

Date From: 07/19/2010	Date To: 07/21/2010
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Shop Questions	
1:	Were you satisfied with the way you were treated by the service representative throughout the repair process?
2:	Did the shop keep you adequately informed during the repair process?
3:	Was your vehicle ready when promised?
4:	Were you completely satisfied with the quality of the repair?
5:	Was it necessary to return the vehicle for additional work?
6:	Do you feel that your vehicle was returned to you in its pre-accident condition or better?
7:	As a result of this experience, would you refer our shop to family and friends?
Other:	Body, Paint, Mechanical, Glass and CleanUp are rated on question 4. If the customer answers NO they are allowed to enter what they were not satisfied with.
Shop Questions	
Overall Shop Average: 80.00%	
Service Rep:	100.00%
Kept Informed:	60.00%
Vehicle On Time:	60.00%
Repair Quality:	60.00%
Return Vehicle:	80.00%
Pre-Accident:	100.00%
Recommend:	100.00%
Body:	60.00%
Paint:	100.00%
Mechanical:	80.00%
Glass:	80.00%
CleanUp:	80.00%

Insurance Questions	
8:	Please rate your satisfaction with the way the insurance company handled your claim.
9:	How would you rate the simplicity of the claims process for the insurance company?
10:	Please rate your satisfaction with the way you were treated by the insurance representative throughout the repair process.
11:	Please rate your overall experience with the insurance company.
12:	How likely is it that you would recommend this insurance company to family and friends?
Insurance Questions	
Overall Insurance Average: 92.00%	
Claim Handling:	100.00%
Claim Process:	88.00%
Insurance Rep:	100.00%
Experience:	82.00%
Recommend:	90.00%