



FOR GM USE ONLY
FAN ASSIGNED _____

GENERAL MOTORS OF CANADA LIMITED

ENROLLMENT FORM FOR FLEET CUSTOMERS INCLUDING POLITICAL SUBDIVISIONS AND PUBLIC UTILITIES

General Motors of Canada Limited ("GMCL") makes available to General Motors Dealers, from time to time, fleet allocations, fleet incentives and other fleet programs in conjunction with the sale or lease of new motor vehicles by Dealers to Qualified Fleet Customers for certain uses in Canada.

A Qualified Fleet Customer is defined as:

- 1) Any business entity (Rental, Lease or Commercial) that has five (5) or more registered vehicles ten years old or newer (cars and/or trucks of all makes), licensed, titled, insured and retained currently in company service or that will operate five (5) or more vehicles after its present acquisition which are used exclusively for commercial purposes. In addition, any business entity that places an order (and subsequently takes delivery) for three (3) or more new and unused General Motors vehicles at one time to be used for commercial purposes shall be considered a Qualified Fleet Customer.
- 2) **Governments/Government Regulated Utilities/Public Schools/Medical Hospitals – no existing Fleet or minimum number of orders at one time are required.**

New motor vehicles ordered under fleet programs must be delivered, registered and retained in service in Canada by the first Qualified Fleet Customer for a minimum of six (6) months and 12,000 kilometers for Lease, Commercial/**Government** and Rental operation from the date of delivery. By executing this enrollment form, the Fleet Customer certifies that no motor vehicles will be purchased or leased, directly or indirectly, for export, sale or use outside of Canada, or for resale within Canada; Fleet Customer is hereby notified that the agreement between GMCL and Dealer prohibits sales by Dealer to persons or businesses who export or resell the motor vehicles within Canada. Fleet Customer therefore agrees that it will not induce, by any means, Dealers to be in breach of the export and/or resale terms of the Dealer Agreement, or any of the terms of this Agreement and acknowledges that it will be responsible in damages to GMCL for any such interference with the contractual terms between GMCL and Dealer or any breach of this Agreement.

By executing this enrollment form, the Fleet Customer certifies that they are a Qualified Fleet Customer, acknowledges the fleet program eligibility requirements specified herein and agrees to comply with them. Additional eligibility requirements for specific fleet programs, as issued by GMCL to Dealers from time to time, will be made available to Qualified Fleet Customers by the selling Dealer.

The Qualified Fleet Customer agrees to provide, GMCL or selling Dealer, business records, registration and insurance information confirming that vehicles were purchased and registered solely for use in its Canadian operation and transferred only in accordance with GMCL program requirements. In the event that the Fleet Customer orders new motor vehicles from a Dealer and identifies them as fleet units eligible for GMCL fleet programs, and the vehicles are not used by the Fleet Customer in accordance with program requirements, as determined by the Fleet Customer's business records, registration information and insurance certificate, GMCL will take appropriate action. This may include, but is not limited to, the Fleet Customer or Dealer being immediately disqualified from future participation in fleet programs and the Fleet Customer and / or the Dealer being charged by GMCL for the amount of any special allowances, incentives, special option packages or other promotional programs which GMCL paid or credited to the Dealer or the Fleet Customer as a result of the Fleet Customer's inaccurate representations.

GMCL reserves the right, acting at its sole discretion, to amend or revoke this program in whole or in part and to amend or revoke any or all of the privileges or rights of Fleet Customer indicated below.



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SIGNED THIS _____ DAY OF _____ YEAR _____

FLEET COMPANY NAME (PLEASE TYPE)

FLEET OPERATING/TRADING NAME (PLEASE TYPE)

ADDRESS

CITY

PROVINCE

POSTAL CODE

PHONE N^o

FAX N^o

COMPANY E-MAIL AND / OR WEBSITE

SIGNATURE & TITLE OF OFFICER OF
COMPANY/AUTHORIZED GVMNT. REP.

LANGUAGE PREFERENCE: English

PRESIDENT/PRINCIPAL OWNER NAME (PLEASE TYPE)

FLEET CUSTOMER CONTACT NAME (PLEASE TYPE)

FLEET CUSTOMER CONTACT TITLE (PLEASE TYPE)

FLEET CUSTOMER BUSINESS TYPE (PLEASE MARK ONE ONLY):

- COMMERCIAL GOVERNMENT DAILY RENTAL COMPANY UTILITY
- LEASING COMPANY TAXI/LIMO GM FRANCHISED DEALERSHIP/DEALER OWNED LEASING CO.

STATE CORE BUSINESS FUNCTION (PLEASE TYPE)

TOTAL FLEET SIZE: _____

TOTAL PASSENGER _____ TOTAL LIGHT DUTY TRUCK _____ TOTAL MEDIUM DUTY TRUCK _____

NUMBER OF GM _____ NUMBER OF GM _____ NUMBER OF GM _____

ACQUISITION SOURCE: BUY _____ LEASE _____ FROM _____

SUBMITTED BY (GM DEALERSHIP): _____ DEALER CODE: _____

SIGNATURE OF GM CANADA DEALERSHIP FLEET MGR.: _____

PLEASE PRINT NAME: _____

SIGNATURE OF DEALER OPERATOR/GENERAL MANAGER: _____

SEND OR FAX ENROLLMENT
FORM & "ATTACHMENT A" TO:

GM FLEET COMMAND CENTRE
P.O. BOX 130, STATION A
OSHAWA, ON L1H 7L1
FAX: 1-800-269-9116

INCOMPLETE ENROLLMENT FORMS & GUIDELINES (ATTACHMENT A) WILL BE RETURNED. ORIGINAL, SIGNED COPY OF ENROLLMENT FORM & COMPLETED GUIDELINES (ATTACHMENT A) MUST BE RETAINED IN SALES FILE. DEALER MUST RETAIN A COMPLETED COPY OF THIS ACKNOWLEDGEMENT FOR FUTURE VERIFICATION BY GMCL.



GENERAL MOTORS OF CANADA LIMITED

ATTACHMENT "A"

GUIDELINES FOR COMPLETION PRIOR TO SUBMITTING ENROLLMENT FORM FOR FLEET CUSTOMERS

- 1. We have reviewed and complied with the guidelines outlined in HOL 2003-028, 2003-028 SSI and revisions:
- 2. We have reviewed the "Due Diligence" suggestions on the GMinfoNET:

IN ADDITION TO THE ABOVE, YOU ARE REQUIRED TO PERFORM THE FOLLOWING ACTIONS AND RETAIN COPIES OF ALL DOCUMENTATION IN YOUR SALES FILE:

- 1. We have searched Internet sites such as www.411.ca, www.mytelus.com in Alberta, www.superpages.ca, and www.yellowpages.ca to verify the company/government name, address and telephone number.
- 2. We have made copies of our Internet searches for our sales file.
- 3. We have secured a photo of the company's premises for our sales file.
(PHOTO NOT REQUIRED FOR GOVERNMENT CUSTOMERS)
- 4. We have obtained the names and specimen signatures of individuals authorized and approved by the President/Owner of the company to do business on behalf of the company, and they will be retained in our sales file.
(FOR GOVERNMENT CUSTOMERS ONLY NAME & SPECIMEN SIGNATURE OF AUTHORIZED GOVERNMENT REPRESENTATIVE REQUIRED.)
- 5. We have retained the completed and signed original Enrollment Form in our sales file.

ENROLLMENT FORMS THAT ARE INCOMPLETE OR INACCURATE WILL BE REJECTED

SIGNATURE OF GM/SS DEALERSHIP FLEET OR SALES MANAGER

PLEASE TYPE NAME

SIGNATURE OF DEALER OPERATOR/GENERAL MANAGER

PLEASE TYPE NAME

DEALER MUST RETAIN A COMPLETED COPY OF THIS ACKNOWLEDGEMENT FOR FUTURE VERIFICATION BY GMCL.



GENERAL MOTORS OF CANADA LIMITED

ATTACHMENT "B"

(Sourced from HOL 2003-028 and revisions)

The following ideas are offered as a framework for Dealership salespeople and management to identify purchasers who may be resellers or exporters before they legally commit the Dealership to a vehicle sale.

These steps are compiled from shared experience and many have been presented in various letters to Dealers in the past few years. While the following list should be covered in each case, the ideas shared are not all-inclusive and cannot be considered as a checklist of items that proves due diligence was executed. It is ultimately the Dealer's responsibility to know the customer. Salespeople have been trained for years in "qualifying" potential customers and nothing can replace the human interface in understanding the buyer's intent.

I. THINGS TO NOTE ABOUT THE PROSPECTIVE CUSTOMER:

1. Is this a retail or fleet customer by definition in the most current Definition of Incentive Terms Home Office Letter?
2. Is this a "retail" customer but dealing with Fleet Department?
3. Does the customer live and, if a business, operate in your area?
4. Does the Dealership know the customer?
5. Are the vehicle lines "hot sellers" and hard to keep in stock?
6. Has the "List of Suspected Exporters/Resellers" been consulted?
7. Is a trade-in involved?
8. Are the units being purchased a "fit" for the intended usage?
9. How will the unit(s) be paid for?
10. If paying in an unusual form (e.g. with a bank draft), why?
11. How will a deposit be given?
12. Are you selling tax exempt?
13. Does the customer have a Fleet Account Number?
14. Have you verified the FAN is active by contacting the Fleet Command Centre? (Note that the Fleet Command Centre cannot and will not approve a specific customer or a specific sale but will only advise if a FAN is active. Also, note that receiving information that a FAN is active does not eliminate the need to conduct all other necessary due diligence.)
15. Refer to the most current Fleet Program Eligibility Requirements and Guidelines.
16. Is the person in front of you an authorized agent for that Fleet? Is this person simply a driver or is he or she entitled to sign on behalf of the Fleet? Have you made a note of the person's name?
17. Is the fleet buyer from another province? Why would the buyer not be dealing locally?
18. Have you visited their place of business to verify the type of business?
19. Is the transaction being done via fax/phone and credit card deposit?
20. If a numbered company, what is their operating name and address?
21. If buying 3 or more vehicles, the customer must become a Fleet Customer with a FAN.
22. Does the buyer have a proper business card? Is he or she using proper company letterhead?
23. Can you find their company in the white/yellow pages?
24. On the Internet, if you input their phone number in a search (e.g. www.canada411.ca), does the name/address match?

II. THINGS TO NOTE ABOUT THE FUTURE VEHICLE PICK UP ARRANGEMENTS BY COMPANIES:

1. Who will come to the Dealership and what is their employment status?
2. Will they have proper documentation/identification?
3. Are you being asked to deliver the vehicles to a business/**government** location?
4. Is it the same address as the purchaser's address?
5. What type of business operates at the drop location? Is it a "fit"?
6. Have you recorded the name of the person picking up the vehicle?

Addressing all of these questions is a critical part of the due diligence process. The authorized Dealer management representative who accepts the deal by signing on behalf of the Dealership also needs to verify the legitimacy of the information presented on the buyer's order **before** accepting the deal on behalf of the Dealership.

III. DEALERS NEED TO ENSURE TWO CRITICAL BUSINESS STEPS ARE IN PLACE IN THEIR SALES OPERATIONS:

1. Adequate management review of each vehicle purchase agreement occurs before signing. The customer name should be readable, numbered companies should also have their operating name shown, Fleet Sales should be scrutinized at least as much as retail transactions within the Dealership.
2. Dealer employment contracts, especially those for Sales and Fleet department personnel, should contain a clause that references the Dealer Agreement.