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## SPECIAL FINANCE



1175

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## No need to count ballots, these providers are clear winners in the industry



It's an election year, meaning excitement for some folks and dread for others.

But there's one thing in automotive that can generate clear votes of approval.

The position of the Special Finance 175.

Cherokee Media Group orchestrates this project to place an emphasis on the finance

companies, service and technology providers and other organizations that take the most risk and still flourish in this segment of auto financing. These firms continue to complete vehicle installment contracts with consumers with checkered credit backgrounds and help to support companies and dealerships with sound guidance and tools to navigate ever-changing regulatory demands and potential buyer tastes.

In summary, this feature is meant to reiterate the "good work" that's being completed — a retort to the consumer zealots who offer sometimes disparaging assertions about what it means to flourish in subprime auto financing, especially nowadays when conspiracies sometimes run wild.

Especially in the political arena.

To the companies included, let this issue be a salute to each of you, your management teams, your representatives in the field and your support systems that go well beyond brick-and-mortar buildings and communications infrastructure.

Congratulations, and all the best to you, your family, friends, colleagues and clients to remain safe and healthy.

Please keep in touch so this publication can keep telling the stories of your successes.

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## THIS YEAR'S HONOREES

700Credit	700credit.com	Challenge Financial Services	cfsnow.com
ABCdeal Pack	dealpack.com	Chase Auto Finance	chase.com
ACI Worldwide	aciworldwide.com	Citi Financial	citi.com
ADESA	adesa.com	Clarity Services	clarityservices.com
Advance Remarketing Services	arscars.com	Clearplan	clearplan.io
Advantage Automotive Analytics	advantagegps.com	Coastal Finance Company	coastalfinanceco.com
Agora Data	agoradata.com	Connections Insights	connectionsinsights.com
Alfa	alfasystems.com	Consumer Portfolio Services (CPS)	consumerportfolio.com
Allied Solutions	alliedsolutions.net	CoreLogic Credco	corelogic.com
Ally Financial	ally.com	Credit Acceptance	creditacceptance.com
American Bankruptcy Institute	abi.org	Crescent Bank	cbtno.com
American Credit Acceptance	acacceptance.com	CU Direct Connect	cudirectconnect.com
American Financial Services Assoc.	afsaonline.org	DataScan Holdings	onedenatascan.com
American Guardian Warranty Services	agws.com	DDI Technology	dditechnology.com
American Recovery Association	repo.org	DealerCenter	dealercenter.com
American Recovery Service	americanrecoveryservice.com	DealerSocket, Solera Vehicle Solutions	dealersocket.com
America's Car-Mart	car-mart.com	Dealertrack	dealertrack.com
AmeriCredit	dealers.americredit.com	defi SOLUTIONS	defisolutions.com
Auto Credit Express	autocreditexpress.net	Digital Recognition Network	drndata.com
Auto Master Systems	auto-master.com	DIMONT	dimont.com
Auto Use	autouse.com	DriveItAway	driveitaway.com
AutoIMs	AutoIMs.com	DriveTime Automotive Group	drivetime.com
Automotive Credit Corporation	automotivecredit.com	EFG Companies	efgcompanies.com
Automotive Finance Corp. (AFC)	autofinance.com	eLend Solutions	elendsolutions.com
Automotive Personnel	automotivepersonnel.careers	Empire Indemnity Insurance Company Risk Retention Group	<a href="http://www.empirerrg.com">www.empirerrg.com</a>
AutoRaptor	autoraptor.com	Envestnet Yodlee	yodlee.com
Bankruptcy Watch	BankruptcyWatch.com	Equifax	equifax.com
Bell and Williams Associates	bellandwilliams.com	EverChain	everchain.com
Black Book	blackbook.com	Exeter Finance Corp.	exeterfinance.com
Blytzpay	blytzpay.com	Experian Automotive	experian.com
Buckley	buckleyfirm.com	FICO	fico.com
Byrider	jdbyrider.com	FIS	fisglobal.com
Capital One Auto Finance	capitalone.com	Flagship Credit Acceptance	flagshipacc.com
CAR Financial Services	carfinancial.com	Flock Specialty Finance	flockfinance.com
CARite	carite.com	FNI Incorporated	myfni.com
Carleton	carletoninc.com	Frazer Computing	frazer.biz
CarMax	carmax.com	FSSI	fssi-ca.com



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Advantage Automotive Analytics revolutionizes vehicle finance with a cutting-edge data analytics platform, offering real-time risk monitoring and management tools. This innovative solution alerts users to potential high-risk situations, helping prevent losses. Our standout product, Evo UL, leads the industry with its no-contract, fee-free connectivity, simplifying operations for finance professionals.

Our robust suite includes wired and wireless devices, VIN Verify, custom APIs, and a unified app for managing all devices, regardless of the provider. The Advantage dashboard provides comprehensive insights into finance portfolios, focusing on overcoming profit challenges. Designed for ease of use, our solutions ensure finance companies can efficiently navigate vehicle financing complexities, enhancing profitability and operational effectiveness.

Global Lending Services LLC	glsllc.com	NAF Association	nafassociation.com	Santander Consumer USA	santanderconsumerusa.com/ auto-financing
GM Financial	gmfinancial.com	National Creditors Connection Inc.	nationalcreditors.com	SCR	scrgrupservices.com
GOLDPoint Systems	goldpointsystems.com	Nationwide Acceptance LLC	nac-loans.com	SDA Inc	sdainc.net
Goldstar, by Spireon	GoldStarGPS.com	NCM Associates Inc.	ncm20.com	Sensible Auto	sensibleauto.com
GWC Warranty	gwcwarranty.com	Netsol	netsoltech.com	Servicing Solutions	servicingsolutions.com
Hudson Cook	hudco.com	NextGear Capital	nextgearcapital.com	Shaw Systems	shawsystems.com
IC Systems	icsystem.com	NIADA	niada.com	Skopos Financial	skoposfinancial.com
Ignite Consulting Partners	igniteconsultingpartners.com	Nicholas Financial	nicholasfinancial.com	Solifi	solifi.com
Informed.IQ	informediq.com	Northland Auto Enterprises	northlandautosolutions.com	Solutions by Text	solutionsbytext.com
Innovate Auto Finance	ils.theinnovatecompanies.com	Nortridge Software	nortridge.com	Sopra Banking Software	soprabanking.com
Insurance Auto Auctions	iaai.com	Open Lending	openlending.com	Southern Auto Finance Company (SAFCo)	GoSAFCo.com
Interactive Financial Marketing Group	interactivefmg.com	PAR North America	parnorthamerica.com	State National Companies	statenational.com
J.D. Power Valuation Services	jdpower.com	Park National Bank	parknationalbank.com	SVR Tracking	svrtracking.com
JM&A Group	jmagroup.com	PassTime	passtimegps.com	Texas Capital Bank	texascapitalbank.com
Kinetic Advantage	kineticadvantage.com	Paymentus	paymentus.com	Tidewater Finance Company	twcs.com
Kroll Bond Rating Agency	krollbondratings.com	PaymentVision	paymentvision.com	Tracers	https://tracers.com
Launcher.Solutions	launcher.solutions	PayNearMe	paynearme.com	TransUnion	transunion.com
LendBuzz	lendbuzz.com	PDP Group	pdpgroupinc.com	TruDecision	trudcision.com
Lexis Nexis	lexisnexis.com	Peritus Portfolio Services	perituservices.com	Trust Science	trustscience.com
LHPH Capital	lhph.com	PointPredictive	pointpredictive.com	Turner Acceptance Corp.	turneracceptance.com
Lightico	lightico.com	Prestige Financial	gopfs.com	United Auto Credit	unitedautocredit.net
Line 5	line5.com	PrimaLend Capital Partners	primalend.com	van Wagenen Financial Services	vanwagenen.com
Lobel Financial	lobelfinancial.com	Primeritus Financial Services	primeritus.com	Vehicle Acceptance Corp.	vacorp.com/public
Location Services	location-services.com	Protective Asset Protection	protectiveassetprotection.com	Veros Credit	veroscredit.com
Loss Prevention Services	losspreventionservices.net	Provana	provana.com	Wells Fargo	wellsfargo.com
Manheim	manheim.com	ProVest	provest.com	Westlake Financial Services	westlakefinancial.com
Masterqueue	intellaegis.com	Recovery Database Network	recoverydatabase.net	Westlake Portfolio Management	wpm servicing.com
MBSi Corp.	mbsicorp.com	Recovery Industry Services Co. (RISC)	riscus.com	Wolters Kluwer Financial Services	wolterkluwerfs.com
McGlinchey Stafford	mcglinchey.com	Regional Acceptance Corp.	regionalacceptance.com	Zest Finance	zestfinance.com
Megasy Inc.	megasy.net	Reliable Credit Association	reliablecredit.com	van Wagenen Financial Services	vanwagenen.com
Meridian Link	meridianlink.com	REPAY	repay.com	Vehicle Acceptance Corp.	vacorp.com/public
MicroBilt	microbilt.com	RepoSystems	reposystems.com	Veros Credit	veroscredit.com
Mid Atlantic Finance	midfinance.com	Resolvion	resolvion.com	Wells Fargo	wellsfargo.com
Millennium Capital and Recovery Corp.	nationwiderecoverymanagers.com	Reynolds and Reynolds	reyrey.com	Westlake Financial Services	westlakefinancial.com
MVTRAC	mvtrac.com	RouteOne LLC	routeone.com	Westlake Portfolio Management	wpm servicing.com
NAAA	naaa.com	RSM	rsmus.com	Wolters Kluwer Financial Services	wolterkluwerfs.com
NADA	nada.org	S&P Global Ratings	spglobal.com	Zest Finance	zestfinance.com



Enabling Any Car Dealer To Be A Finance Company

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With over 30 current clients and 38 countries served, Alfa has offices all over the United States, Europe and Asia-Pacific. For more information, visit [alfasystems.com](http://alfasystems.com).



Asking the Experts with  
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the other big things that stood out is the closest to our focus — affordability. The average price of a new car is almost \$50,000. Payments are at \$735 for a new vehicle. Wages haven't caught up with inflation, so budgets are tight. It's impacting everybody, from the consumer to the dealer and the lender, as well.

Also, there's a lot around digital retailing and the consumer expectation where they care more about payment than price in this environment. We're looking into the accuracy of that. And for lenders, delinquencies are going up. Losses are going up. Margins are starting to be compressed. We're watching from what they're doing in response to changes in the marketplace.

There was a lot going on with all of those things in 2023.

**What elements of the car business intrigued you most in 2023 and why?**

One was the attempt to return normalcy, post-pandemic. There's a lot going on. How's it all going to play out? How many things are going to revert back to the way they were? For me,

**What are some of the highlights from your latest dealer and finance survey effort?**

In 2023, we did three different surveys. The first talked about the consumer experience. The second talked about how dealers are responding. Those surveys raised a lot of additional questions for us. That meant we had to dig deeper. That led to what we did in December.

In the second one, we found out the correlation between dealers and lenders. What struck me was the same questions posed to dealers and lenders, they were almost identical in their responses. It was interesting that they were in unison about the problem of what the survey was getting to — inaccurate payments. So 90% of the respondents felt that the digital retailing and website payment quotes were causing friction with consumers because they were inaccurate and misleading. That was an admission by both dealers and lenders.

So why is that happening? We asked how the payments are being calculated. Are they based on a credit score that the customer self-selects? Or is it based on a true FICO score? Or

is it based on a lender decision? Well, a lender was only involved 4% of the time. But 63% said that all payment quotes are based on customers' self-selected credit score. Now all these payments are driven by a hypothetical. Even if it were accurate, that's just one element of how a lender prices deals today. They no longer go by just credit score bandwidth. There's more dynamic pricing. It was so interesting. It validated what consumers were feeling. Then dealers are stuck in the middle.

**Is automotive just too fragmented to have a smooth financing and retailing experience for all involved? What do we need to do to get everyone rowing in the same direction, so to speak?**

We went through that phase of the whole internet and digital retailing that you put a finger on your phone and the car is in your driveway. It was setting up false expectations for consumers in terms of reality, which created more frustrations. They made it sound like

**MACINNIS** // continued on page 68



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