

# KPA Separation Customer FAQs

This document answers common questions about KPA's strategic decision to focus exclusively on serving automotive dealerships and auto-adjacent businesses.

The bottom line: Nothing changes in your partnership with KPA. Your service, team, and contract remain exactly the same. This strategic focus strengthens KPA's ability to serve dealerships like yours with specialized expertise.

If you have additional questions, your account team is here to help.

## About the Change

### Q: Why is this happening?

**A:** Over the past six years, we've successfully built two distinct, thriving businesses, one serving automotive dealerships and one serving manufacturing, construction, and other high-risk industries. Both businesses have reached significant scale and maturity.

This separation allows each company to specialize completely in its market, dedicating 100% of its innovation, resources, and strategic focus to serving its customers' unique needs. KPA now focuses exclusively on automotive dealerships and auto-adjacent businesses, while Novara focuses on non-automotive industries, including manufacturing, construction, oil and gas.

For our automotive customers, this means you'll have a partner singularly committed to automotive compliance—faster innovation, deeper industry expertise, and enhanced attention to your specific challenges.

This is a growth decision made from a position of strength, designed to position both companies as category leaders in their respective markets.

### Q: What is changing at KPA?

**A:** KPA remains KPA—same name, same brand, same 40-year legacy. What's changing is our complete focus on serving automotive dealerships and auto-adjacent businesses exclusively. We previously served both automotive and non-automotive industries. We've now separated into two independent companies, with KPA dedicated entirely to the complete compliance of the automotive dealership and automotive adjacent markets with our Vera Suite, ABLE, and Compli platforms and consulting services.

### Q: When did this change take effect?

**A:** The legal separation became effective January 1, 2026, and will be publicly announced on January 27, 2026.

We're reaching out to valued partners like you in advance of the public announcement to ensure you hear this news directly from us and have time to ask questions. We ask that you treat this information as confidential until the public announcement on January 27.

## Q: Who is leading KPA now?

**A:** Wayne Curtis has been appointed CEO of KPA. Wayne has been with KPA for over 22 years in increasing leadership roles and brings 25 years of experience providing EHS and compliance services specifically to automotive dealers. His deep industry expertise ensures KPA remains focused on serving dealerships with specialized knowledge and commitment.

## Q: Will my contract change or will I need to sign a new agreement?

**A:** Your contract terms, pricing, and service levels will not change.

KPA remains the same legal entity with the same contracts. You will not receive any contract assignment notifications or need to take any action. Your existing agreement with KPA continues unchanged.

If you have questions about your specific contract, please contact your account manager.

## Impact on Your Service

### Q: How does this affect my service?

**A:** Your service will not be affected.

All existing functionality, data, support, and service levels will continue uninterrupted. Your day-to-day experience with our products and services remains the same. The people you work with, your contracts, pricing, and ongoing projects all remain intact.

The changes are internal, related to how we structure our teams to better serve you. These internal adjustments won't impact the reliability, availability, or performance of the service you depend on.

If anything changes in the future that could affect your experience, we will communicate proactively and clearly. At this time, no service changes are planned or expected.

### Q: Who is my point of contact? Will my Client Success Manager change?

**A:** Your primary point of contact will remain the same in the vast majority of cases. The people you know and trust are still here, now with an even greater focus on your success. If your Client Success Manager or account team changes for any reason, we will reach out to you directly to introduce your new contact and ensure a smooth transition. If you don't hear from us about a change, your contact remains the same.

### Q: What happens to my current projects or field consulting services?

**A:** All current projects, field consulting engagements, and support initiatives continue without interruption. Your timelines and deliverables remain on track with the same team members you've been working with.

### Q: I use Flex, but I work with a KPA field consultant. How does this impact me?

**A:** You will continue to receive the same products and services you receive today; if you use Flex and work with a KPA field consultant, that will remain unchanged. We'll reach out to you directly to explain how your agreement will be structured with KPA and with Novara. Our goal is to ensure a seamless transition with no disruption to your service.

## Contracts & Billing

### Q: Will my contract change, or will I need to sign a new agreement?

**A:** Your contract terms, pricing, and service levels will not change if you are on Vera Suite. If you use Flex or Risk Management Center software, your contract will be assigned to Novara in January 2026.

KPA remains the same legal entity with the same contracts. No assignment or administrative changes are needed. Your existing agreement with KPA continues unchanged.

For the small number of customers who have contracts involving services from KPA and Novara, we'll reach out directly to explain how your agreements will be structured going forward. Our goal is to ensure a seamless transition with no disruption to your service.

If you have questions about your specific contract, please contact your account manager.

### Q: Will pricing change?

**A:** No. There are no changes to your current pricing, contract terms, or agreements. The separation does not impact your existing commitments. Any future pricing discussions will follow normal renewal cycles and processes, just as they would have before the separation.

### Q: Will my billing or invoicing change?

**A:** No. Your invoicing, billing process, timing, and payment methods all remain exactly the same.

### Q: Will my billing and invoicing contact change?

**A:** There will be no changes to your AR contacts or processes.

## Product & Innovation

### Q: Will this impact the product roadmap/future features?

**A:** No. The product roadmap, priorities, and strategic direction for your product remain intact. All planned features and commitments continue as scheduled.

What changes is our ability to accelerate innovation. With dedicated resources and singular focus on your industry, we can move faster on product enhancements and respond more quickly to your specific needs. Each company now owns its product roadmap independently, allowing for more tailored development aligned to your market.

This separation strengthens our ability to deliver on our roadmap commitments.

### Q: What does this mean for KPA's field consulting services?

**A:** KPA's field consulting services continue with the same expertise and commitment you've experienced. With a singular focus on automotive dealerships, our field team can specialize even more deeply in dealership-specific compliance challenges and best practices.

## Communication & Next Steps

### Q: When will this be publicly announced?

**A:** KPA will publicly announce this strategic focus on January 27, 2026.

### Q: What should I tell my team internally?

**A:** Although we ask that you treat this information as confidential until the public announcement on January 27, 2026, you can share internally with necessary individuals that KPA has structured its business to focus exclusively on serving automotive dealerships, ensuring you continue to receive specialized expertise and dedicated resources from a partner committed entirely to your industry. Nothing changes in your service, team, or partnership with KPA.

### Q: Who should I contact if I have additional questions?

**A:** Please reach out to your account manager, customer success manager, or field consultant directly, or contact our customer support team. We're here to address any questions or concerns.