



June 9 | 3pm-4pm ET | Webinar



SMARTER WARRANTY DECISIONS

How AI Drives **Claims Accuracy** & Reduces Costs

The AI-Service Warranty Lifecycle Management Think Tank Sponsored Showcase Series



Lance LaCoe

President & CEO, CARS Protection Plus



Josh Russell

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Sr. Director, Automotive Warranty & Service Contract (WSC), AI Solutions Circuitry.ai



Lance LaCoe

President & CEO, CARS Protection Plus

Nearly two decades of executive experience in automotive service contracts and financial services, driving strategic growth and expansion into new products and markets.

Key highlights

- ✔ President at Century Automotive Service Corp before joining CARS Protection Plus as President & CEO.
- ✔ 8 years at Protective Life in progressive VP roles spanning Business Development, International Sales, and Dealer Initiatives.
- ✔ Built and scaled international markets from the ground up, negotiating partnerships, establishing local infrastructure, and leading cross-cultural teams.



Vehicle service contract provider delivering comprehensive coverage and fast, friendly claims service to dealers and customers nationwide.



Team of 200+ employees supporting 24,000+ dealers, insured and licensed across all 50 states.



Backed by 25+ years of proven service, with over 1 million vehicle service contracts sold since 1998.



Mission: make quality vehicle protection affordable and accessible, treating customers and dealers with the respect that turns first-time buyers into long-term customers.



Warranty Challenges

- ✓ Manual claim intake and processing
- ✓ Inconsistent claim handling & adjudication
- ✓ Staffing and capacity scaling for growth
- ✓ Continual warranty product expansion



Business Impact

- ✓ Faster, more consistent claim decisions
- ✓ Improved adjuster productivity
- ✓ Embedded in existing workflows and warranty system
- ✓ Automated authorization notifications to repair facilities

Business Impact of Warranty Decision Intelligence



OUTCOMES & TAKEAWAYS

 Faster resolution

 Consistent warranty quality

 AI that strengthens compliance

 Flexibility to meet our business needs

 Partnership to deliver the solution

 Proof of Value (POV)

REQUEST A DEMO

Automate Claims With Warranty Decision Intelligence

Improve Warranty and Claim outcomes

35% Productivity Boost

95% Accurate Decisions

45% Faster processing

Claim Score: 95% (Auto-updated)

AI Claim Processor

A fully autonomous AI specialist designed to review warranty and service claims and generate an accurate claim score.

January 1, 2025

Active

Hire Me

www.circuitry.ai • Book a Demo Today

Get a personalized, interactive demo

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