

MSA | Training

Why MSA Training? Continuous education and access to thousands of technical information when you need it... if we do not have what you need, we will source it for you.

- 1. MSA World Profiles** (additional complimentary MSA World profiles available, up to 10 total).
- 2. MSA World Technical Resources:** MSA World is the largest library of appliance repair technical resources in North America with over 6k technical publications including archived training videos, product manual library & tech sheets (only available to MSA members)
- 3. Ask-a-Trainer Technical Support Service.** If you have a technical repair question or need assistance locating a technical repair document, MSA members can email MSA Certified Trainer <Ask-a-Trainer@marcone.com> and one of our MSA Certified Trainers will respond and assist within 24 business hours.
- 4. Unlimited online access to live training webinars** hosted four – six times per month (two – three training topics) by our MSA certified trainers, George Schick & Rick Kuemin. (\$24.99 per live webinar for non-MSA members)
- 5. Access to year-round, nationwide hands-on technical training** by our MSA certified trainer. (One free attendee per class for **MSA Pro** membership & \$29 per attendee for MSA Base membership / \$129 for non-MSA members)
- 6. ApplianceVideo.com Annual Membership (\$30 Discount):** Unlimited access to over 5,900 Repair Videos
- 7. Dyer Appliance Repair Academy Discount:** MSA members receive a standing 10% discount on all Dyer Academy Training Courses. If MSA members are interested, please email your Marcone Representative or MSA Training <MSATraining@marcone.com>.

MSA | Health

Why MSA Health? Completely free access to board certified physicians, discounted medication, group dental and vision insurance and our MSA Insurance Expert, Kuhlmann Financial Services.

- 1. HealthiestYou Membership** (including spouse and dependents): HealthiestYou is technology that connects you to a doctor 24/7/365 to diagnose, treat and prescribe discounted medication, when medically necessary, over the phone or via the mobile app for **Completely Free**.
- 2. Humana Dental & Vision (MSA Pro Only):** As an **MSA Pro** member, you have access to world class, group insurance benefits via Humana. Our Humana partnership offers dental & vision care with **No Waiting Periods**.
- 3. Clever Rx Membership** (Including spouse, dependents, and employees): Clever Rx allows access to cost effective prescriptions for both daily and urgent needs at almost every U.S. pharmacy.

To learn more about our MSA Pro benefits or to register today, please visit: <https://msaworld.com/>

4. Kuhlmann Financial Services (MSA Pro Only): As an **MSA Pro** member with 5 or more employees, you have access to MSA's insurance expert, Kuhlmann Financial Services. Kuhlmann Financial Services will provide complimentary healthcare coverage, employee benefits and HR advisory.

5. Trovia Powered by Nexben (MSA Pro Only) is a state-of-the-art platform that allows our MSA Pro members to shop for their health insurance needs. Thanks to a new federal ruling, enabling ICHRAs, employers of any size can now create the perfect health benefit package. **This program is uniquely suited for companies with 1 to 5 employees.**

MSA | Business

Why MSA Business? Streamline your business with innovative business management solutions and cost-effective tools: from outsourced office personnel, Google Search advisory, cloud-based management software to HR services, financial coaching programs, and discounted equipment.

1. Flat Rate Labor Guide included with your MSA membership (\$49.99 for Non-MSA Members)

2. JustPressOne (MSA Pro only) supplies fully trained appliance office personnel. Inbound calls, outbound calls, routing, and dispatching, claims processing and more.

1. ServiceWorks Customers: 20% discount for active MSA Pro members
2. Other Software Customers: 10% discount for active MSA Pro members

3. SearchKings (MSA Pro only) is a Google Premier Partner that can help create additional service call leads via Google Local Services. MSA Pro members receive 3-months free.

4. ServiceWorks is a state-of-the-art, simplified, and complete solution for your dispatch, inventory, point of sale, accounting, and real time tracking.

1. MSA Pro: 50% discount for the first year (w/ 2-week free trial), 20% discount year 2 and beyond.

* Features Included: Real-time tracking of technician's position with no additional hardware needed, QuickBooks integration, cloud based with no installation needed, zero setup costs, route optimization using google maps.

5. BrightDime (Included with MSA Pro membership - MSA Pro Only): is a digital financial wellness solution designed to create real results and enhance financial well-being for everyone. **Learn to organize, manage, and pay down debt with a certified financial coach.** Features of BrightDime include:

- Central visibility into all your accounts (credit card, mortgage, savings, checking, etc.)
- Accounts updated automatically to your financial dashboard.
- Personal financial coach available via chat
- Automated budgeting and spending tools
- Goal tracking and monitoring
- BrightDime is independent, unbiased, and confidential.

6. Airsled 10% Discount: Turn a 2-person job into 1 while avoiding potential liability, move heavy appliances with ease. **(MSA Pro Only)**

7. MA-Line: Access to a discounted suite of MA-Line tools & MSA member parts specials. Login to MyMarcone to access these discounts today!

8. SW Messenger by ServicersWeb (45% Discount) is a multi-channel messaging app that lets you communicate with customers via text message, Live Chat, and Facebook Messenger from a single inbox. **(MSA Pro only)**

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9. Barry's Restore It All Products (15% Discount) and iART Training Academy (10% Discount) (MSA Pro only): Avoid potential liability and increase your value-add services.

10. isolved HR, Payroll & Legal: (MSA Pro Only) preferred pricing for 3 Years, FREE and unlimited HR support including legal services, Complimentary year of MSA membership dues. Unlike many human capital management software solutions in the marketplace, isolved is not only fully integrated, but also completely scalable.

11. The Hartford Small Business Insurance (MSA Pro Only): MSA Pro members now have access to preferred member pricing (up to a 20% discount) on the following Commercial & Business Insurance Products: Professional Liability, Business Owner's Policy, Workers' Compensation (pay-as-you-go option available via isolved), and Business Auto.

12. The Hartford Group Benefits (MSA Pro Only): MSA Pro members have preferred access to Employee and Dependent Group Life, and Accidental Death & Dismemberment insurance benefits via The Hartford.

13. iWallet (MSA Pro Only): Payment processing app specifically for service companies. If you have more than two techs, then you know how painful paper check depositing can be...Finally, a simple way for your techs to deposit paper checks without leaving the field.

1. No more lost or stolen checks
2. No more bad checks
3. No more trips to the bank
4. No more waiting on checks in the mail

With iWallet, you get:

- Streamlined deposits
- Faster cash flow
- Reduced fees
- Unlimited sub-accounts
- Unlimited daily check deposits with credit card processing
- Built-in fraud protection
- Bank-level security backed by Wells Fargo and Fifth Third Bank.
- And much more...

*As an MSA Pro member, you get 20% off mobile check deposits for the first year. To learn more about this offer, go to: www.iwallet.com/msa