

## Closure of Complete F&I Solutions (Pty) Ltd.

Dear Customers,

In October 2015 Lightstone Auto acquired a company called Complete F&I Solutions, an INSETA-accredited training provider, with a view to expand our training program offered through the Independent Dealer Association. During the year, we have obtained significant experience and achieved good results in this area. As part of our brand strategy we also recently launched Lightstone Academy, which will focus more specifically on dealer-specific training needs. Given our decision to focus on dealer-specific training, we will be absorbing parts of the training programmes offered by Complete F&I Solutions into Lightstone Academy.

Going forward, Lightstone Academy will focus on compliance-related training and in particular NCA and FICA training. These programmes will continue to be offered by Lightstone Academy under the guidance of Robbie Starke. Bookings for NCA and FICA training can be made through the website ([www.lightstoneacademy.co.za](http://www.lightstoneacademy.co.za)), or by contacting either Sylvia Brown ([sylviab@lightstone.co.za](mailto:sylviab@lightstone.co.za)) or an IDA representative in your area.

Should you have participated in training during the year and are waiting to write examinations, assessments or the moderation of exams, please ensure that these are completed by the 15th February 2017. If you have any concerns around any outstanding matters, please contact the IDA representative in your area.

The balance of the Complete F&I Solutions operation will be shut down at the end of February 2017, resulting in Lightstone Academy not offering any insurance and RE-related training with immediate effect. We are however happy for you to refer any interested individuals to MBSE (Moonstone Business School of Excellence), an accredited provider that conducts these programmes. You are welcome to visit their website [www.mbse.ac.za](http://www.mbse.ac.za) or contact them via email on [ronel@mbse.ac.za](mailto:ronel@mbse.ac.za) / [abigail@mbse.ac.za](mailto:abigail@mbse.ac.za) / [elaine@mbse.ac.za](mailto:elaine@mbse.ac.za) / [christene@mbse.ac.za](mailto:christene@mbse.ac.za).

We look forward to your continued support in the future.

Regards,

**Pieter Wessels**  
**Managing Director, Lightstone Auto**

