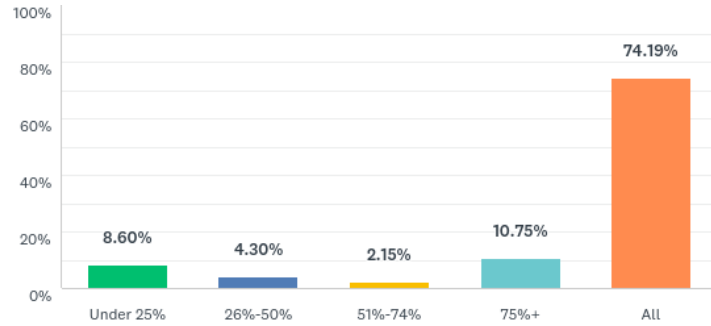


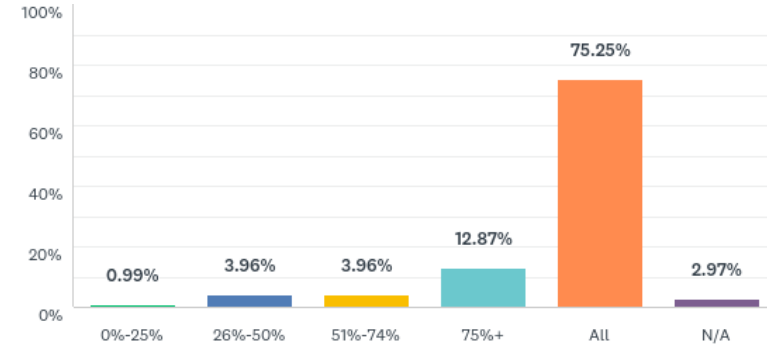
The post-lockdown Automotive Retail

Dealerships Reopening

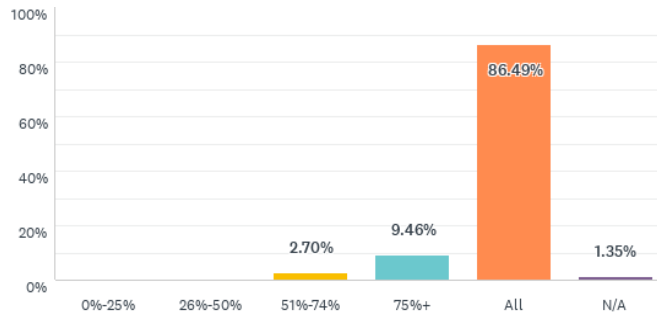
1. What percentage of showrooms reopened since 1 June?



8 June- 11 June



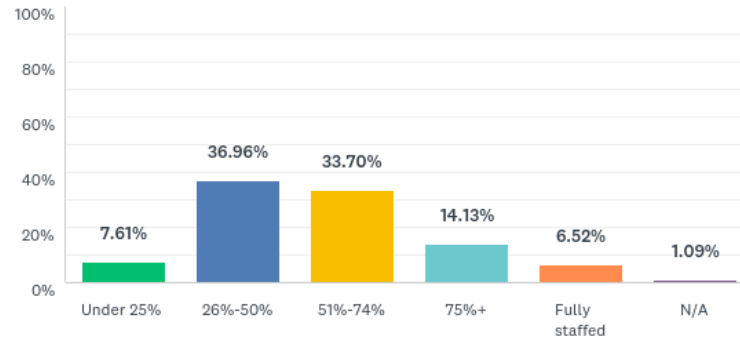
29 June- 2 July



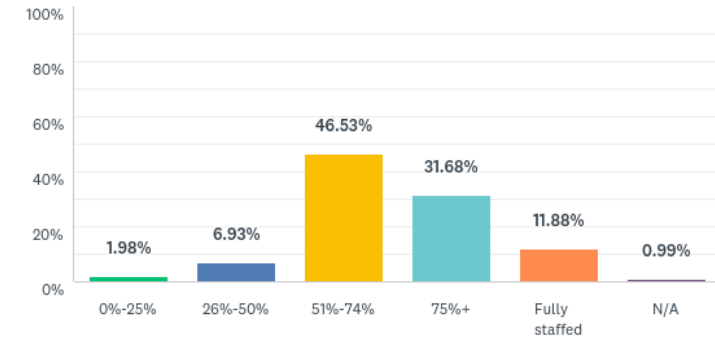
4 August – 7 August

The post-lockdown Automotive Retail

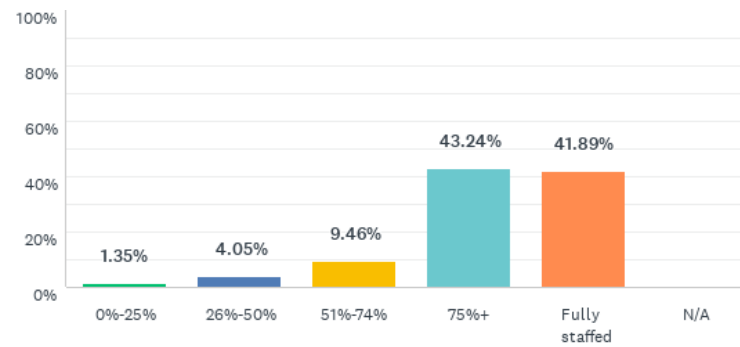
2. At what level are showrooms staffed at?



8 June- 11 June



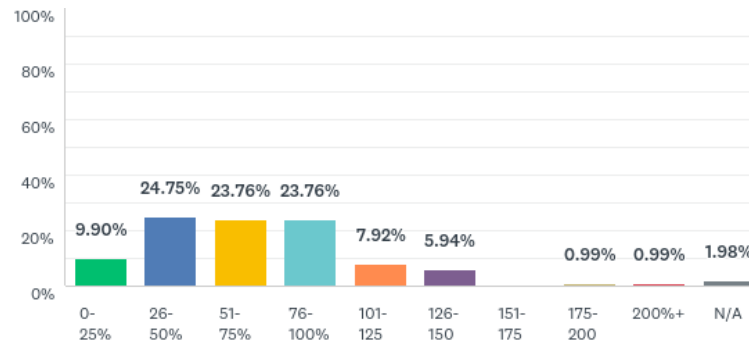
29 June- 2 July



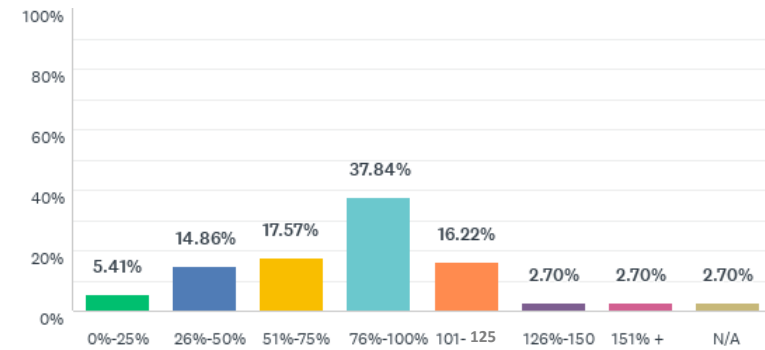
4 August – 7 August

Customer Behaviour

3. What level of customer footfall for new cars are you experiencing as a percentage of pre-lockdown?

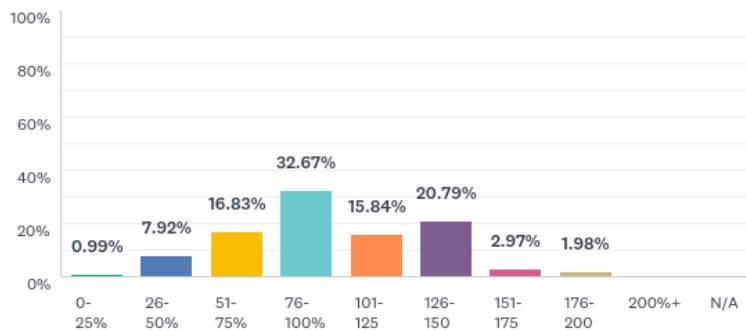


29 June – 2 July

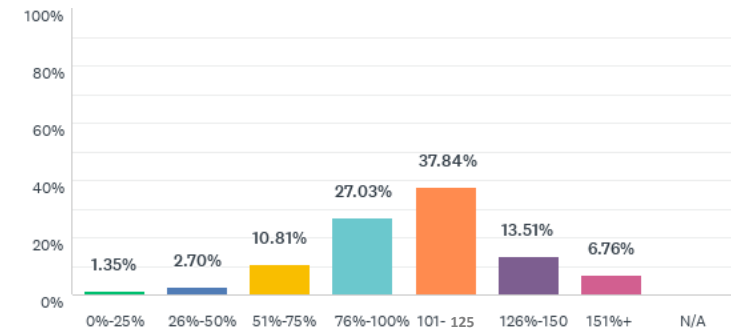


4 August – 7 August

4. What level of customer footfall for used cars are you experiencing as a percentage of pre-lockdown?



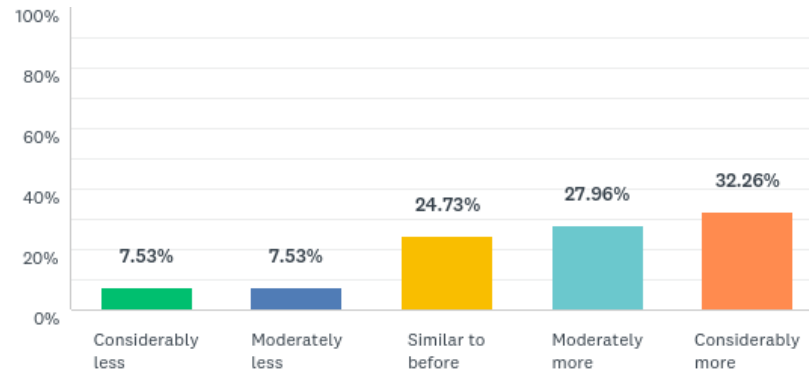
29 June – 2 July



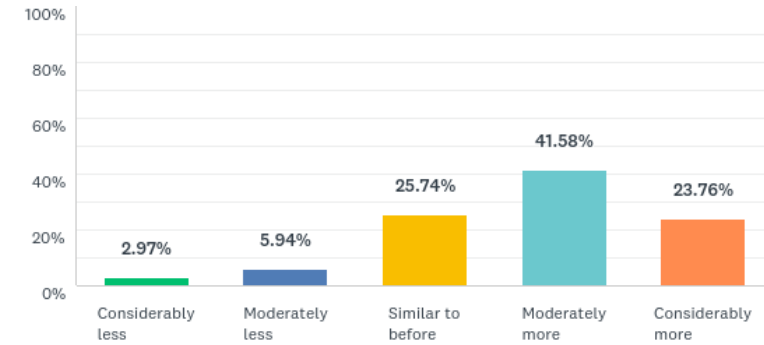
4 August – 7 August

The post-lockdown Automotive Retail

5. At what level are customers making phone enquires prior to visiting in comparison to before lockdown?

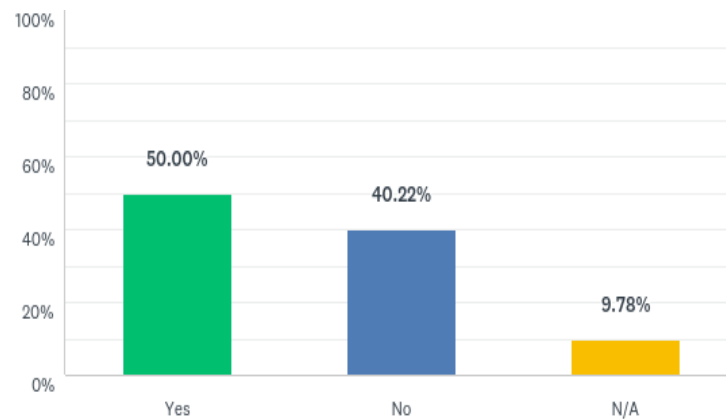


8 June – 11 June

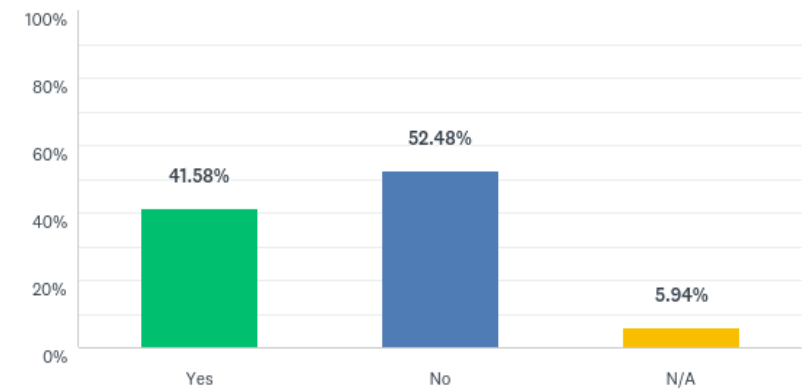


29 June – 2 July

6. Are customers wanting to spend less time in the showroom?

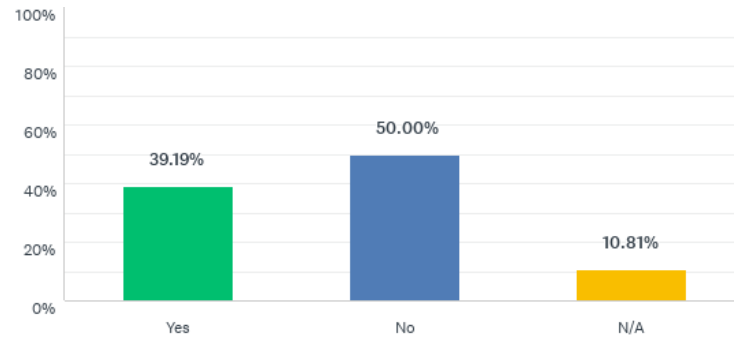


8 June – 11 June



29 June – 2 July

The post-lockdown Automotive Retail



4 August – 7 August

Online Activity

7. In the last month, have you seen an increase in new car on-line sales enquiries?
YES – **58.1%**; NO - 41.9%
8. In the last month, have you seen an increase in used car on-line sales enquiries?
YES – **84.9%**; NO 15.1%
9. In the last month, have you seen an increase in new car 'sales conversions' from enquiries?
 - A significant increase – 19.18%; A marginal increase – **39.73%**
 - Remains stable – 26.03%
 - A marginal decrease – 9.59%; A significant decrease – 5.48%
10. In the last month, have you seen an increase in used car 'sales conversions' from enquires?
 - A significant increase – 35.62%; A marginal increase – **38.36%**
 - Remains stable – 17.81%
 - A marginal decrease – 4.11%; A significant decrease – 4.11%
 (4 August – 7 August)