

Subject: FW: +ADw-EXT+AD4-Auto point non existent support re GLB addendum request for Fields Auto Group
From: "Jane Copeland" <jane@apinet.com>
Date: 6/8/23, 3:09 PM
To: <charles@apinet.com>

Record this email please

-----Original Message-----

From: Moebest, Will
Sent: Thursday, June 8, 2023 3:04 PM
To: Jane Copeland ; Bellows, Lori ; Cline, Chris ; Decesare, Michele
Subject: RE: Auto point non existent support re GLB addendum request for Fields Auto Group

Hi Team,

I just saw this come through; I think Jane could use some help with a risk assessment.

Could you all give me a hand getting this into the right persons hands?

Thanks,
Will

Internal

-----Original Message-----

From: Jane Copeland <jane@apinet.com>
Sent: Thursday, June 8, 2023 2:59 PM
To: Moebest, Will <will.moebest@solera.com>
Subject: <EXT>Auto point non existent support re GLB addendum request for Fields Auto Group

Will,

Despite multiple attempts to contact someone who can respond to our GLB addendum and risk assessment request we are still empty handed.

We called Autopoint support and find the people answering the phones don't know anything. I was lucky to get a phone number which worked for Somers. However, the automated operator was completely useless and I couldn't reach a single person after making six separate calls.

How does anyone do business with your company if they can't speak to anyone?

Would you be kind enough to respond to me directly or direct me to someone who can help me.

If we don't receive a response by 10:00 AM CDT tomorrow the use of Autopoint at all Fields Automotive Dealerships in Illinois, Wisconsin, Florida and North Carolina will be placed in review and could be canceled for non-response.

Feel free to call me at 512.657.4691 at your convenience

Thank you
Jane Copeland
Fields Auto Group Security Team