

Programs



DRIVE CREDIT DEPARTMENT
main number - 888.540.5626



SANTANDER CREDIT DEPARTMENT
main number - 866.552.2528



ROADLOANS CREDIT DEPARTMENT
Sign up as a Dealer at
www.roadloans.com/rldealer
main number - 888.276.7202

Funding

FUNDING DEPARTMENT

Call Center – 800.877.4696
Customer Interview – 866.552.4519 (option 2 and 2 again)
Funding Fax – 800.215.7221

Check Funding Status at Dealer Extranet
<https://dealer.santanderconsumerusa.com>

DEALER AGREEMENTS

Santander Consumer USA
Attn: Special Ops
8585 N. Stemmons Freeway #1100-N
Dallas, TX 75247

LIENHOLDER

(for Title and Back-end Products)
Santander Consumer USA
P.O.Box 25120
Lehigh Valley, PA 18002-5120

ELECTRONIC LIEN CODE

(list code)

PAYMENTS

(prior to funding)
Santander Consumer USA
5201 Rufe Snow Dr. Suite 400
North Richland Hills, TX 76180-6036

CONTRACT PACKAGES

FedEx
Santander Consumer USA
eDocs Program, Suite 2039
4054 Willow Lake Boulevard
Memphis, TN 38153

UPS or USPS

Santander Consumer USA
eDocs Program, Suite 2039
3268 Progress Way
Wilmington, OH 45177

Servicing

CUSTOMER SERVICE/PAYOFF

888.222.4227

TITLE DEPARTMENT

800.526.0157

DEALER OPERATIONS

214.666.1397

PRODUCT CANCELLATION

214.666.1308

CUSTOMER PAYMENTS

(after deal is funded)

PAYOFF CHECKS

Regular Mail
Santander Consumer USA
P.O. Box 660633
Dallas, TX 75266-0633

Overnight Mail

Santander Consumer USA
1010 W. Mockingbird Lane Suite 100
Dallas, TX 75247

LOSS PAYEE ADDRESS (INS. ONLY)

Santander Consumer USA
P.O. Box 47260
Atlanta, GA 30362-0260

DEALER UNWINDS

Santander Consumer USA
5201 Rufe Snow Dr. Suite 400
North Richland Hills, TX 76180-6036

If you have not received check/ACH, call us at 866.672.9199.



Santander Consumer USA Inc. is a leading company in the automotive finance sector, whose core business is indirect, direct and third-party originations and servicing of auto loans. The company has a serviced auto loan portfolio of approximately \$25 billion, retail installment contracts with 2 million customers and relationships with more than 13,000 dealers nationwide. The company owns and operates the Drive®, Santander Auto Finance® and RoadLoans.com® brands and programs. The company began originating loans in 1997 and is headquartered in Dallas. Santander Consumer USA is an affiliate of Banco Santander, a leading international commercial and retail bank.

Santander Consumer USA is a unit of Banco Santander (SAN.MC, STD.N, BNC.LN), a retail and commercial bank, based in Spain, with a presence in 10 main markets. At the end of 2010, Santander was the largest bank in the euro zone and 10th in the world by market capitalization. Founded in 1857, Santander had at year-end EUR 1,362 billion in managed funds, more than 95 million customers, 14,082 branches – more than any other international bank – and 179,000 employees. It is the largest financial group in Spain and Latin America. Furthermore, it has relevant positions in the United Kingdom, Portugal, the U.S. northeast and, through its Santander Consumer Finance arm, in Germany and Poland. Santander registered €8,181 million in net attributable profit in 2010.

www.SantanderConsumerUSA.com | 888.540.5626

Social Networking on the Web

Dealers



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www.plus.ly/RoadLoans

Our Brands/Programs



For more than a decade, Drive® has been a leading program in automotive special finance. The Drive program features underwriting for a variety of credit profiles – from non-prime to customers who have experienced bankruptcy, previous repossession or little/no credit history. We put together sensible deal structures with quality collateral, and require an investment from the customer in the form of a cash down payment. We help dealers close incremental deals, and provide real solutions for customers who have been declined by other finance providers. Your Area Sales Manager can help you select the right collateral and deal structure to maximize the Drive program. There is never a look to book. Send us all your special finance applications and see what Drive can do for you.

www.DriveFinancial.com | 888.540.5626



In today's economy there are more non-prime consumers than ever before. Santander Auto is one of the nation's largest non-prime auto finance programs. Santander Auto offers a competitive program for customers with a 575-680 FICO and no recent derogatory credit. With competitive APRs, low fees, few steps, backend product options and 24 to 48-hour funding, the program provides you with many ways to put together a deal. Participation is favorable for the dealer, and dealers that send all their prime declines to Santander Auto see more incremental approvals over time. There is never a look to book. Send all your prime declines to Santander Auto Finance.

www.SantanderAuto.com | 866.552.2528



Get *Better Leads. Better Results.*™ RoadLoans.com is a leader in Internet-based automotive finance. The first program to combine Internet auto leads with lending, RoadLoans.com brings dealers and customers together through the RoadLoans Dealer Network. Dealers receive exclusive leads and every customer arrives with an approval, ready to buy a car. Choose your number of monthly leads and close the sale the way you want – shop the loan to find a better deal, or use the RoadLoans.com approval. Whatever way you choose to go, your customer always has a finance solution with RoadLoans. Your Area Sales Manager can get you signed up as a RoadLoans dealer or you can enroll by contacting RoadLoans directly.

www.RoadLoans.com/Dealers | 888.276.7202



S-Guard™ powered by Santander Consumer USA offers excellent vehicle coverage for your customers...and support, resources and revenue for you. Enrollment is simple and fast. S-Guard can easily be added to any vehicle, even if it is not financed by one of Santander Consumer USA's programs (Drive®, Santander Auto Finance® or RoadLoans.com®). Highlights of the plans include: multiple coverage tiers and price points; nationwide coverage; available coverage for factory-installed navigation systems; unlimited number of claims; ability to transfer upon resale; and available roadside assistance and trip interruption. Service representatives provide in-store marketing collateral, training tips for your staff, forms and documents. Ask your Area Sales Manager for more information. S-Guard™ is administered by Enterprise Financial Group, Inc. or one of its affiliated companies.