LENDER eVAULT MIGRATION FAQS

This document provides the answers to lenders' commonly asked questions regarding the eVault migration, which entails moving all non-expired eContracts from a Cox Automotive-hosted on-premise data center to an eOriginal SaaS environment.

1. **Does this mean Dealertrack is changing its eVaulting solution?**

   No, Dealertrack is not “changing” the eVaulting solution you use today, which runs software by eOriginal: we are simply moving the hosting from a Cox Automotive data center server environment to an eOriginal SaaS environment.

2. **Why is Dealertrack embarking on this migration project? Is there a benefit behind the change?**

   As you may be aware, Cox Automotive has a long-term initiative to ensure all platforms powering our lender/dealer/aftermarket provider networks to remain in synch with industry best practices. This migration is part of that long-term initiative to bring best in class technology to support our clients. A key benefit of this move is that our Lender partners will continually utilize the latest version of eOriginal Command Center software.

3. **Does my team need to do anything to prepare for this migration?**

   No - there is no technical work required of our Lender partners. Should you feel any concern, the Dealertrack Partner Integration team can speak more in-depth about the migration steps summarized here:

   - Just prior to your migration date, Dealertrack Partner Integration will run an analysis of the contracts in your vault to share with you.
   - On the actual migration date, the Dealertrack team overseeing the migration will be closely monitoring/performing the following:
     - Any new eContracts from your dealer partners will be deposited to your new SaaS eVault.
     - All non-expired eContracts will migrate from your current eVault (hosted by Cox Automotive) to your new SaaS eVault (hosted by eOriginal).
     - Once migration is complete, Dealertrack Partner Integration will re-run analysis to ensure success, and share details with you. We do not anticipate any errors but should anything occur that impedes a successful migration of all your non-expired contracts, the team will be following strict mitigation steps and keep you apprised.
     - Should your team want the opportunity to get familiar with the new feature/functionality enhancements, the Partner Integration team can set your new SaaS eVault in a UAT environment.

4. **Will all of my contracts be moved?**

   Only “current” (i.e., non-expired) contract files will be moved. Any eContracts that show a past expiration date will NOT be moved.

5. **How will Dealertrack ensure all my contracts successfully migrate to my new SaaS eVault?**

   As noted earlier, prior to your migration, the Partner Integration team will record your number of eContracts —both expired (which will not be moved) and current (which will migrate to the new SaaS environment). Once the migration is complete, the Partner Integration team will run an analysis and provide a migration summary report.

6. **Does the way I currently access my eVault change?**

   No. We have intentionally kept user login credentials for dealertrack.com and eVault access for users exactly the same to minimize any concern/effort on our Lender partners. If you have eVault access today, when your migration is complete, you will access the new eVault in the same manner you do today:

   - **dealertrack.com** > **Lender** > **Lender Vault** (This page has always been powered by eOriginal's Command Center; it is simply utilizing the latest ersion of the software)

7. **Will any permissions change or will new permissions be required to access my new eVault?**

   No. Your current vault permissions will carry over to the eOriginal SaaS eVaults.

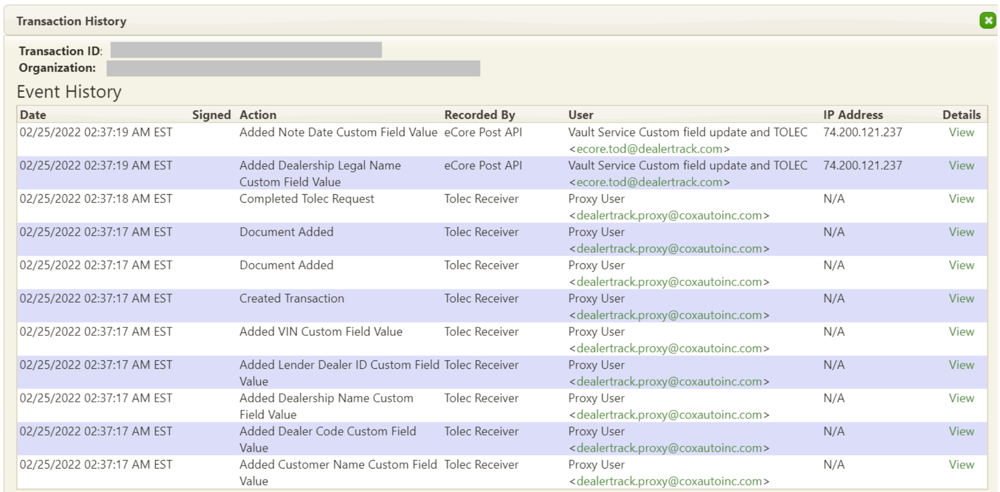
8. **Will this change impact my organization's ability to securitize contracts or the integrity of the authoritative versions of contracts?**

   Dealertrack is still employing the same controls in the creation and management of the authoritative version of our digital contracts.

9. **After the migration takes place, will my contracts look any different?**

Your eContracts will not look any different, however, you will see a minor difference in the **History** of the contract:

- After the Lender eVault is moved:
  - Any contract in the Lender eVault prior to migration will be moved to the new SaaS eVault, and a TOLEC record will be displayed showing that the contract was transferred from one environment to another.



Transaction History

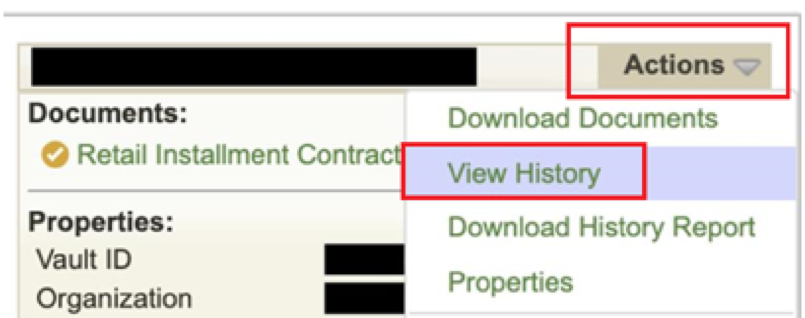
Transaction ID:
Organization:

Event History

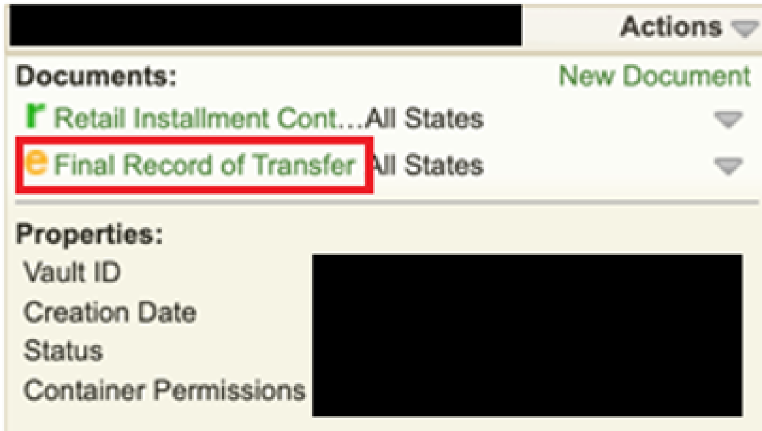
Date	Signed	Action	Recorded By	User	IP Address	Details
02/25/2022 02:37:19 AM EST		Added Note Date Custom Field Value	eCore Post API	Vault Service Custom field update and TOLEC <ecore.tod@dealertrack.com>	74.200.121.237	View
02/25/2022 02:37:19 AM EST		Added Dealership Legal Name Custom Field Value	eCore Post API	Vault Service Custom field update and TOLEC <ecore.tod@dealertrack.com>	74.200.121.237	View
02/25/2022 02:37:18 AM EST		Completed Tolec Request	Tolec Receiver	Proxy User <dealertrack.proxy@coxautoinc.com>	N/A	View
02/25/2022 02:37:17 AM EST		Document Added	Tolec Receiver	Proxy User <dealertrack.proxy@coxautoinc.com>	N/A	View
02/25/2022 02:37:17 AM EST		Document Added	Tolec Receiver	Proxy User <dealertrack.proxy@coxautoinc.com>	N/A	View
02/25/2022 02:37:17 AM EST		Created Transaction	Tolec Receiver	Proxy User <dealertrack.proxy@coxautoinc.com>	N/A	View
02/25/2022 02:37:17 AM EST		Added VIN Custom Field Value	Tolec Receiver	Proxy User <dealertrack.proxy@coxautoinc.com>	N/A	View
02/25/2022 02:37:17 AM EST		Added Lender Dealer ID Custom Field Value	Tolec Receiver	Proxy User <dealertrack.proxy@coxautoinc.com>	N/A	View
02/25/2022 02:37:17 AM EST		Added Dealership Name Custom Field Value	Tolec Receiver	Proxy User <dealertrack.proxy@coxautoinc.com>	N/A	View
02/25/2022 02:37:17 AM EST		Added Dealer Code Custom Field Value	Tolec Receiver	Proxy User <dealertrack.proxy@coxautoinc.com>	N/A	View
02/25/2022 02:37:17 AM EST		Added Customer Name Custom Field Value	Tolec Receiver	Proxy User <dealertrack.proxy@coxautoinc.com>	N/A	View

  - For any new contracts, the history will show a transfer from the Dealertrack Vault, similar to today.
  - For contracts prior to January 14, 2014, the **Final Record of Transfer** document will be removed, however the information within the **Final Record of Transfer** document will be available in the **Contract History** page, found under **Contract** > **Actions** > **View History**.

Contracts prior to January 14, 2014 (no longer have an associated Final Record of Transfer Document)



January 15, 2014 to current/newest contracts (no issue with Final Record of Transfer document):



10. **Is there more information or training tools I can access to get familiar with the new eVault interface?**

    Yes - we've prepared this short eOriginal-hosted Lender eVault Training video. Additional self-paced training videos are coming soon.

