

INSIDE TRACK

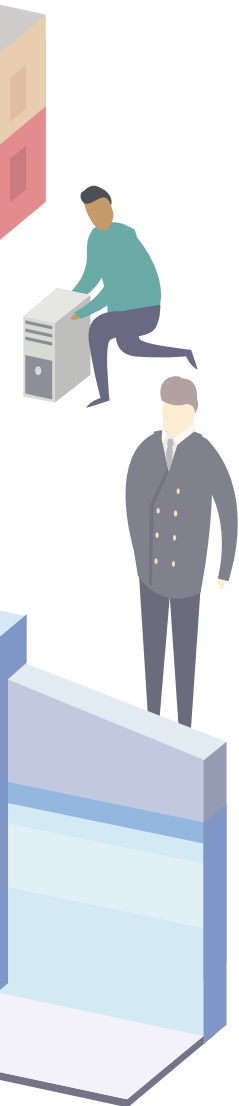
A GUIDE TO GM FINANCIAL'S COURSE OF BUSINESS



WHO IS GM FINANCIAL?

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

- Help GM sell more vehicles throughout the world, including 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.



Our Product Lineup

When a customer borrows money, it's commonly called a loan. But for an indirect auto lender like GM Financial, it's a little more complicated than that. Rather than customers contacting us to obtain a loan, GM Financial's primary source of business comes from purchasing "retail installment contracts" from auto dealerships. For simplicity's sake throughout this publication, we'll refer to retail installment contracts as "loans." That said, we have a full suite of financial products available to GM dealers in North America.

- **Auto Loans:** A retail installment contract that allows a customer to purchase a vehicle from an auto dealership; this contract is then subsequently sold or assigned by the dealership to GM Financial. Customers acknowledge that the money used to buy the vehicle will be paid back in monthly installments calculated with interest (if applicable). We offer nonprime and prime financing to GM dealers, and nonprime financing to non-GM dealers under our AmeriCredit brand.
- **Auto Leases:** More like "renting" a vehicle as opposed to purchasing one. At the end of a lease contract, customers have options like turning in their vehicle or purchasing it.
- **Commercial Lending:** Financing programs and insurance developed to help dealers run their business. Floorplan financing enables a dealership to purchase 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 pg.11)
- **Commercial Vehicle Lending (CVL):** Available to business owners — including city and municipal entities — seeking to secure financing to purchase or lease vehicles for their business. This product is sometimes referred to as "fleet financing."

A GLOBAL NETWORK

With operations in North America, Latin America and China, we're able to offer a number of products and services to help sell GM vehicles specific to those regions. We have the flexibility to expand into other global markets as needed to support GM's business. To learn more about our International Operations and functions, see "International Operations" under the Corporate Profiles section.





THE BIG PICTURE

Throughout these pages, we'll illustrate the processes GM Financial uses to finance and service loans and leases in North America. We not only purchase the contracts and service the accounts, but also provide assistance to dealerships for building their inventory. It's all part of what we do to get people on the road.

1. THE START OF SOMETHING GOOD

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

2. THE GM FINANCIAL BORROWER

The consumer shops for a vehicle, whether it's for personal or business use.

3. LOOKING FOR A LENDER

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

4. DECISION: APPROVE OR DECLINE

GM Financial approves or declines 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 OUR 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 it's ensured 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, while seeking to enhance the customer experience and ease of doing business through tools such as mobile applications.

12. COLLECTING PAST-DUE PAYMENTS

If the account is delinquent, collection efforts are made.

13. APPROACHING THE 'END OF THE ROAD'

If the customer has leased the vehicle, they will have several options available as their lease term nears.

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 Factory Pre-Owned Collection inventory site.

15. ADDITIONAL RECOVERY EFFORTS

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

GM FINANCIAL SERVICES MORE THAN 5.5 MILLION CUSTOMERS

ACROSS THE GLOBE. And, throughout the company's history, we've helped millions more get to where they're going. Here's how we do it.

LET'S GET STARTED



1 THE START OF SOMETHING GOOD

GM Financial's business is built upon the strength of relationships. Through effective communication, we can develop trustworthy partnerships with our auto dealers and, ultimately, their customers. This allows us to better understand what consumers need and to create auto finance solutions that meet those needs.

Our Dealer Account Representatives (DARs) make frequent visits to dealerships all across the United States and Canada. They're able to observe customer interaction, help dealers build inventory, and educate them about GM Financial programs and the types of financing we offer. Plus, our credit center employees, who underwrite the loans and leases, are committed to excellent customer service.

As part of this relationship with our dealers, GM Financial's Dealer Training team holds in-dealership training workshops.

These workshops primarily focus on lease, retail and lead generation and are tailored to

helping dealership employees:

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

The team also participates in Local Marketing Association (LMA) training sessions catered to GM dealers within the same geographic area. These sessions educate dealers on how to effectively leverage GM marketing and other resources for the benefit of all affiliated dealerships in the region.

GM Financial secures a dealer relationship with a written agreement outlining business terms and expectations. It's this agreement that ultimately allows dealers to submit their customers' credit applications and contracts to GM Financial.



2 THE GM FINANCIAL CUSTOMER

Although we receive credit applications from dealers, it's ultimately the customer who signs the auto finance contract. The goal is to enable the customer to support the GM brands and enhance loyalty and retention for another GM purchase. We accomplish this through a great customer experience.

Auto payments are often the largest monthly financial commitment customers have — with the exception of rent or a mortgage payment.

GM Financial's goal is to meet the auto finance needs for customers across an array of credit sectors — from prime to nonprime — through leasing and retail loans.

Business owners who seek financing for commercial vehicles also have loan or lease options through the company's Commercial Vehicle Lending (CVL) program.

INDIVIDUAL VS. BUSINESS CUSTOMERS

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 AND LESSOR

Most dealers pull their customer's credit bureau files as the first step to securing financing. Before submitting a credit application to potential lenders — or lessors in the case of a lease — the dealer narrows the pool of finance companies in order to find a financing offer that meets the consumer's needs. (See "The Process" on the right.)

Often, the underwriter will conditionally approve an application provided that additional stipulations, or "stips," are met. For example, the underwriter may want to confirm a customer's income by requesting a recent pay stub as evidence that the salary listed on the application is correct.

In an effort to automate and 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, complete electronic contracting and manage account information like 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 (F&I) department regarding the types of programs we offer and the general parameters of our credit and other terms.
- Customer completes a credit application.
- Dealer matches the customer's financial history with appropriate lenders.
- Dealer sends the application and proposed contract to one or more lenders.

4

DECISION: APPROVE OR DECLINE

Several customer data points are assessed when GM Financial considers a proposed deal, including:

- Employment history
- Credit bureau information and FICO score
- Income and residence information
- Make, model and year of the vehicle
- Amount financed or lease amount
- Monthly payment amount
- Length of the contract
- Down payment amount

Whether loan or lease, the system electronically combines the data with internal information from our Risk Management department to arrive at GM Financial's "custom" credit score. (See "Risk Management" on pg 20.) If the score is below a lower threshold, also known as the "cutoff score," the application is automatically declined. If the final figure is above the threshold, either a GM Financial underwriter decides whether to approve or decline the application based on credit policies and guidelines, or it is approved automatically.

The underwriter sends the dealer details of his or her decision, along with GM Financial's "buy rate" — the interest rate we're willing to charge for the loan based on the customer's and the transaction's credit risk profile. Generally, the terms of the contract are based on the customer's credit history and ability to pay back the loan.

Automatic decisions

Applications that meet both a minimum score requirement and all policies for the credit tier are automatically approved. Automatic decisions — both approvals and declines — help drive efficiencies for our credit centers and provide dealers with best-in-class decision times.



WHAT IS A FICO SCORE?

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

This data is grouped into five categories:

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

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 a particular consumer. The higher your score, the more likely you'll be able to receive higher credit amounts and lower interest rates.



5 SEALING THE DEAL

Once approved, GM Financial sends the contract approval to the dealer confirming the following details:

- Monthly payment
- Amount due at signing, or down payment
- Manufacturer rebates
- Length of the contract
- Optional products and services, like extended warranty protection for a loan or excess wear and use coverage for a lease

For a retail loan, GM Financial can often adjust terms and conditions based on a desired monthly payment. If the payment is too high for the customer's budget, he or she may offer to provide more money as a down payment. Negotiating lower monthly payments on a lease, however, may include changing the terms, mileage parameters and limits concerning wear and use of the vehicle.

The dealer shares the new information with GM Financial until all three parties can come up with contract terms that are favorable to everyone. When they reach an agreement, the customer signs a legally binding contract — either a retail installment contract or a lease agreement. Then, the dealer assigns the contract to GM Financial.

NEGOTIATION TOOLS

In order to make the purchase of a vehicle more attractive to customers, manufacturers may use subvention. This process — done through the support of partner or captive finance companies — is used to buy down prevailing market rates.

For example, let's say a customer wants to purchase a GM vehicle. We offer a 9% interest rate based on his or her credit profile. But depending on factors such as the make and model being purchased and the consumer's credit profile or 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

After the dealer assigns the contract to GM Financial, it goes to our Funding department for a comprehensive review before funds can be disbursed. Dealers have two options when submitting contract packages for funding: digital or paper-based.

Regardless of how a contract is submitted, each of them gets routed for document scanning and data entry. All documents are scanned and data is then rekeyed from the resulting images. During the data entry process, a number of automated and manual validations are performed on the data. These validations ensure, among other things, that federal and state-specific regulatory requirements are met, as determined by the geographic location of the dealership and customer. When data entry is complete, the information and digital images are received directly into our funding systems for final due diligence processing.

When Funding Specialists review contract packages, they look for any missing regulatory information, such as blank signatures or incorrect lien documentation not found or validated during data entry. They also make sure all required stipulations have been received — such as copies of a house deed or recent pay stub — and then verify the accuracy of the information. If critical information is missing,

the Funding Specialist will contact the dealer or the customer to resolve the issue. Another prefunding check verifies whether or not the customer has filed bankruptcy since submitting the application for credit approval.

Sometimes it's also necessary for the Funding Specialist to verify a customer's employment, debt obligations or auto insurance information. The information is confirmed directly by phone with employers and/or the insurance providers, through scanned documents or by third-party verifiers. This information is then used as an additional measure for GM Financial to confirm the authenticity of the original documents received, including information provided on the original credit application.

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

Once all required information is confirmed and verified and no issues present themselves, the contract is funded.

PAPER VS. DIGITAL

Whereas the paper-based process of sending contract packages requires dealers to ship them via overnight delivery, the digital option allows dealers to transmit contracts to GM Financial via secure electronic means. This electronic process is also known within the industry as "e-contracting" or a "digital deal."

COMMERCIAL LENDING SERVICES: MAKING DEALS WITH

As part of the General Motors family, GM Financial's Commercial Lending Services (CLS Team) has a mission to help GM sell more vehicles. CLS provides GM dealerships with flexible financing and insurance solutions to help them succeed. These solutions include:

- **DEALERSHIP INVENTORY FINANCING**

- New vehicles
- Used vehicles
- Auto auction purchases
- Demonstrator vehicles
- Service loaners and service rentals

- **DEALERSHIP LOAN PROGRAMS**

- Term loans
 - Working capital
 - Equipment or other asset purchases
 - Dealership acquisition financing
 - Facility improvement loans
 - Refinancing debt
- Revolving lines of credit
 - Often used for short-term working capital or to refinance existing debt
- 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"
- Real estate construction
 - Construction of new dealerships
 - Expansion or renovation of existing dealerships

- **CASH MANAGEMENT PROGRAM**

- Allows dealerships to use excess cash to reduce monthly interest owed on floorplan financing used to purchase vehicle inventory

- **FLOORPLAN INSURANCE PROGRAM**

- This program provides dealerships insurance protection for their vehicle inventory and includes:
 - Comprehensive and collision coverage
 - Flexible deductibles
 - Premiums billed through dealership's monthly statement for floorplan financing



7 FUNDING OUR DEALERS

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

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

- Original paperwork is consistent with the other electronic documents used to fund the deal
- State and federal disclosure requirements are met
- A correction letter is processed and mailed to the customer — if clarification is required — to "cure" any omitted or incorrectly disclosed or miscalculated information

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

COMMERCIAL VEHICLES

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



8 MANAGING AND MAINTAINING CUSTOMER ACCOUNTS

As soon as a contract is funded, we create a customer account and send a welcome packet that includes:

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

Throughout the course of business with GM Financial, many accounts will never be touched, except for posting payments to that account. Most customers have the ability to service their account online — paying their

monthly bill, updating contact information and much more. However, the Account Maintenance team will make the necessary updates to the account if it requires monetary changes or updates such as a deferment, due date change or name change. Activity is tracked and carefully monitored for each account.

As an added convenience, the Customer Experience department is available to assist with account updates and answer any questions regarding the account. (Section 11 "Satisfying Customer Needs," outlines the ways we service our customers.)



9 RECEIVING AND TRACKING THE TITLE

Even after the contract is funded, before the transaction can be considered complete, title and lien perfection documentation must be received. GM Financial becomes the lien holder and makes sure the vehicle titles are received and accurate.

The state titles are carefully managed for all vehicles, which includes tracking the vehicle title until we receive it. We then review it to make sure all of the information is correct

and in accordance with our owner and lien holder requirements.

If a title doesn't meet GM Financial's requirements, a correction process is started and the title is returned to the dealer or appropriate county/state DMV.

GM Financial ensures physical and electronic titles and contracts are stored and managed properly.

MISSING TITLES

If a title isn't received or is returned for corrections, it will be tracked and the account will be managed until receipt. The appropriate dealer or DMV is contacted on every title that isn't received after 90 days (also known as a "missing title"). Until a title is received, the case/activity of the title will be monitored and follow-up calls will be made.

10 PROCESSING PAYMENTS AND MANAGING CASH FLOW

Every month, customers receive a billing statement from GM Financial. Timely payments are critical not only to a consumer maintaining or even improving their FICO score, but also the financial performance of GM Financial, which leads to positive operating results and cash flow.

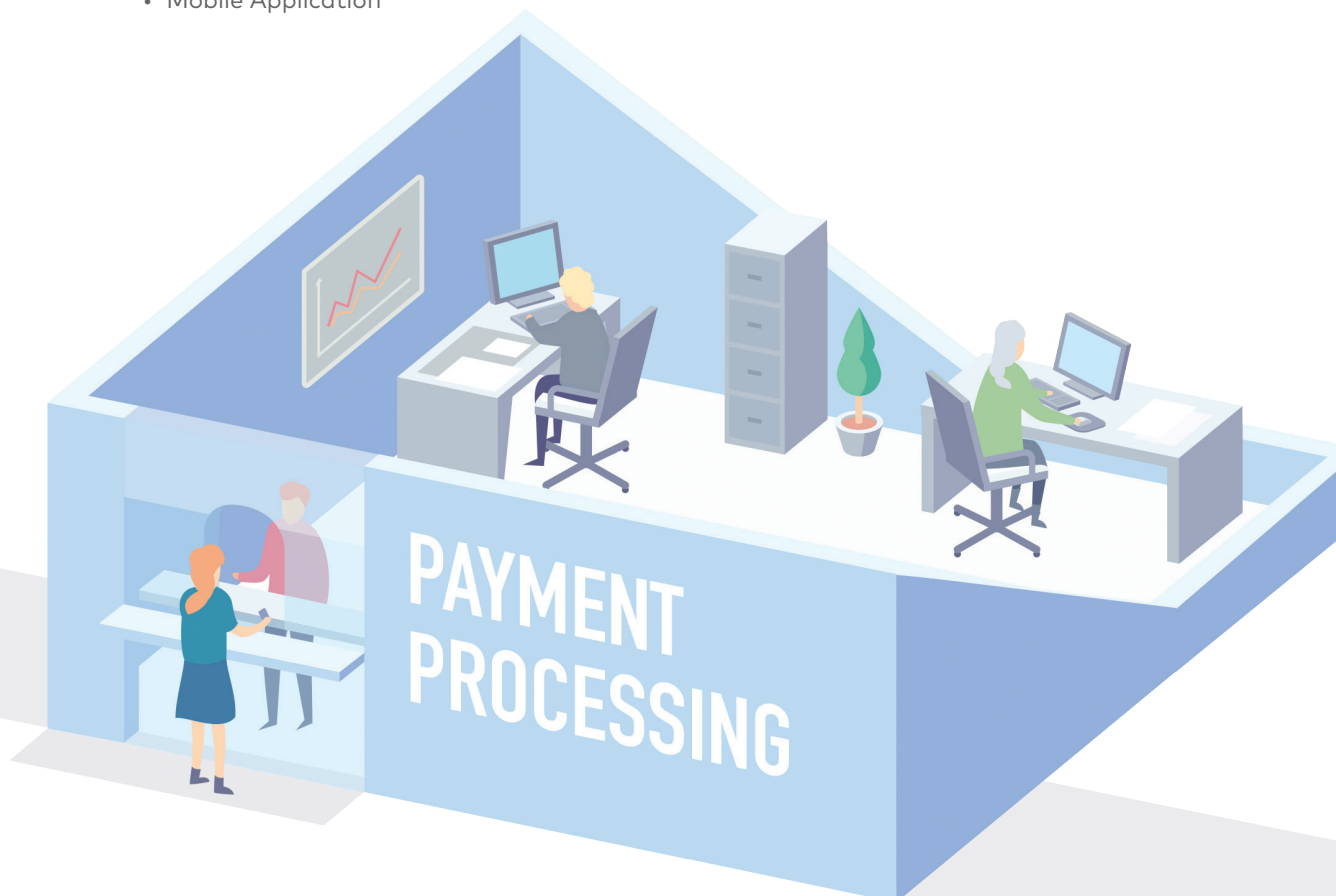
GM Financial works to ensure that monthly payments are processed correctly and quickly. Customers can choose a payment method from several options, including:

- Mail
- Bank draft or debit card through GMFinancial.com/myaccount, via Western Union
- Western Union Speedpay
- MoneyGram
- Pay by phone
- Debit through Interactive Voice Response (IVR) via Western Union
- Mobile Application

Customers can also establish auto-pay services or overnight payments, which provide the customer with faster service.

Various exceptions must be handled manually, including:

- Loan payoffs
- Payments sent by a customer to a location other than a lockbox
- Proceeds from vehicles sold at auction
- Payments from insurance companies



11

SATISFYING CUSTOMER NEEDS

A customer's experience throughout the life of his or her account is a key element in retention and loyalty. Therefore, when a GM Financial customer has a question, request or unresolved issue, the Customer Experience team is there to provide timely, knowledgeable and helpful service.

Our Customer Experience representatives complete an extensive cross-training program that educates them in all areas of department disciplines. Representatives are taught proper telephone etiquette and instructed to answer all calls in a prompt and courteous manner. They're continuously monitored to ensure that customers receive quality service.

Customers and dealers can speak to a representative during regular call center hours. Or they can call our automated phone system — available 24 hours a day, 7 days a week — to access their account information anytime. Online options are also available. In all cases, we strive to simplify usability, enhance our self-service selections, increase satisfaction and promote customer loyalty by providing a remarkable experience.

VOICE OF THE CUSTOMER

Our "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 insight and intelligence that will assist our efforts to improve our processes and the level of service we provide to our customers.

The Customer Experience department handles the following topics and transactions:

- Payoff quotes
- Lien release assistance
- Credit reporting inquiries
- 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
- Deferment information and assistance
- Online payment information

Customers can obtain information in English, Spanish or French, through phone representatives or self-help tools at GMFinancial.com. Plus, an online Customer Experience team responds to all inquiries and technical questions received via email.

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

- The Servicemembers Civil Relief Act (SCRA)
- Disputes filed by a customer about his or her credit bureau file
- Authorization to travel out of the country
- Assistance with first payments received at the credit center



12 COLLECTING PAST-DUE ACCOUNTS

It's important that customers make timely monthly payments to keep their accounts up-to-date. While the majority of GM Financial customers make regular, on-time payments to their accounts, there is a chance that some may accidentally forget or fall under hard times. We strive, when possible, to help those individuals get their accounts back on track.

When an account becomes delinquent, it is sent to GM Financial's Collections department. This team helps customers make payment arrangements to bring their accounts current.

Collections is composed of two separate groups that handle accounts that are less than 45 days past due or those that are delinquent 46 days or more.

The teams that handle accounts that are less than 45 days past due optimize call volumes

and call quality, allowing them to effectively work large volumes of accounts. The teams handling accounts that are in a more critical stage — at least 46 days past due — work with fewer accounts. They're able to retain the account until payments are received, the collateral is repossessed, or the account is charged off.

While most customers pay off their loan or lease contract, some are unable to fulfill their contract obligation. If the Collections department determines that the collateral must be repossessed, the account is sent to the Remarketing Solutions department. It is their responsibility to maximize recovery and reduce losses on repossessed vehicles. (See Section 14 "Recovering assets.")



13 APPROACHING THE 'END OF THE ROAD'

When a customer's account is in good standing and reaches maturity, the end-of-term process begins, and GM Financial works with the customer to fulfill the final terms on the contract.

RETAIL LOANS. When a retail loan is paid off, either on or prior to its contractual term (i.e., 60 months, 72 months, etc.), we send a communication to the customer advising that the account is considered "paid in full." Once payoff proceeds are confirmed as cleared funds, we'll send lien documentation by mail, and finally, the vehicle's title, where applicable.

LEASES. By contrast, lessees have three options when their lease agreement expires:

- Turn in the vehicle to the dealership and select a new vehicle to lease
- Buy the current lease vehicle
- Return the vehicle to the dealership and turn in the keys (subject to excess wear and use and any applicable end-of-term fees) without selecting a new GM vehicle to buy or lease

Often, customers choose the first option because they're ready for a new vehicle when their lease contract expires. That's why, for several months prior to the lease contract expiration, GM and GM Financial communicate with lessees about their options and encourage them to consider purchasing or leasing 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 them 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 term or recovered through repossession, they still have value. GM Financial attempts to recover as much money as possible by simultaneously selling units at physical auctions and in real time via the internet.

For cases regarding lease returns, vehicles go through a series of steps where they are inspected and first made available to GM dealers through GM Financial's lease return inventory system. These vehicles are available for GM dealers to purchase for a set period of time before they're made available to all dealers. Eventually, if unsold through the dealer network, a vehicle is made available to U.S. customers through GM's Factory Pre-Owned Collection inventory site. The site allows U.S. customers to purchase a vehicle online through a participating GM dealer. If still unsold after a set period of time, the vehicle is sold at auction.

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

- A post-repossession notification is sent to the customer, if applicable
- Vehicles are transported to the designated auction
- Title work is completed, if applicable
- Auction sale dates are coordinated with the auction
- 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

Our Remarketing Specialists represent more than 95% of all GM Financial vehicles offered at nearly 60 auctions per month across the U.S. and Canada. These representatives ensure the auctions comply with our established standards regarding the reconditioning of vehicles. They're the ones 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 Specialty Areas department continues to try and recover that remaining balance. (See section 15, "Additional recovery efforts.")

The company also generates additional proceeds each month through the collection of ancillary product refunds on vehicles that have been repossessed or are a total loss. (See definition of "total loss" in section 15.) For example, after repossession, we request 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 (GAP) insurance, and apply them to the customer's deficiency balance.



15 ADDITIONAL RECOVERY EFFORTS

The Specialty Areas department is comprised of several specialized teams that handle a variety of functions based on the status of an account.

IMPOUND:

If a vehicle is impounded or seized by a governmental unit or body shop, or is destroyed in an accident, the account is routed to Loss Mitigation for special handling. The Loss Mitigation group contacts the customer to find out why the car was impounded and to obtain a current status on the vehicle. The group then negotiates with the entity holding the vehicle to release it from impound if it is economically viable to do so.

TOTAL LOSS:

If a vehicle has been declared a total loss (i.e., the vehicle is involved in an accident and the insurance company deems the car irreparable), the Loss Mitigation group assists the customer in his or her negotiations with the insurance company to obtain funds to pay off or pay down the balance on the account. If the insurance settlement is not sufficient to pay off the balance of the loan, Loss Mitigation works with the customer to ensure payments continue on the account until the balance is paid in full. This group also assists customers who want to use the proceeds from the insurance settlement to purchase another vehicle and have it financed by GM Financial.

EXPIRED LOANS:

If a loan has reached its contractual term (i.e., 60 months, 72 months, etc.), it is considered "expired." However, there may still be a balance on the account from interest accrued from late payments. This remaining balance continues to be collected by GM Financial's Loss Mitigation department.

CHARGED OFF ACCOUNTS:

Once an account is charged off — regardless of whether it's an expired loan or lease, total loss or impound account — it moves to Loss Recovery for special handling. Loss Recovery also handles process claims under GAP protection products (purchased by the customer) and communication with the Bankruptcy department if a customer files a bankruptcy petition.

BANKRUPTCY:

The Bankruptcy department's objectives are to recover money, cut losses and protect collateral, while ensuring compliance with bankruptcy laws. It is responsible for the account until the bankruptcy is completed or the loan is paid off and the account is closed. GM Financial is prevented from making any collection efforts on an account in an active bankruptcy case. If the bankruptcy court gives us permission to repossess the vehicle, it is sold at auction.

LEASING:

The Lease Servicing department handles all aspects of GM Financial lease accounts from the point of origination through contract termination. The team is responsible for strengthening both customer and dealer relationships by providing excellent customer service. The Lease Servicing department handles all account inquiries, as well as collections on past due/charged-off accounts. Once the lease account is terminated and the end-of-term balance has been calculated, this team will continue to work with the lessee to resolve any balances.

THIRD-PARTY LIAISON:

Part of the Loss Recovery department's responsibility is to maintain strong business relationships with external collection agencies and law firms. All of these entities are important in maximizing the recoveries on charged-off accounts.

RISK MANAGEMENT

GM Financial specializes in full-spectrum auto financing — from subprime to prime — and assumes risk on the contracts we book. Our Risk Management department consistently evaluates credit risk on all applicants, so we can set pricing guidelines for each contract based on projected losses and profitability targets. This allows us to purchase consumer contracts with varying credit histories while managing our overall credit risk within defined parameters.

The Risk Management team looks into the past to predict the future. Analyzing both successful and charged-off loans, they develop our custom scorecards. GM Financial has worked in the subprime auto financing industry longer than most of our competitors, so we have a distinct advantage serving consumers in that credit sector.

How We Use Scorecards

- Each credit application submitted to GM Financial includes information — credit history, application and loan structure details — that gets processed through the scorecard
- The scorecard generates a numerical value which 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

COLLATERAL RECOVERY:

If an account is charged off as a result of non-payment and the vehicle cannot be located, the account is sent to Collateral Recovery. This team uses various research tools in an attempt to locate and recover the vehicle or reach a settlement with the customer to resolve the account.

NON-COLLATERAL RECOVERY:

Sometimes a customer no longer possesses the 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 team continues collection efforts on the account's deficiency balance. Oftentimes, GM Financial negotiates arrangements to report the account as "settled" with the credit bureau if the customer is willing to pay a portion of the deficiency balance. If this team is unable to resolve the account, the account may be assigned to a third-party collection agency or sold to another company.



MANY TEAMS WITHIN GM FINANCIAL PLAY VITAL ROLES IN THE COMPANY'S SUCCESS, even though they may not be directly related to the loan and lease process. Take a look at the Corporate Profiles throughout this document to better understand our culture of teamwork, excellence and integrity.

CORPORATE PROFILES

ACCOUNTING

The Accounting team does more than just keep the books. It's also responsible for the company's financial reporting, budgeting, purchasing, accounts payable and tax administration functions. GM Financial is required by the Securities and Exchange Commission (SEC) to maintain timely, accurate accounting reports. This information is essential to our operations and allows stakeholders — like bondholders and our parent company, General Motors — to monitor our financial health.



COMMUNITY INVESTMENT

GM Financial's Community Investment program is all about giving back to the communities where we live and work. The program provides team members with a corporate-supported forum for becoming more active in their local communities. Among other benefits, team members receive paid time off for volunteer work and are reimbursed for two walk/run/cycle events per year. The entire company is encouraged to participate in nonprofit programs or support the philanthropic organizations we sponsor through our designated "Signature Events."

CORPORATE FINANCE, CASH MANAGEMENT AND INVESTOR RELATIONS

Our Corporate Finance team is responsible for raising secured and unsecured debt by working with banking partners and in the debt capital markets. The group oversees GM Financial's corporate credit ratings, and is also responsible for creating forecasts and analyzing the company's performance-to-budget.

GM Financial's Cash Management department manages cash flows for the company. This team oversees cash investments and the risk associated with those investments. Along with Corporate Finance and the Financial Planning and Analysis teams, Cash Management works to ensure GM Financial has the cash on hand necessary to fund company operations.

Our Investor Relations team communicates our operating and financial results and company strategy to our debt investors.



FACILITIES

Our Facilities department oversees development and maintenance at all of our professional, safe and comfortable GM Financial office spaces. To best meet the needs required to coordinate the design, construction and maintenance at all locations, this group manages multiple vendor partnerships, including:

- Building managers
- Real estate agents
- Architects
- Contractors
- Furniture vendors
- Plant consultants/landscaping



HUMAN RESOURCES

The Human Resources department helps with everything from new hire processes to employee benefits and training opportunities. This group manages:

- Recruitment and hiring
- Employee health benefits and retirement programs
- Performance review and compensation processes
- Career training and development
- Corporate policies

INFORMATION TECHNOLOGY

Innovation is key in helping sell some of the world's best vehicles, but it takes a team to keep us in tune with technology's ever-changing climate. The Information Technology (IT) department manages all aspects of our information systems, including:

- Network and infrastructure planning
- Software development
- Testing
- Hardware and software support
- Data security

Due to the sensitive, timely information our company handles, all elements of our systems must work together seamlessly to maximize data flow and work efficiencies. Thankfully, the IT department does just that.



INTERNATIONAL OPERATIONS

GM Financial isn't only active in North America. We have operations worldwide to achieve one goal: to help sell more GM vehicles. International Operations (IO) serves more than 3,200 dealers in Latin America and China with flexibility to expand to other markets as needed to support GM. Most IO team members operate out of the country they're based in, but we also have team members serving the IO sector from offices in Detroit, Michigan; Charlotte, North Carolina; and, at our headquarters in Fort Worth, Texas.



INTERNAL AUDIT AND COMPLIANCE

GM Financial's Internal Audit department assists the company's Board of Directors, its Executive team and GM's Audit Committee in achieving sound managerial review and control. In order to ensure our strategic initiatives are accomplished, Internal Audit performs comprehensive reviews and independent appraisals of all operations and activities. This team monitors audits and compliance with state and federal regulations and ensures we adhere to the guidelines set forth by the Consumer Financial Protection Bureau (CFPB), our own company policies, federal and state regulations, and other generally accepted control standards.

The Compliance department works with all GM Financial business units — including direct and indirect subsidiaries in North America and abroad — to further the effective management of compliance and compliance risk. This team ensures that there is an effective Compliance Management System (CMS) in place so that GM Financial products, services and delivery systems are in compliance with all laws and regulations throughout the product or service life cycle. The team also demonstrates that we follow such requirements through effective testing, monitoring, compliance training and complaint management. This includes the compliance management of third parties retained to assist in the delivery of products and services.

LEGAL

Critical to protecting GM Financial's interests, our Legal team is specifically trained in matters concerning dealer, customer and corporate areas of business. If legal action is taken by or against GM Financial, the Legal department manages all litigation processes. Additionally, our knowledgeable attorneys and paralegals keep our company in compliance with government regulations, and maintain all required lender and business licenses.



PRICING AND ANALYTICS

The Pricing and Analytics department works as the liaison between our dealer clients and General Motors. It maintains our dealer-facing products and introduces incentives to help dealers sell more vehicles. The team also manages all after-market GM Financial products for both GM and non-GM dealers, such as our Guaranteed Asset Protection (GAP) product and Vehicle Service Contract (VSC) agreements.



MARKETING AND COMMUNICATIONS

Effectively presenting and communicating the company's message along with protecting our brand and reputation is key to any business. The Marketing and Communications team provides the proper avenues for enriching our customers' experiences, keeping our team members informed and bridging the connection back to our dealers and General Motors. Specialized teams within this department tackle distinct projects in the areas of:

- Online and digital strategy
- Interactive web development
- Creative solutions
- Email marketing
- Video production and storytelling
- Mobile marketing
- Social media
- Print and digital design
- Internal communication
- Customer engagement
- Brand Identity



SECURITY

GM Financial's Security teams are dedicated to protecting our people, intellectual property, assets and confidentiality of information. Our Physical Security team is responsible for providing a safe, stable and productive work environment for employees and visitors at all GM Financial locations. The Information Security team safeguards our information against all outside threats and helps maintain and ensure the integrity of our work systems.

THANK YOU

Within these pages, we've helped illustrate our commitment to building and maintaining strong, lasting relationships with our dealers, investors, team members and the consumers we serve.

Discover more about GM Financial.

 gmfinancial.com

 investors@gmfinancial.com

