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Automotive Aftermarket
Professionals

NEW YORK STATE AUTOMOTIVE AFTERMARKET ASSOCIATION

NEWSLETTER

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In Memoriam

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Richard M. Ellinwood



Mr. Richard M. "Dick" Ellinwood, 95 of Norwich, NY and Safety Harbor, FL passed away peacefully with family members by his side on Thursday August 15, 2019 in Safety Harbor, FL.

Born on June 02, 1924 in Norwich, NY, Dick was the son of Robert and Margaret (McPherson) Ellinwood. After graduating from Norwich High School with the Class of 1941, Dick went on to attend the University of Michigan, where he completed Naval ROTC training. His college education was interrupted when he was called to active duty in 1944.

He was commissioned as a Navy Ensign and served during World War II. His Naval ship assignments included tours in both the Atlantic and Pacific theaters, as well as the Philippines, Guadalcanal, Okinawa and support for the invasion at Normandy. Dick was honorably discharged from the Navy in 1946.

Completing his degree at the University of Michigan, College of Pharmacy, Dick returned home to Norwich in 1947 and was employed by the Norwich Pharmacal Company where he would meet the love of his life and bride-to-be, Alice Anne Rowley. They were married on October 16, 1948 in Utica, enjoying a wonderful life together, raising their three children.

Also in 1948, Dick joined his father in the family business, Ellinwood Auto Parts and became owner and President until his retirement in 1996. His commitment to the automotive service industry and providing services to customers were a source of great joy and satisfaction. His support and generosity were uncompromising and were recognized by all who knew him.

Giving of his time unselfishly in and around his community, Dick was also a long time Board of Director in the New York State Automotive Aftermarket Association. Upon moving up the ranks, Dick became President of the Association, serving from 1977-1979. In recognition of his contributions to the New York State Automotive Aftermarket Association and the Automotive Aftermarket Industry, he received their "Hall of Fame" award in 1994. He will be sorely missed.

The Difference between Success and Failure in Selling

Several important factors separate those who succeed in selling from those who fail. Although some of the following items are arguably more important than others, they are all critical to a salesperson's success. When I talk about salespeople, I'm referring to people who are not only great at the profession of selling, they are also great human beings. The twelve success factors in selling are:

- **Great Attitude:** Top salespeople have a positive, can-do, winning attitude. Specifically they have enthusiasm, drive, competitiveness and confidence. Top salespeople are highly motivated to succeed. They see selling as a competition and they love competition. Top salespeople do whatever it takes to win ethically and they do not quit.

They are extremely persistent. They are always moving ahead, changing, growing and pushing through the bad times until they make it. They never give up on themselves and their dream of success. Top salespeople have a win-win attitude. They are genuine and truly like and care about people.

- **Action Oriented:** Top salespeople are people of purposeful, focused, well thought out, massive action. They are clear about what they are doing and why they are doing it. They don't procrastinate. They are protective of their time and use it wisely. Top salespeople have a plan and they work their plan every day. They know what actions lead to their success and that's where they spend their time. They follow the 80/20 rule.

- **Preparation:** Top salespeople are prepared for anything and they over prepare for everything. They never wing it. They have scripts, presentations, answers to objections and proposals. They practice, drill and rehearse. They never rest on their laurels and are always looking for ways to improve. They are ready for anything and expect the best, yet they plan for the worst, should anything else show up.

- **Businesslike and Business Savvy:** Consumers are smarter and competition has increased. Top salespeople partner with customers and build a compelling business case based upon what's best for the customer. They know their customers' business and problems intimately.

They ask intelligent questions that both set them apart from other salespeople and more importantly, let the customer know they thoroughly understand their business. Top salespeople know and embrace technology, but not to the point where they distance themselves from customers or remove the human element.

- **Ability to Stand Out from the Crowd:** Top salespeople differentiate themselves from other salespeople. They don't sound or act like other salespeople. They are original. A top salesperson doesn't come across as someone trying to sell: he or she comes across as an interested and informed party that's there to help. Top salespeople have an aura of respect around them.

The way they walk and talk demonstrates to others that they are professionals and in turn, they are treated professionally. Top salespeople are real, human and down to earth and people like them for this reason. Their caring, sincerity and helpful dispositions stand out. They are memorable.

- **Likeability, Trustworthiness and the Ability to Build Relationships:** Selling is about doing everything necessary to build solid, loyal, long-term relationships. Top salespeople develop and nurture customer relationships and consider most of their customers to be friends. They have the ability to put people at ease and win others to their side, to establish a connection and build rapport quickly and effectively.

They build trust and credibility. Top salespeople can walk into a room and emerge fifteen minutes later having made a new friend. They are genuine, open and honest. They convey a sincere interest in other people, what makes them tick and what interests them. They truly like to serve people.

- **Effective Communication:** Top salespeople are great communicators, knowing what to say and when to say it. They actively listen and are able to hear people well and read between the lines. They ask good questions, listen well to answers and take notes. Top salespeople don't confuse people by giving them more information than they need: yet they give them enough information to make a well thought out buying decision. Top salespeople have frank, direct conversations with people.

- **Empathy:** Top salespeople have empathy for their customers and prospects. They are able to put themselves in other people's shoes. Top salespeople genuinely like people and people can feel their understanding and compassion. Top salespeople enjoy helping people and they believe, with every fiber of their being that buying and owning their product or service will help people.

- **Professionalism, Integrity and Work Ethic:** Top salespeople are complete professionals with complete integrity. They have a great work ethic. They are always on their best behavior because they're aware that they never know who is watching them. Top salespeople are honest. If they don't know an answer, they admit it, find the



answer and follow up promptly. They are straightforward. Top salespeople work both hard and smart. They don't rest on their laurels when things are going well. Top salespeople recognize their top clientele and focus closely on nurturing those relationships and finding more people like them. Top salespeople go the extra mile and always deliver more than they promise. They return phone calls and reply to correspondence promptly. Top salespeople take 100 percent responsibility for everything they do, both professionally and personally.

- **Team Player and Leader:** Top salespeople look for ways to contribute to the team. They share information and success stories that may help the other salespeople in their company. They pull for their peers and colleagues. They use a big sale by another person in the office to motivate them. They are focused on becoming better as individuals and believe that by doing so, they help the people around them improve and make their company stronger.

Top salespeople work well with other departments and develop strong professional relationships with co-workers. They get along with everyone, including the person no one else can relate to. Top salespeople are leaders. They expect to be at the top and they are comfortable there. They do not look down on or see others as inferior.

- **Continuing Education and Training:** Top salespeople are always getting better at selling. They read sales books, listen to sales information at home and in their car, watch videos and talk to other successful salespeople. They constantly look for ways to improve.

They know selling and they know their business, yet they also know there is always more to learn. They study their competition inside and out. Top salespeople stay up-to-date on all new developments in their industry and everything that could affect business. They are constantly looking through trade publications and magazines.

- **Company Product and Support:** Top salespeople cannot remain at the top without reliable products and support. They pick companies and products in which they can believe 100 percent and they continue to look for reasons their product is better than any other.

While twelve factors may seem like a lot, the keys are: having a great attitude, a sincere interest in helping people and a burning desire to succeed.

Source: John Chapin is a motivational sales speaker and trainer. www.completeselling.com

Mental Toughness and Sales Success

In an article two months ago, I mentioned the five foundational personality qualities necessary for sales success: people skills, mental toughness, work ethic, attitude and character (honesty and integrity). If someone is missing any one of these, they won't make it in sales over the long haul.

Of the five, I find that the one that is the most overlooked is mental toughness. Not just in the initial search when looking for a new sales rep, but also after the person is hired. When someone comes to you, they either have good people skills, work ethic, attitude and character, or they don't, you can't teach those.

They also come to you with some level of mental toughness. It may be high, low or somewhere in the middle, but they at least have some. That said, mental toughness is a skill that can be and should be developed after they've been hired, similar to sales skills and product knowledge. This is where many companies miss the boat.

While almost all companies have some form of product and sales training, very few do any mental toughness training and mental toughness can make or break a sales person.

Why mental-toughness training?

There's a saying that 90 % of life is mental, or as Yogi Berra reportedly said "90 % of life is half mental." Whether or not you like math or Yogiisms, one thing is true: sales, like life, is pretty much 100 % mental. Think about it, 100 % of your waking hours and most of our sleeping hours are done through our brain.

With the amount of rejection required to be successful in a sales career, one needs a high level of mental toughness. When people fail at sales 99.9 % of the time it is due to a lack of activity: they didn't make enough calls, to talk to enough people, to get enough qualified prospects, to make enough sales.

What causes the lack of activity is either fear of rejection (addiction to the approval of others), complacency (the comfort zone) or an inability to persist and persevere when they encounter repeated failure and rejection. The cause of each of these is a lack of mental toughness.



What is mental-toughness training and how do you do it?

In short, mental toughness training is training people to overcome the mental hurdles they encounter in sales and in life. Essentially, it's developing someone's grit and determination. You do it by discovering what they'll fight for and what they'll die for and then helping them use those emotional hot-buttons when they are down or otherwise unmotivated.

This requires a deep dive into the psyche via targeted questions that cover the past, present and future in all the major areas of life. What you're after here is the WHY. In other words, why do they do what they do? Why do they get up in the morning and go to work? Why is it critical that they succeed in their career? A powerful WHY is the key to having a high level of mental toughness! As Nietzsche once said "He who has a [powerful enough] WHY to live, can bear almost any HOW." In other words, if the why is powerful enough, a person will go through almost anything to achieve their goals.

That means they'll push through rejection, won't allow themselves to get complacent and even when they are feeling down and beat up, they'll still have the persistence and perseverance to keep moving forward.

While finding someone's why involves some extensive questioning over several weeks, in short, you discover someone's why in two areas: pleasure and pain, which is the language of the brain. First, on the pleasure end, what are they running toward? What do they want for themselves and for the people in their lives?

Do they want a house on the lake or a new sports car? Do they want to send their kids to school wherever they want to go to school? Do they want to take a trip around the world with their family? Do they want to retire and travel? So, on the pleasure end, what are their goals and dreams and how much money do they need to make those goals and dreams a reality?

So, start with goals, but keep in mind, for most people positive goals aren't enough to keep them motivated long-term. As a result, we need to leverage pain. Pain is a more powerful motivator than pleasure for humans. What "pain" is someone running from in the present, hoping to avoid in the future, or striving to overcome from the past?

What has happened to them that motivates them? Did they get fired from a job? Did someone tell them that they'd never amount to anything? Is there an ex-spouse or ex-boss that they're going to show that they made a mistake? Are they afraid of not having enough money? Are they afraid of how they'll feel if they don't provide for their family?

Where are the issues? Or the pain and what are the motivators or de-motivators behind those? When you think of motivation, think of the 3 P's: people, possessions and proof. What do they want for the people in their lives, including themselves? What possessions do they want and what values do those possessions fulfill such as: peace of mind, security, love and excitement?

And what do they have to prove to themselves and others? Do they need to prove that they are worthy, important, capable of taking care of their family, or that they're good enough? When you discover what's truly important to people, what they are willing to fight and die for, then you and they will have the necessary emotional hot-buttons to push in order for them to get through the fear, step out of their comfort zone, and get back up after they've been knocked down.

Source: John Chapin a motivational sales speaker and trainer. www.completeselling.com

Is Your Workplace Toxic?

We spend so much of our lives on the job, it should be a fun and rewarding place to be. Yet toxic behaviors are on the rise in the American workplace and they're taking a toll on employees and the companies they work for.

What are the signs? While some stress on the job is normal, an atmosphere of ongoing tension and negativity can be draining and ultimately unhealthy. Signs that your workplace may be erring on the side of toxicity include:

- Rude behavior and emotional instability among employees
- Low morale, grumbling and complaining
- Decline in employee performance and commitment
- A rise in stress-related health issues among employees
- High rates of absenteeism or sick days
- Cliques and favoritism
- Lack of communication



To cultivate a healthy workplace you might need to give and get feedback from your employees regularly, as it's needed and warranted. Communicate, be forthcoming and transparent. Share company goals and objectives. Maintain an open door for employees to raise questions and surface concerns.

Encourage collaboration and positive interactions that support employees and bring out their best. Recognize employees for their accomplishments. Encourage their input and creativity. Eliminate the negative. Discourage gossip and cliques and eliminate favoritism.

Apply the same standards to everyone. Set a good example. Treat your employees with respect. Follow through on promises, listen and express your appreciation. Take responsibility when problems arise and help get things back on track.

Then you can imagine a world, where your employees show up on time, work smart and deliver results for your small business day in and day out. That would be a perfect world and we all know that this is not a reality in our current social environment.

Source: <https://sba.thehartford.com>

5 Signs it's Time to Fire an Employee

When you're a business owner, eventually you'll have to decide whether it's best for all to fire a problem employee. You have to protect your small business. Though a termination is a tough decision, keeping problem employees can drain a small business owner's time, money and energy.

But how do you know when it's time to let an employee go? Here are five telltale signs that it's time to fire someone, plus what to watch for when you're serious about terminating an employee.

They're Always Late: This employee is always late getting to work and often times takes extended breaks and lunches. Though they always have an excuse, their behavior may cause negative ripples in your business.

They'll be seen as unreliable by your other staff members. Even worse, other employees may believe this individual gets preferential treatment if their habitual lateness isn't disciplined, which may lead to even bigger headaches for you as the boss.

They're Often Absent: Constantly requesting last-minute sick days, or quickly using up allowable sick days and vacation days, could signal an attendance issue. This combined with other issues could indicate a potential termination. Or maybe you have a "vanishing" employee.

You know the one whose productivity decreases while their unexplained absences increase. This employee could be looking for another job and attending interviews while you are paying for their time off. Again, their co-workers notice such behavior. How you deal with this individual matters to them.

They don't fit your Company Culture and Disrupt Other Staff: While an employee may have great credentials, exhibiting behavior that doesn't align with your brand and company culture may indicate a future of continued workplace problems, plus issues with how they're representing your business in public.

Repeatedly poor behavior (inappropriate comments, loud or offensive language, etc.) that distracts other in the workplace and in the field, will impact everyone's work performance and it could mean it's time to cut them loose.

They don't meet the Requirements of the Job Description: Problem employees who don't get the job done, even after completing training and probation periods. They produce shoddy or incomplete work and are the cause of customer complaints. If you or other members of your team must constantly cover for them, it could be a sign that it's time to fire them.

They're Constantly Instigating and/or Spreading Gossip: Continually starting or spreading harmful gossip about your customers, employees and your business or having a competition in person or on social media, is another indication this employee isn't someone you want on your team.

Their dissatisfaction could become infectious, as spreading gossip may contribute to a negative workplace atmosphere and a less than professional reputation for your business both online and off.



Before Terminating an Employee: Before firing anyone, consider talking to a legal expert. Local, State or Federal Government regulations on dismissing employees are complex and the last thing you need is a time-consuming and expensive wrongful dismissal suit.

If you suspect that the employee you are about to terminate could accuse you and your business of firing them because of age, sex, religion, disability, nationality or race, get legal advice before proceeding.

Firing an employee could be the hardest thing you'll do as a business owner. But remember, between lost sales, lost time, damage to personal property, workplace morale issues and their salary, keeping a problem employee could do more damage to your business and reputation than terminating them.

Source: <https://sba.thehartford.com>

Average Age of U.S. Cars and Light Trucks Rises to 11.8 Years

The average age of light vehicles in operation (VIO) in the United States has risen to 11.8 years, according to new research from IHS Markit. Additionally, VIO in the United States has reached a record of more than 278 million units - an increase of more than 5.90 million units or 2.2 %, compared to a year ago.

This marks one of the highest annual increases the U.S. auto industry has seen since IHS Markit began tracking VIO growth, which is second only to the 2.3 % growth in 2016. "The increasing VIO fleet is providing a robust new business pipeline for the aftermarket," said Mark Seng, the director of the global automotive aftermarket practice at IHS Markit.

"A larger fleet means more service and repair opportunities in the future." Over the last 17 years, the average age has accelerated. From 2002-2007 the average age of light vehicles in the United States grew 3.5 %. From 2008-2013, the increase was 12.2 % and over the last five years the average increase has returned to a more traditional 4.0 %.

Seng said that better technology and overall vehicle quality improvements have driven the average vehicle age over time. "The 40 % drop in new vehicle sales due to the recession created an acceleration in average age like we've never seen before," Seng pointed out. "In the last couple of years however, average age has returned to its more traditional rate of increase."

For the first time, IHS Markit's analysis included a review of various regions of the country. Key findings include:

- The oldest vehicles were found in the West at 12.4 years
- The youngest vehicles were in the Northeast at 10.9 years
- In the West, light vehicles increased 1.5 % year-over-year
- In the Midwest, they aged just 0.4%
- Montana had the oldest average age, with light vehicles averaging 16.6 years
- Vermont had the youngest average age at 9.9 years

And because of the growth in the popularity of light trucks (including CUV's and SUV's) vehicle age in the United States is increasing at different rates across vehicle segments. From 2018 to 2019 the average age of passenger cars increased 2.2 %, while light trucks aged at a rate of just 0.1 %.

According to research, the shifting dynamic of the age of vehicles in operation indicates that the volume of vehicles in the new to 5 year old category will grow 2 % from 2018-'23, while vehicles in the 6 year to 11 year old range will grow 27 %.

This is a positive trend for the independent automotive aftermarket, according to IHS Markit, as it points to a growing repair "sweet spot" or growth in the vehicles that will drive the most opportunities. Vehicles 12 years to 15 years old will decline 27 % over that same period. "While the decrease in light vehicles 12-15 years of age looks alarming, it relates to the drop in sales due to the recession," Seng explained.

"There is simply a lack of 2008 and 2009 model year vehicles due to the lower sales numbers during that timeframe. Even the model years from early in the recovery are lower in number. This disruption simply needs time to work its way through the fleet."

Vehicles 16 years and older are expected to grow 22 % from 2018-2023, reaching 84 million units in 2023. By contrast, there were less than 35 million vehicles 16 years and older on the road in 2002.

Source: The Greensheet



Americans Delaying Maintenance to the Tune of Nearly \$25 Billion a Year



Brake pads, tire changes and oil changes rank at the top of the list of unperformed maintenance work in the U.S. according to the Auto Care Association's latest Factbook. The annual report on the health of the Automotive Aftermarket pegs the value of delayed auto maintenance at \$24.9 billion dollars.

In a survey of 100,000 American households, the reports' authors found that Americans know repairs need to be performed on their car but have chosen to delay the work. "We found that a surprising amount of households are knowingly delaying vehicle maintenance and that the primary reasons are economic and convenience."

"There is a perception that delaying the maintenance isn't quite effecting their vehicle's performance. However, servicing your vehicle at the recommended service intervals can keep money in your pocket by avoiding more unintentional wear, a catastrophic failure or worse case, an accident, said Bill Thompson, CEO IMR, Inc."

"Not all repairs are made equal and delaying some of them will not set off a check engine light. That's why even if you're not checking your owner's manual, it's still important to get your car serviced on a regular basis," said Behzad Rassuli, the senior vice president of strategic development of the Auto Care Association.

Source: www.autoserviceworld.com

Icahn Automotive Separating Service, Parts Businesses

Icahn Enterprises CFO Sung Hwan Cho announced during the organization's August 6th quarterly report conference call, that its' automotive segment (the Icahn Automotive Group) is separating its' parts business from its' service business. "We have appointed CEO's for each of the parts and services businesses," Cho said "and established a central shared service group to support both sides."

Chris Cox is CEO-Parts, leading the retail and commercial businesses of both Pep Boys and Auto Plus. Cox previously led merger and acquisition activity for the Icahn Automotive Group and served in senior-level roles with Icahn Automotive, Pep Boys and Auto Plus. His background also includes time as the vice president of corporate store sales and operations for Uni-Select USA.

Brian Kaner is CEO-Service, leading the service and auto repair businesses of Pep Boys, AAMCO and Precision Tune. Kaner is tasked with driving the expansion of the Icahn Automotive Group's national service network. He joined Icahn as a senior vice president, overseeing strategy, corporate development activity and real estate. He also has been involved in service acquisitions. His background includes time as the president of Sears Auto Centers.

The Icahn Automotive Group's adjusted earnings before interest, taxes, depreciation and amortization (EBITDA) came in at a loss of \$4 million compared to a gain of \$10 million in the year-ago period, as profitability was impacted by margin rate contraction for the services and parts due to the reduction in vendor support funds and other unfavorable margin adjustments.

Advance to Close New York DC: Has Closed 59 Stores Year-To-Date



Advance Auto Parts' store network, supply chain and delivery capabilities continue to evolve in the second quarter ended July 31, 2019. The company closed and consolidated 21 stores, bringing its' year-to-date total to 59 stores. Over the past 52 weeks, the company has closed and consolidated 125 stores.

Advance opened four new WORLD PAC branches in the second quarter, bringing the total to seven new branches this year. Additionally, 19 new independently owned Carquest locations came onboard during the second quarter.

Advance plans to close its' DC in Armonk, NY in Westchester County, later this year.

Regarding management's cross-banner replenishment initiative, the company is now making daily replenishment deliveries to a group of Carquest stores (including independent locations) from a legacy Advance DC as well as a select group of Advance stores from a legacy Carquest DC.



"We expect to scale these capabilities to other DC's and stores later this year in a market by market approach," President and CEO Tom Greco said during the company's August 13 quarterly report conference call. "Once this is fully rolled out, which we plan to complete by mid-2021, we expect improved product availability, increased inventory turns and significant cost savings."

"As part of this, we are reviewing ways to improve delivery speed for all customers. While our in-store pickup option continues to be the preferred fulfillment method, we are committed to broadening our reach and reducing order-to-delivery times to further improve the customer experience."

Source: The Greensheet

Icahn Enterprises to Offer \$500 Million in New Senior Notes



Icahn Enterprises L.P. (parent company to the Icahn Automotive Group which consists of Pep Boys, Auto Plus, Precision Tune Auto Care and AAMCO Total Auto Care, among others) together with Icahn Enterprises Finance Corp., plans to commence an offering of \$500 million in additional 6.25 % senior notes due 2026 for issuance in a private placement.

The notes will be issued under an indenture dated May 10, 2019. Proceeds from the offering will be used for general limited partnership purposes, including the repayment of existing 6 % senior unsecured notes that are due to mature in 2020.

LKQ to Close Roughly 40 Underperforming Branches, Warehouses

On its' July 25 quarterly report conference call, the management of LKQ Corp. announced a restructuring program designed to enhance the company's competitiveness in the current macroeconomic environment.

"The restructuring program covers all three of our reportable segments (North America, Europe and Specialty) and advances our efforts to eliminate underperforming assets and cost inefficiencies," Executive Vice President and CFO Varun Laroyia told analysts on the call.

LKQ intends to close branches and warehouses that are not supporting a sufficient return on investment. "Our current plan includes approximately 40 locations across the business, both in North America and Europe." Laroyia said.

"We intend to migrate as much of the revenue as possible from these locations to other facilities in the LKQ network, but there will likely be some low margin revenue loss as a result of the closures." Laroyia also noted that there will be select personnel reductions.

"We estimate that the restructuring program will cost approximately \$25 million to \$30 million over the next year to implement and will generate savings of a similar amount on a run rate basis," he stated.

"While this program represents a significant move forward in our plans to improve our competitiveness, we will continue to evaluate our businesses and cost structure to identify further opportunities for simplification and cost efficiency."

In a related move, LKQ has engaged with a third-party consulting firm to assist with management's review of the company's various businesses in Europe. "Once completed, we will likely settle on an even broader and deeper array of initiatives than those highlighted a year ago." President and CEO Nick Zarcone said on the call.

"To be clear, the primary focus of this optimization project is to create an even stronger enterprise and to enhance our already leading competitive position in the markets in which we operate by providing a best-in-class customer experience.

To do that across our European platform, we intend to transform and more fully integrate our European businesses to operate more as a single entity. "The transformation will be designed to allow LKQ Europe to take advantage of its scale and be a more efficient entity."

"We anticipate most of this analysis will be completed in the next two months and we are currently targeting a call with the investment community in the second week of September so we can share some of the key highlights of the project, including the anticipated long-term benefits of the optimization initiatives as well as the related cost required to complete the transition."

Source: The Greensheet



NOW is the Time to Plan for Your Long-Term Care Needs!

It's not something we like to think about: what happens if at some point I cannot care for myself and I need help from others because of an illness, injury or the effects of old age?

WHAT IS "LONG TERM CARE?"

What we are referring to is "Long Term Care." But, it may not be what you think. Often, when we think of "Long Term Care," we think of being elderly and being in a nursing home. While that is sometimes the case, more often than not it's NOT the case; that is, we need help with everyday tasks and we are not necessarily elderly and we are not necessarily in a nursing home.

According to the U.S. Centers for Medicare & Medicaid Services, approximately 70% of people over age 65 will require Long Term Care services in their lifetimes. But, a relatively low percentage of care is actually received in the one place we most often think of and the last place most of us want to be - a nursing home. In fact, of all the Long Term Care that is received in the U.S., 79 % is in a home or community based setting, rather than a nursing home.

To be clear, we need to define what "Long Term Care" actually is. Long Term Care is often defined as "a continuum of medical & social services designed to support the needs of people living with chronic health problems that affect their ability to perform everyday activities." Those activities consist of things like the ability to dress and feed oneself and to be mobile among others. If we can't do these tasks ourselves, we will need help and that's where Long Term Care services come in.

HOW DO WE PAY FOR IT?

The problem often becomes, without family or friends to provide that care, how will I pay for it? Many people think we can rely on government funds to pay for our care. Unfortunately, that's often not the case. Medicare typically pays only for the skilled care that is received and intended to improve one's condition.

Medicaid, while paying a fairly high percentage of Long Term Care costs in the U.S., generally requires that we spend down our assets to certain levels and spend our own income on our care before it will step in as a payment source.

That's where Long Term Care Insurance (LTCI) comes in. LTCI steps in at the time when it's needed most and can pay for care in the most popular care settings - including at home, in an assisted living facility, while attending adult day care and, as is sometimes the case, a nursing home.

The good news is that we have several different types of LTC Insurance coverage available in the market today. Traditional or "standalone" LTCI is the most cost effective. However, generally that type of coverage does not provide a survivor benefit if we never need care. If that is a concern, we have a number of newer "hybrid" types of policies available, many of which allow a beneficiary to be named for a death benefit in the event I don't need Long Term Care services.

SO, HOW DO I FIND OUT IF LTCI IS FOR ME?

LTCI is not for everyone. Some people may qualify for the coverage (there is a health qualification process) and some may not. Some feel the premiums are not affordable (although that is often a misconception remedied by the flexibility in designing a coverage policy).

To find out if it's right for you, meet with an LTCI specialist who can walk you through the underwriting process. Then you may be able to tailor a policy to meet both your needs and budget. If nothing else, you'll at least know if Long Term Care Insurance could be an option for you.

¹2014 Medicare & You Medicare Handbook

²Agency for Healthcare Research and Quality - 2000



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New York State OK's Licenses for Immigrants in U.S. Illegally

ALBANY, N.Y. (AP) – New York became the 13th state to authorize driver's licenses for immigrants who entered the U.S. illegally under legislation approved by lawmakers and signed into law Monday night, June 17, 2019.

The Democratic-led state Senate voted 33-29 in favor of the bill after several hours of debate and was quickly signed into law by Governor Andrew Cuomo, a Democrat. The Assembly passed the measure last week.

Supporters included the Business Council of New York State, the state's largest business organization, as well as many immigrant advocates who argued that immigrants, especially upstate, require licenses to get to work, care for their families and take care of everyday tasks.

"In a time when immigrants are being scapegoated for every ill in our country, this is our opportunity for New York State to show our courage and strength and stand up for the marginalized communities," said Bronx Democrat Luis Sepulveda, the Senate sponsor of the bill.

Republican lawmakers decried the bill, which they said would reward people who had violated federal immigration laws and possibly could lead to voter fraud if immigrants use their licenses to try to register to vote.

"This is not about driver's licenses, this is about law and order and the United States' right to defend the sanctity and sovereignty of our borders," said Senator Rob Ortt, a Republican from North Tonawanda. "We are watering down citizenship. We are cheapening what it means to be an American citizen."

Passage of the bill was a major victory for immigrants and immigrant advocacy groups. Scores of immigrants gathered at the state Capitol to witness the vote. Driver's licenses would be "a game changer," according to Jorge Garcia, an immigrant from Long Island who said he needs a car to get to his job in a warehouse.

He has two children, both of whom are legal residents and worries about being deported if he is caught driving without a license. "This means so much to us, to my family," he said through an interpreter. "We won't have that fear of facing a judge if you get a ticket."

Governor Cuomo had long said he supported the measure but on Monday cast doubt on the bill's fate, saying he was concerned that U.S. immigration officials might try to obtain state driver's license data to target immigrants for deportation. He requested a legal review by the state solicitor general, who works for Attorney General Letitia James.

Supporters of the bill had dismissed the Governor's concerns as a red herring and James herself quickly weighed in, though she said her office wouldn't speculate on what federal authorities might do in response.

"The legislation is well crafted and contains ample protections for those who apply for driver's licenses," James wrote in a statement. "If this bill is enacted and challenged in court, we will vigorously defend it." The Governor signed the bill later in the day.

"Governor Cuomo has supported this policy for over a decade," Cuomo's Counsel Alphonso David, said in a statement announcing his intentions. "The key to this bill is not the political intent but the legal effect. We hope the Attorney General's assessment is correct."

Source: Associated Press





American Express Merchant Incentive Program

Superior Financial Systems is partnering with American Express to bring a new merchant incentive program to our businesses! We are excited to bring this offer our merchants, especially as we roll into the Fall season.

For merchants who currently accept American Express cards, **but have not processed an American Express transaction in the last 12 months**, American Express is offering a special cash incentive:

Between the period of August 2019 through October 2019, you can receive the following incentive reward for processing an American Express card for \$5.00 or more:

- 1 to 4 transactions = \$15.00
- 5 to 9 transactions = \$50.00
- 10-24 transactions = \$100.00
- 25 or more transactions = \$250.00

If you qualify, you will receive a mailer and various reminder emails from Merchant Services, notifying you of the program details and encouraging you to begin accepting Amex cards. No additional steps are required to enroll in the incentive program, simply start accepting American Express cards. Merchants who participate will see the cash rewards paid to their account no later than December 2019.

Please contact our Customer Service team at (866) 601-2733 if you would like to discuss this incentive program, our team can answer any questions you may have and confirm if you qualify for the program or not.

Thank you for trusting Superior Financial Systems with your merchant processing.

Sincerely,
The SFS Team
(866) 601-2733
(661) 294-3696 direct
(661) 294-3690 fax
CustomerService@SFSProcessing.com
Monday – Friday, 8am to 4pm Pacific

2020 Automotive Aftermarket Calendar Program



As fall approaches, it is still not too late to order your 2020 calendars. Many of our members were able to take advantage of the discounted pricing during our early bird special, ensuring that their calendar selections had an abundance of stock. By ordering today you can avoid getting shut out of your preferred style.

The Association staff is ready with your approval, to handle all aspects of the ordering process, from filling out the order form, to placing the order, proofing the ad copy, approving the production and guaranteeing their accuracy and timely delivery.

Calendars are in use all year long and are used when decisions are made: on the job, in the office, on the road or at home. Over 65 % of all calendar recipients write appointments and reminders on their calendar.

This daily involvement is an economical way to advertise your businesses' name all day, every day of the year. To ensure holiday delivery, all orders must be placed by November 1, 2019.

A Record \$557,600 in Scholarships Awarded for 2019-2020 Academic Year

The University of the Aftermarket Foundation has awarded a record \$557,600 in scholarships to nearly 400 students for the 2019-2020 academic year. Recipients will attend either two-year or four-year colleges and universities or an accredited automotive vocational program. Each will receive a scholarship worth \$1,000 to \$5,000 to advance their education.

The majority of the recipients are studying to become a mechanical collision or heavy-duty repair professional or are pursuing a business or engineering degree that will lead to a career in the automotive aftermarket. A list of the scholarships awarded can be found at the UAF website: uofafoundation.com/recipients.html.

"The University of the Aftermarket Foundation has reached a new milestone by awarding over \$550,000 of scholarships to worthy students preparing to enter the work force," said Bob Egan, chairman of the foundation. "While the amount of scholarships awarded this year is impressive, there is more work to do when you consider the size of our industry."

"The University of the Aftermarket Foundation is working diligently to expand the number of scholarships and educational opportunities that are available in order to help develop a strong aftermarket work force."

Included in these figures are the Scholarships awarded by the New York State Automotive Aftermarket Association to two young deserving adults. The winner of the Debbie J. Tranello Memorial Scholarship is Brooke Martin, currently enrolled this fall at SUNY Potsdam. The winner of the John J. Lorenzen Memorial Scholarship is Patrick Brooks, currently enrolled this fall at Alfred State College.

