

SmartEye F&I Witness®

Did the finance manager confirm the customer name aloud?

Did the finance manager confirm the customer social security number aloud?

Did the finance manager confirm the customer address aloud?

Did the finance manager confirm the customer place of employment aloud?

Did the finance manager confirm the customer income aloud?

Did the finance manager confirm that the customer is the primary driver?

Did the finance manager perform a full disclosure of the audio/video recording?

Did the finance manager present a menu?

Did the finance manager present a menu generated with SmartMenu?

Was the video portion of the recording working?

Was the audio portion of the recording working?

Could the customer be clearly seen and heard during the transaction?

Were the customers in view during the disclosure?

Was the sales manager present for the disclosure?

Did the finance manager present a SmartTrac presentation?

Did the finance manager review the factory CSI report?

Were the video and audio clear, and were the customers in view?

Did the finance manager ask the customer to state their name?

Did the finance manager ask the customer to state their address?

Did the finance manager ask the customer to state their social security number?

Did the finance manager ask the customer to state their place of employment?

Did the finance manager ask the customer to state their income?

Did the finance manager ask the customer to state their time at employment?

Did the finance manager ask the customer, "Who will be the primary driver?"

Did the finance manager discuss the importance of the customer survey?

Did the finance manager disclose the bank contract or buyers order (on cash deals)?

Did the finance manager discuss the customer survey? (This applies for new car purchase only.)