

12 December 2016

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 programme 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), or by contacting either Sylvia Brown (sylviab@lightstone.co.za) or an 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 us not offering any insurance and RE-related training with immediate effect. We will however be happy to refer you to an accredited provider that conducts these programmes.

Should you have participated in any of these training courses during the year and are waiting to write examinations, please ensure that these are completed by the 15th February 2017. We will work tirelessly to conclude any assessments or the moderation of exams before the end of February 2017. If you have any concerns or questions in terms of outstanding matters, please contact us as soon as possible.

We look forward to your continued support in the future.

Kind regards,



Pieter Wessels