103	IN127	Pressley Burton	34
3	IN116	IN116B	Logan Lunsford	33
4	OH159	OH159	Deangelo Card	30
5	OH159	OH161	Jeremiah Vega	29
6	AL106	FL163	Jerome Williams	27
6	IL115	IL125	Christian Bolivar	27
6	IN116	IN116H	Bethany Downing	27
9	TX112	TX129	Ali Alhachamy	26
9	TX118	TX118	Amadou Kane	26

TOP COLLECTORS - MAY 2025

RANK	FRANCHISE	NAME	TOTAL ACCOUNTS	1+ DQ AVERAGE
1	PA116	Jim Welsh	650	1.76%
2	OH159	Alton Perkins	198	1.81%
3	AR103	Marlene Clark	940	2.03%
4	OH159	Tami Neer	189	2.12%
5	AL106	Jheriyah Austin	205	2.18%
6	SC105	Lorenzo Bolton	250	2.34%
7	IA109	Beverly Harwood	276	2.35%
8	LA109	Andrew Brock	258	2.60%
9	AR103	Colton Aldridge	483	2.66%
10	OH159	Sakeina Andrews2	276	2.78%



ASSOCIATE SPOTLIGHT

TIM BULLOCK—EXECUTIVE FRANCHISE CONSULTANT



I'm excited to share a bit about my journey with Byrider, where I've gained a remarkable 20 years of experience.

I joined Byrider in 2005 as a salesperson, and after about 18 months, I transitioned into a Finance Manager role. From there, I went on to be a General Manager and Regional Underwriter. These diverse roles provided me with a well-rounded perspective on operations.

In 2016, I had the opportunity to join the Franchise Consultant team. I began leveraging my expertise in Sales and Underwriting to help stores, contributing to the overall knowledge base and profitability of the franchise community. Over time, I've dedicated myself to further understanding all aspects of the business, including the vital service side.

Now, as an Executive Franchise Consultant, I continue to enjoy working with the franchise community, building lasting relationships and friendships, and laying the foundation for consistent results and future success.

Outside of the office, I cherish spending time with my wife, Kari, and our children—Dominick, Sophia, and Cooper. My hobbies include watching my kids' sports, woodworking, home projects, fishing, and golfing.

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FRANCHISEE SPOTLIGHT

BURGSTONE GROUP

YEARS WE STARTED WITH BYRIDER / MOVED TO BURGSTONE GROUP

Angela Kingsmill started 3/2004 | always with Burgstone group

Jeff Bullock 1/2002 | 8/2010

Bob Hart 11/2004 | 5/2010

Brandon Buhrmester 8/1996 | 6/2024

TIMELINE

Joliet IL115 opened 11/2003

Glendale IL121 opened 11/2008

Dundee opened 5/2012

South Holland opened 6/2015 - we took over the store without collecting out the portfolio
2019 we collected out the IL124 portfolio without taking over the store.

Bloomington opened 6/2024 - we took over the store AND collected out the portfolio



3 DIFFERENT SCENARIOS -

- ▶ South Holland was closing its doors and the bank took the assets. We purchased the building and kept the employees starting a new brand portfolio.
- ▶ IL124 Bridgeview was closing. Corporate took over the location and we successfully collected out the portfolio.
- ▶ Bloomington owners were looking to retire and needed an end game. We assumed their lease on the building, keeping all personnel and immediately started collecting their portfolio while starting a brand new book of business.

BRANDON BUHRMESTER

I started in sales with Byrider in Champaign IL in August of 1996, just 2 months out of high school when I was 18. Within 2 years I was the top producing sales person at the store. When Kevin and Jay decided to open up a 2nd location in Bloomington IL November 2002 I was asked to manage the store and became a partner, I was 24 years old.

MIKE BURGSTONE

Mike is the President and owner of 5 Byrider locations in Illinois. Prior to opening his first Byrider in 2003 Mike was the Vice President of Finance at a fortune 50 company. Mike made the difficult decision to leave the world of corporate finance to fulfill his lifelong dream of owning his own business. The Burgstone organization opened their first location in Joliet Illinois in 2003, followed by Glendale Heights in 2008, East Dundee in 2012, South Holland in 2015 and most recently acquired the Bloomington location in June of 2024. Mike holds an MBA from the University of Notre Dame and undergraduate degree in finance from Western Michigan University. Mike lives in Hinsdale IL with his wife and four sons ages, 15, 13, 11 and 9. Outside of work, Mike enjoys spending time with his family, coaching baseball and spending as much time as possible at his lake house in Michigan.

UPCOMING EVENTS

► **SAVE THE DATE: JULY 20 GROUP**

► July 14-15th | Lowes Chicago Hotel

We look forward to seeing you there for two days of valuable discussions, networking, and strategy sharing.

Register Now:

https://docs.google.com/forms/d/e/1FAIpQLSeEf-xMjCJw251SYB80b0IoM-nVTGcaf8mG_neT540r1k903g/viewform?usp=header



► **SAVE THE DATE: BYRIDER ANNUAL CONVENTION**

► November 6th-8th, 2025 | The Westin Kierland Resort & Spa, Scottsdale, AZ

We look forward to seeing you there for three days of valuable discussions, networking, and strategy sharing. Registration and more information to come.



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VENDOR OF THE MONTH



SMARTER GPS STARTS HERE

Advantage GPS delivers more than location tracking and advanced risk mitigation, we provide real-time vehicle health insights designed to support service-backed financing models. Our solutions help reduce delinquencies, increase service revenue, and keep vehicles (and customers) running strong.

[Click to see how smarter GPS can work for your dealership](#)

**See more.
Know more.
Do more.**

Smarter data. Stronger results.

[Learn More](#)



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IT UPDATE

INTRODUCING OUR BACKUP DATA CENTER IN CLEVELAND, OHIO!

We're pleased to announce the launch of our new Backup Data Center located in Cleveland, Ohio. This facility maintains an up-to-date copy of Discover and all associated data, ensuring business continuity in the event of a disruption.

If a disaster were to impact our primary data center in Carmel, Indiana, the Cleveland location is fully prepared to take over operations. With this setup, your business would experience only a brief pause in connectivity. Additionally, any data created while operating from the Backup Data Center will be seamlessly integrated into your records once the Carmel site is reinstated.

This initiative is a key part of our broader disaster recovery strategy and production stabilization plans. The Technology Group has been working diligently to bring this capability online, and ongoing testing will continue throughout June and July to ensure a smooth transition if ever needed.

Thank you for your continued trust as we work to safeguard your operations.



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COMPLIANCE UPDATE

WHAT IS THE SERVICEMEMBERS CIVIL RELIEF ACT

The Servicemembers Civil Relief Act (SCRA) is a U.S. law that helps protect people who are in the military. The goal is to make life a little easier for service members while they are on active duty, so they can focus on serving without worrying too much about legal or financial issues back home.



PROTECTION SCRA OFFERS OUR CUSTOMER INCLUDES:

Lower interest rates – If the vehicle was purchased before joining the military, the interest rate has to be reduced to 6% while the customer is on active duty.

Stopping repossessions – CNAC cannot repossess if the vehicle was purchased before joining the military while the customer is on active duty without a court order.

In short, the SCRA gives active-duty military members special legal protections to reduce stress and protect their rights while serving.

HOW TO COMPLY WITH SCRA

Supporting our service members by empowering them to devote their energy towards defending our Nation is our great honor. All locations are required to comply regardless of if the country is at war. You must first determine if the customer entered service before or after signing the Retail Installment Contract. If the customer signed the Retail Contract prior to entering the service AND is on active duty you must:

- ▶ Reduce the APR to 6% and calculate the reduced installment payment
- ▶ Forgive the “excess” interest and do not attempt to recover it at a later date
- ▶ Do not repossess the vehicle or make a claim against a co-buyer until 90 days after the Servicemember leaves active duty or you receive a court order
- ▶ Check your state law for additional protections

COMPLIANCE UPDATE

WHAT YOU NEED TO KNOW

- ▶ The service member may request the rate reduction up to 180 days after the servicemembers release from military service
- ▶ The law allows creditors to require the active duty service member to “request” the reduction and reduction for installment payments by providing (i) written notice of the service member’s military service; and (ii) a copy of the service member’s orders calling the servicemember to military service.
- ▶ As a conservative approach, you may also establish your policy and procedure to automatically apply the rate reduction and reduction of the installments payments once you become aware of the eligibility.

ENSURING COMPLIANCE

- ▶ Well documented policies and procedures are the cornerstone of compliance. The Compliance Department has a sample policy to help you get started. The policy is conservative, with additional protections built in. You must also be aware of any state laws that supplement the Federal Act.
- ▶ Rule out active duty status prior to the start of the repossession process. This means checking the status prior to sending out a “right to cure” letter. Afterall, we cannot state the vehicle will be repossessed for non payment if the customer is protected under the Federal Act.
- ▶ Check for active duty status on the Department of Defense official website
<https://scra.dmdc.osd.mil/scra/#/home>

RESOURCES

Linked below are resources are available on ebyrider to help you comply with SCRA

Appendix 1 Additional State Protections

Sample Policy

Sample Procedure

SCRA Calculator



OUR VALUES

- ▶ *Honesty and integrity in everything we say and do.*
- ▶ *Maintain the highest regard for each customer and associate.*
- ▶ *Develop people and promote from within.*
- ▶ *Use our collective strengths to make decisions and solve problems.*

RECRUITING UPDATE

WHAT IS THE STAR METHOD?

The STAR method is a structured way for candidates to answer behavioral interview questions by describing:

- ▶ **Situation** – What was the context or background?
- ▶ **Task** – What was their responsibility?
- ▶ **Action** – What steps did they take?
- ▶ **Result** – What was the outcome?

This approach helps you assess how candidates handle real-world situations relevant to the role.

WHY USE STAR INTERVIEW QUESTIONS?

- ▶ *Get real examples of past behavior to predict future performance.*
- ▶ *Evaluate how candidates approach problem-solving, teamwork, leadership, and decision-making.*
- ▶ *Encourage structured, relevant, and easy-to-understand responses.*

SAMPLE STAR INTERVIEW QUESTIONS

- ▶ *"Tell me about a time you overcame a challenge at work."*
- ▶ *"Describe a situation when you had to work with a difficult customer."*
- ▶ *"Have you ever missed a deadline? How did you handle it?"*
- ▶ *"Give me an example of when you led a team during a tough period."*

WHAT TO LOOK FOR IN STAR RESPONSES

- ▶ *Clear storytelling that follows the STAR structure.*
- ▶ *Demonstration of ownership, initiative, and logical thinking.*
- ▶ *Quantifiable results or positive outcomes.*
- ▶ *Reflection on what they learned or how they grew from the experience.*

IDEAL LENGTH

Each STAR answer should be about 2 minutes long, allowing time for depth without going off track.

BEST ROLES FOR BEHAVIORAL QUESTIONS

Use STAR questions when hiring for roles that require:

- ▶ *Communication & collaboration*
- ▶ *Leadership & delegation*
- ▶ *Problem-solving & adaptability*
- ▶ *Decision-making under pressure*

BONUS INSIGHT

According to an Indeed survey, only 30% of job seekers felt their last interview effectively assessed job fit. STAR interviews help change that—by asking the right questions, you attract and retain better candidates in today's competitive market.