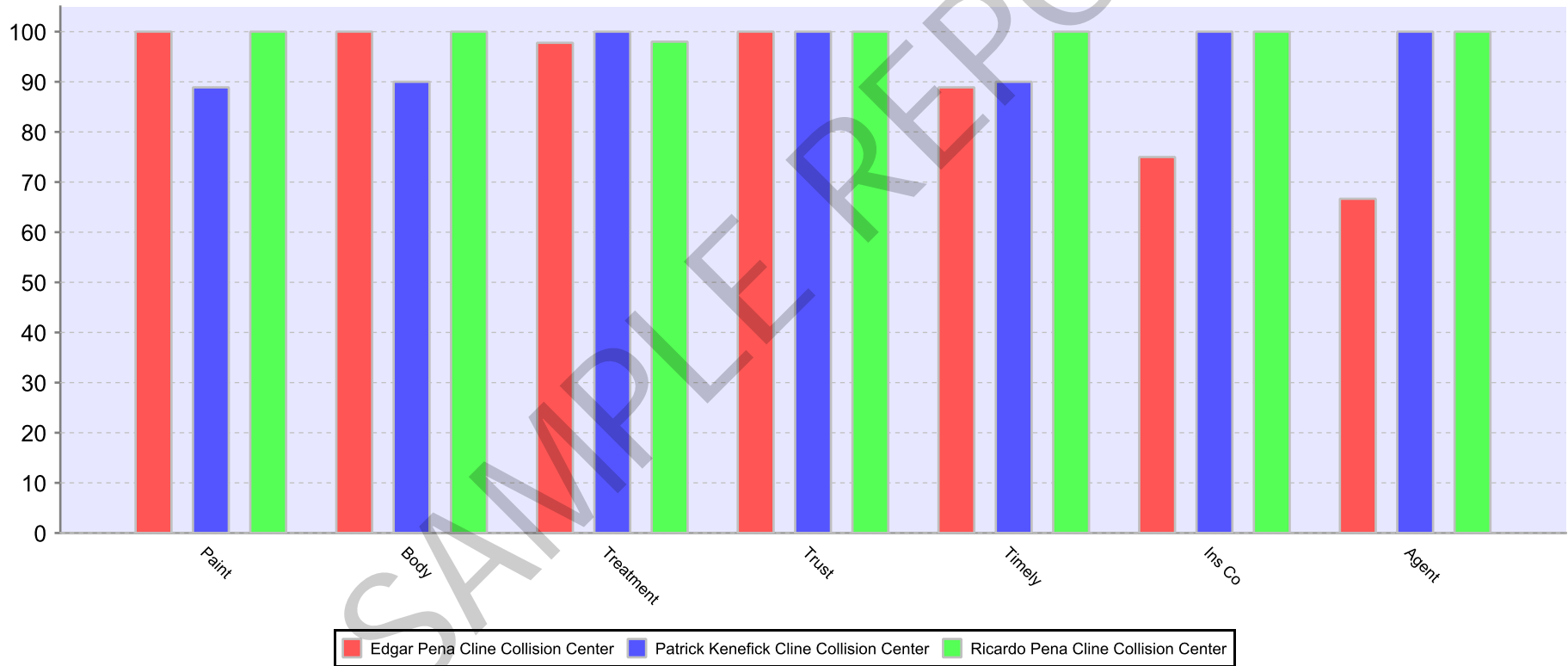


# Performance Feedback Body Technician Review



2007-05-01 through 2007-05-31

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
<b>Sample Collision Center</b>									
Edgar Pena (9)	9	100.0 %	100.0 %	100.0 %	97.8 %	100.0 %	88.9 %	75.0 %	66.7 %
Patrick Kenefick (10)	10	93.1 %	88.9 %	90.0 %	100.0 %	100.0 %	90.0 %	100.0 %	100.0 %
Ricardo Pena (5)	5	100.0 %	100.0 %	100.0 %	98.0 %	100.0 %	100.0 %	100.0 %	100.0 %
<b>Totals:</b>	<b>24</b>	<b>97.2 %</b>	<b>95.7 %</b>	<b>95.8 %</b>	<b>98.8 %</b>	<b>100.0 %</b>	<b>91.7 %</b>	<b>92.3 %</b>	<b>91.7 %</b>



**Performance Feedback Body Technician Review**

2007-05-01 through 2007-05-31

**Edgar Pena**

**Sample Collision Center**

	Paint	Body	Treatment	Trust	Timely	Ins Co	Agent
Bentancourt, Hermilo (#400)	Yes	Yes	9	Yes	Yes	N/A	N/A
Chose Body Shop Because	Ins Co Recommend	The insurance company recommended this shop to me.					
Compliment	Body Shop	Every time I called, the people at the shop were great and informative.					
Blakely, Maxwell (#411)	Yes	Yes	10	Yes	Yes	No	No
Chose Body Shop Because	Family Friend	A family friend recommended this shop.					
Comment	Body Shop	The door does not line up perfectly but I am still satisfied with my repair.					
Compliment	Body Shop	Great service and quality product from the shop.					
Not Rec Ins Co	Other	My insurance company did not cover my rental car.					
Carroll, Mark (#390)	Yes	Yes	10	Yes	Yes	Blank	Blank
Chose Body Shop Because	Other	It is a company car and the leasing department at work took care of all of the arrangements.					
Dougherty, Stacey (#395)	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Ins Co Recommend	The shop is on the approved list.					
Michelson, Jeff (#401)	Yes	Yes	10	Yes	Yes	Blank	Blank
Chose Body Shop Because	Ins Co Recommend	The insurance company recommended the shop.					
Overholt, Jen (#412)	Yes	Yes	10	Yes	Yes	N/A	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.					
Compliment	Delivery Date	The repairs were done much quicker than I had expected.					
Rec Agent	Other	The agent was very easy to talk to.					
Rec Body Shop	Cust Service	I received quick and friendly service, so would definitely recommend them.					
Pennywitt, Cr (#414)	Yes	Yes	10	Yes	Yes	Yes	Blank
Rec Ins Co	Other	The insurance company was very business like.					
Tran, Kevin (#413)	Yes	Yes	9	Yes	No	Yes	N/A
Chose Body Shop Because	Location	The location of the shop is convenient for me.					
Comment	Delivery Date	It wasn't a big deal, I just didn't expect the repair to take as long as it took.					
Yeaman, John (#404)	Yes	Yes	10	Yes	Yes	Blank	Blank
Chose Body Shop Because	Family Friend	A friend told me about this shop.					

**Patrick Kenefick**

**Sample Collision Center**

	Paint	Body	Treatment	Trust	Timely	Ins Co	Agent
Aure, Jeff (#421)	Yes	Yes	10	Yes	Yes	Yes	N/A
Chose Body Shop Because	Internet Ad	I saw the shop listed on the website.					
Rec Body Shop	Body Shop	I have already recommended Cline Collision to other people.					
Behlmer, Ron (#434)	Yes	Yes	10	Yes	Yes	Yes	Yes
Compliment	Body Shop	They are all very friendly people at Cline Collision.					
Compliment	Body	They did a great job on my Toyota.					

**Performance Feedback Body Technician Review**

**2007-05-01 through 2007-05-31**

**Patrick Kenefick**

**Sample Collision Center**

	Paint	Body	Treatment	Trust	Timely	Ins Co	Agent
Elliot, Michael C. (#420)	No	No	10	Yes	Yes	Yes	N/A
Bring Back	Parts		Some aftermarket parts were put on that didn't fit. This was mainly because the insurance appraiser wouldn't pay for new parts right away. But then the shop convinced them to pay because the other parts weren't working and looked bad. That was the only negative part of the experience. and it was due to Farmers. My daughter told me about the shop.				
Chose Body Shop Because	Family Friend		Although I still would recommend the insurance, the Farmers adjuster wouldn't pay for anything at first and the shop had to use aftermarket parts, which looked bad and didn't fit. The shop finally convinced them to use new parts because I was not happy. The car is back in the shop right now.				
Rec Ins Co	Adjuster						
Hawkins, James (#428)	Yes	Yes	10	Yes	Yes	Blank	Blank
Chose Body Shop Because	Yellow Page Ad		I saw the ad in the phone book.				
Compliment	Body Shop		I received great customer service from all. They also did a great job.				
Hurst, Greg (#430)	Yes	Yes	10	Yes	Yes	N/A	Yes
Chose Body Shop Because	Other		Another repair shop recommended the shop.				
Compliment	Body Shop		Keep doing business the way you are now.				
Johnson, Michelle (#435)	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Radio Ad		I heard the ad on the radio so I thought I would give them a try.				
Chose Body Shop Because	Yellow Page Ad		I saw the ad in the phone book.				
Chose Body Shop Because	Repeat Customer		I have had work done here before and was very satisfied.				
Compliment	Body Shop		There are no improvements necessary. They are all great.				
Compliment	Estimator		Jason is very courteous, friendly and professional. He is also very helpful.				
Lindstrom, Susan (#424)	Yes	Yes	10	Yes	No	N/A	Yes
Chose Body Shop Because	Internet Ad		I saw the shop listed on Yahoo! Yellow Pages.				
Comment	Delivery Date		It took longer than I thought, but it wasn't the shop's fault.				
Compliment	Cust Serv Rep		I thought the owner went out of his way to be professional and helpful to me.				
Northern, Dan (#427)	N/A	Yes	10	Yes	Yes	N/A	Blank
Chose Body Shop Because	Other		This is an older Mustang that they worked on for me; another dealer who works with older classic cars told me about the shop.				
Ogle, Kirstie (#426)	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Radio Ad		I heard Cline's radio ad.				
Compliment	Body Shop		Everything was great: the repair looks nice and the service was good.				
Young, Jordan (#415)	Yes	Yes	10	Yes	Yes	Yes	N/A
Chose Body Shop Because	Yellow Page Ad		I found this shop in the yellow pages.				
Compliment	Repairs		The repairs exceeded my expectations.				
Compliment	Body Shop		The shop provided amazing service.				
Compliment	Body Shop		The owner is great and good to work with.				

**Performance Feedback Body Technician Review**

2007-05-01 through 2007-05-31

**Ricardo Pena**

**Sample Collision Center**

	Paint	Body	Treatment	Trust	Timely	Ins Co	Agent
Garrett, Andrew (#409)	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Radio Ad		I heard about them on the radio.				
Comment	Body Shop		I have already recommended them to two people.				
Compliment	Body Shop		All the work was fantastic.				
Compliment	Delivery Date		They did a great job. Jason speeded things along so I wouldn't have to get a rental car.				
Gonzales, Alan & Kim (#399)	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Other		My supervisor recommended this shop.				
Kelly Moore Paints, (#407)	Yes	Yes	10	Yes	Yes	Yes	N/A
Mariscal, Joyce (#417)	Yes	Yes	10	Yes	Yes	Blank	Yes
Chose Body Shop Because	Location		This shop is close to my home.				
Compliment	Paint		The paint refinish by far exceeded my expectations.				
Compliment	Delivery Date		They only took 3 days to complete the repairs.				
Zumwalt, Ken (#378)	Yes	Yes	9	Yes	Yes	N/A	Yes
Chose Body Shop Because	Repeat Customer		I am a repeat customer of this shop.				
Comment	Paint		Cline did the primer coat.				
Comment	Body Shop		I would not recommended people with older cars to come to this shop.				
Compliment	Cust Serv Rep		Jason answered all of my questions and kept a positive and courteous dialogue at all times.				
Compliment	Cust Serv Rep		Jason's service to his clients is excellent. As a member of the YMCA and an average observer, I appreciate all of his performance.				
Compliment	Delivery Date		I had been disappointed by four other shops that could not locate a quarter panel. Jason did not locate one but he finished the project in plenty of time.				
Compliment	Body Shop		My observations suggest that Jason and his crew have a well balanced program.				

# Performance Feedback Agent Summary Report

2007-05-01 through 2007-05-31



**Amy Smith** Count: 51

Sample Collision Center (52 surveys)									
Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent	
52	100.0 %	100.0 %	100.0 %	98.2 %	100.0 %	100.0 %	100.0 %	100.0 %	
Nathan Schnieder (20365)		Yes	N/A	Blank	Yes	Yes	Yes	Yes	
Chose Body Shop Because		Repeat Customer		I am a repeat customer of Voss Collision.					
Minzie Attisano (20730)		Yes	Yes	10	Yes	Yes	Yes	N/A	
Chose Body Shop Because		Repeat Customer		I have had work done here before and was very satisfied.					
Compliment		Body Shop		Keep up the good work.					
Duane Wright (20616)		Yes	Yes	10	Yes	Yes	Yes	Blank	
Chose Body Shop Because		Ins Co Recommend		Progressive recommended this shop.					
Compliment		Body Shop		The staff was very helpful and courteous to me.					
Barbara Hass (18629)		Yes	Yes	10	Yes	Yes	Yes	Blank	
Chose Body Shop Because		Ins Co Recommend		Metlife recommended this shop.					
Chose Body Shop Because		Yellow Page Ad		I saw the ad in the phone book.					
Thomas Faulkner (20138)		Yes	Yes	10	Yes	Yes	Yes	Yes	
Compliment		Paint		The paint is good.					
Compliment		Body		The body work is good.					
Rec Body Shop		Body Shop		This shop does a good job.					
Compliment		Delivery Date		The repairs were completed ahead of schedule.					
Chose Body Shop Because		Repeat Customer		I am a repeat customer of this shop.					
Chose Body Shop Because		Ins Co Recommend		The insurance office recommended this shop.					
Chose Body Shop Because		Employee		I work for this company.					
Rec Agent		Other		The insurance agent gives good advice and make sure you get the best results.					
Vicki Kiser (108322)		Yes	Yes	10	Yes	Blank	Blank	Yes	
Compliment		Cust Serv Rep		Stacy was very helpful.					
Compliment		Delivery Date		They helped get the repairs completed in a timely manner.					
Rec Agent		Other		My insurance agent is excellent.					
Compliment		Cust Serv Rep		Stacy stayed on top of this repair and got it taken care of as quickly as possible.					
Chose Body Shop Because		Repeat Customer		I am a repeat customer.					
Chose Body Shop Because		Ins Co Recommend		The insurance company recommended the shop.					

# Performance Feedback - Comment Statistical Report

Sample Collision Center

2007-04-01 through 2007-04-30



## Chose Body Shop Because

Count: 17

Dealership	1	5.9%
Employee	1	5.9%
Family Friend	5	29.4%
Location	3	17.6%
Other	2	11.8%
Radio Ad	2	11.8%
Repeat Customer	1	5.9%
Yellow Page Ad	2	11.8%

## Comment

Count: 1

Delivery Date	1	100.0%
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## Complaint

Count: 1

Ins Co	1	100.0%
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## Compliment

Count: 9

Body	2	22.2%
Body Shop	3	33.3%
Cust Serv Rep	1	11.1%
Estimator	1	11.1%
Paint	2	22.2%

## Rec Agent

Count: 1

Cust Serv Rep	1	100.0%
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## Rec Body Shop

Count: 1

Body Shop	1	100.0%
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## Rec Ins Co

Count: 1

Claims Office	1	100.0%
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Grand Total

31

# Performance Feedback Insurance Review Report



2007-04-01 through 2007-04-30

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
<b>Sample Collision Center</b>									
AAA Insurance Company (4)	4	100.0 %	100.0 %	100.0 %	95.0 %	100.0 %	100.0 %	100.0 %	100.0 %
CFO (4)	4	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %
COMMERCE WEST INSURANCE (2)	2	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %
Encompass Insurance (1)	1	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %		
Farmers (1)	1	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	0.0 %	0.0 %
MERCURY INSURANCE GROUP (2)	2	100.0 %	100.0 %	100.0 %	95.0 %	100.0 %	100.0 %	100.0 %	100.0 %
PROGRESSIVE INSURANCE COMPANIE (1)	1	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %
STATE FARM INSURANCE COMPANIES (1)	1	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	0.0 %	0.0 %
<b>Totals:</b>	16	100.0 %	100.0 %	100.0 %	98.1 %	100.0 %	100.0 %	81.8 %	80.0 %

SAMPLE REPORT

**Performance Feedback Insurance Review Report**

2007-04-01 through 2007-04-30

<b>AAA Insurance Company</b>		<b>Sample Collision Center</b>							
	Surveys	CSI %	Paint	Body	Treatment	Trust	Timely	Ins Co	Agent
AAA Insurance Company (4)	4	100.0 %	100.0 %	100.0 %	95.0 %	100.0 %	100.0 %	100.0 %	100.0 %
Block, Beverlee (#393)			Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend								
									A friend recommended this shop.
Mcguinness, Bill (#369)			Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Radio Ad								
									I heard an ad on the radio.
Nadereh, Taheri (#398)			Yes	Yes	8	Yes	Yes	Yes	Yes
Chose Body Shop Because	Location								
									I chose the shop based on location, I needed a shop near my home. I visited two shops and I picked this one.
Chose Body Shop Because	Yellow Page Ad								
									I chose this shop based on the yellow pages.
Compliment	Body Shop								
									I don't see any noticeable problem, just keep up the good work.
Taylor, Scott (#406)			Yes	Yes	10	Yes	Yes	Yes	N/A
Chose Body Shop Because	Employee								
									I went to school with the owner of this shop.

<b>CFO</b>		<b>Sample Collision Center</b>							
	Surveys	CSI %	Paint	Body	Treatment	Trust	Timely	Ins Co	Agent
CFO (4)	4	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %
Fitterer, Michele (#396)			Yes	Yes	Blank	Yes	Blank	Blank	Blank
Lawson, Craig (#403)			Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend								
									I heard about this shop through word-of-mouth.
Ward, Tawny (#388)			Yes	Yes	10	Yes	Yes	N/A	N/A
Chose Body Shop Because	Location								
									I saw the shop when shopping next door.

<b>COMMERCE WEST</b>		<b>Sample Collision Center</b>							
	Surveys	CSI %	Paint	Body	Treatment	Trust	Timely	Ins Co	Agent
COMMERCE WEST INSURANCE (2)	2	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %
Oceguera, Ismaela (#385)			Yes	Yes	10	Yes	Yes	Blank	Blank
Chose Body Shop Because	Location								
									I drove by this shop.
Ott, Richard (#384)			Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend								
									Some friends recommended this shop.

**Performance Feedback Insurance Review Report**

2007-04-01 through 2007-04-30

Encompass Insurance		Sample Collision Center							
	Surveys	CSI %	Paint	Body	Treatment	Trust	Timely	Ins Co	Agent
Encompass Insurance (1)	1	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %		
Lawson, Pedy (#389)			Yes	Yes	10	Yes	Yes	Blank	Blank
Chose Body Shop Because	Repeat Customer		I am a repeat customer of this shop.						
Chose Body Shop Because	Family Friend		A family friend recommended this shop.						
Complaint	Ins Co		I am not really happy with my insurance company at this time.						
Compliment	Body		The body work matched perfect.						
Compliment	Paint		The paint looks super.						
Compliment	Cust Serv Rep		Jason is awesome, understanding, and compassionate.						
Compliment	Body Shop		This shop is super.						

Farmers		Sample Collision Center							
	Surveys	CSI %	Paint	Body	Treatment	Trust	Timely	Ins Co	Agent
Farmers (1)	1	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	0.0 %	0.0 %
Thompson, Brian (#368)			Yes	Yes	10	Yes	Yes	No	No
Chose Body Shop Because	Other		I heard about the shop through word of mouth.						

MERCURY INSURANCE GROUP		Sample Collision Center							
	Surveys	CSI %	Paint	Body	Treatment	Trust	Timely	Ins Co	Agent
MERCURY INSURANCE GROUP (2)	2	100.0 %	100.0 %	100.0 %	95.0 %	100.0 %	100.0 %	100.0 %	100.0 %
Garcia, Roberto (#394)			Yes	Yes	9	Yes	Yes	Yes	Yes
Chose Body Shop Because	Yellow Page Ad		I found this shop in the yellow pages.						
Reeder, Cory (#380)			Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Radio Ad		I heard the "Mustallica" promo on 101.7, The Fox.						
Comment	Delivery Date		The only hold-up was waiting for the adjuster from my insurance company to look at the damage. Cline Collision Center had my car back to me ahead of schedule.						
Compliment	Paint		The paint looks like new.						
Compliment	Body		The repairs make the car look like new.						
Compliment	Body Shop		The shop provided top-notch service from the initial phone call to completion. They provide amazing service, and they shouldn't change a thing.						
Compliment	Estimator		Jason remembered my name, took his time to explain what the procedure was, and called me to give me updates.						
Rec Agent	Cust Serv Rep		The agent provided great service.						
Rec Body Shop	Body Shop		There are many shops that offer great quality. Cline Collision Center sets itself apart from the rest by matching its repair quality with its friendly service.						
Rec Ins Co	Claims Office		The insurance company responded well to the estimate from Cline Collision Center and agreed to replace everything with OEM parts.						

**Performance Feedback Insurance Review Report**

2007-04-01 through 2007-04-30

**PROGRESSIVE INSURANCE****Sample Collision Center**

	Surveys	CSI %	Paint	Body	Treatment	Trust	Timely	Ins Co	Agent
PROGRESSIVE INSURANCE COMPANIE (1)	1	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %

Smith, Danielle (#375)  
Chose Body Shop Because Dealership

Yes Yes 10 Yes Yes Yes Yes Yes

Mustang Muscles and Classics recommended the shop.

**STATE FARM INSURANCE****Sample Collision Center**

	Surveys	CSI %	Paint	Body	Treatment	Trust	Timely	Ins Co	Agent
STATE FARM INSURANCE COMPANIES (1)	1	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	0.0 %	0.0 %

Johnson, Michelle (#379)  
Chose Body Shop Because Family Friend

Yes Yes 10 Yes Yes No No

Family and friends recommended the shop.

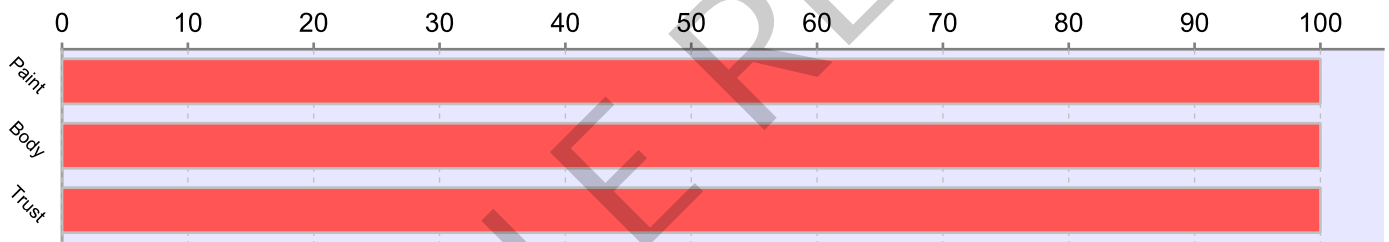
## Sample Collision Center

*Trust a body shop because you can,  
not because you have to.*

### Survey Questions

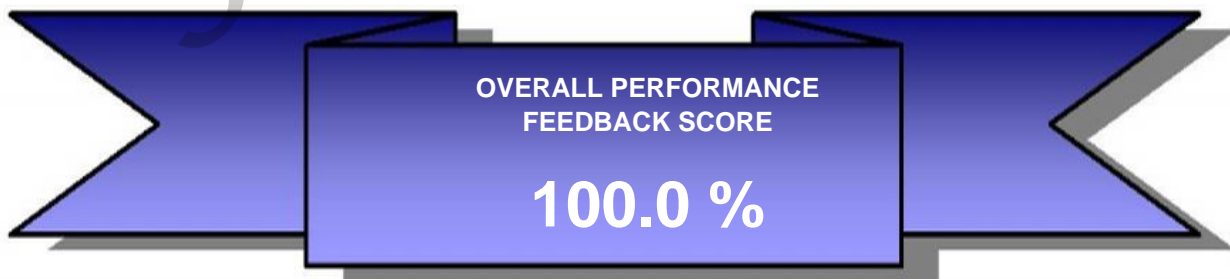
	<u>Score</u>
• Did the quality of the paint refinish meet your expectations?	100.0 %
• Did the quality of the body repairs meet your expectations?	100.0 %
• Would you recommend this repair facility to your friends and family?	100.0 %

### Survey Results



Customers Surveyed: 16

**CONGRATULATIONS ON YOUR  
OVERALL CUSTOMER SATISFACTION!**

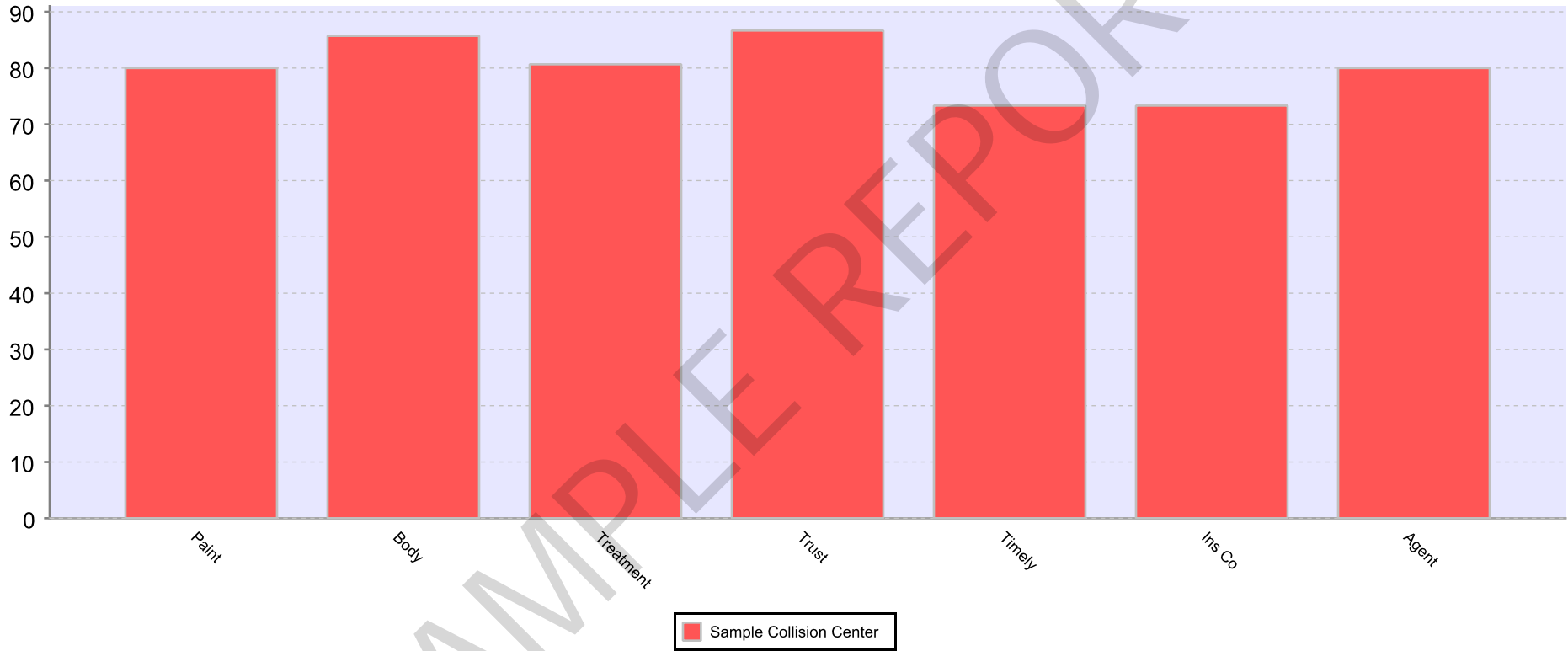


# Performance Feedback Location Review Report



2006-08-28 through 2006-09-03

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
Sample Collision Center	15	84.1 %	80.0 %	85.7 %	80.7 %	86.7 %	73.3 %	73.3 %	80.0 %



	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
Sample Collision Center	15	84.1 %	80.0 %	85.7 %	80.7 %	86.7 %	73.3 %	73.3 %	80.0 %

		<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Agent Name</u>	<u>Ins Co</u>	<u>Agent</u>
Aldovar, Enrique (#9) - Phone Survey		Yes	Yes	10	Yes	No	Joe Sample	Yes	Yes
<b>Chose Body Shop Because</b>	Dealership	The Porsche dealership recommended this shop.							
<b>Complaint</b>	Detail	There were dirty fingerprints left all over the windshield of my car after the repairs.							
<b>Complaint</b>	Delivery Date	I needed my car back by Tuesday, but it wasn't ready until Friday.							
<b>Insurance Company:</b>	Sample								

		<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Agent Name</u>	<u>Ins Co</u>	<u>Agent</u>
Chigawa, Tamara (#15) - Phone Survey		Yes	Yes	8	Yes	Yes	Joe Sample	Yes	Yes
<b>Chose Body Shop Because</b>	Repeat Customer	I am a repeat customer of this shop.							
<b>Compliment</b>	Body Shop	The shop staff made this otherwise unpleasant experience a pleasant one.							
<b>Compliment</b>	Paint	Thank you for supplying me with the little bottle of touch-up paint.							
<b>Request</b>		Could someone from the shop please call me back regarding the replacement part that I requested?							
<b>Insurance Company:</b>	Sample Insurance								

		<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Agent Name</u>	<u>Ins Co</u>	<u>Agent</u>
Esposito, Maria (#2) - Phone Survey		No	Yes	5	No	No	Jeff Sample	No	No
<b>Chose Body Shop Because</b>	Ins Co Recommend	The insurance company recommended this shop.							
<b>Complaint</b>	Cust Service	The shop staff were very rude and disrespectful.							
<b>Complaint</b>	Delivery Date	The shop manager told me the repairs would be completed in a week, but my car wasn't ready for three weeks. I had to miss several days of work because of this.							
<b>Compliment</b>	Body	Despite all the other problems, I am pleased with the repairs that they did.							
<b>Not Rec Agent</b>	Not involved with claim	I couldn't reach my insurance agent when I had questions.							
<b>Not Rec Body Shop</b>	Cust Service	I would not recommend this shop because of their poor customer service.							
<b>Not Rec Ins Co</b>	Claims Office	The insurance claims office tried to blame me for another driver's wrongdoing.							
<b>Paint Complaint</b>	Over Spray	They did a sloppy job on the paint. There was over-spray all over my hub caps.							
<b>Insurance Company:</b>	Sample Insurance								

		<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Agent Name</u>	<u>Ins Co</u>	<u>Agent</u>
Larson, Olga (#12) - Phone Survey		Yes	No	7	Yes	Yes	Jeff Sample	Yes	Yes
<b>Chose Body Shop Because</b>	Agent Recommendation	My insurance agent recommended this shop.							
<b>Comment</b>	Cust Service	There's always room for improvement in customer service.							
<b>Complaint</b>	Body	My car doesn't look the same as before the repairs. The front-right quarter panel doesn't fit as well as it should.							
<b>Insurance Company:</b>	Sample								

	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Agent Name</u>	<u>Ins Co</u>	<u>Agent</u>
Miller, Kathy (#7) - Phone Survey	Yes	Yes	10	Yes	Yes	Mary Sample	No	No
<b>Chose Body Shop Because</b>	Radio Ad	I heard a radio ad for this shop.						
<b>Compliment</b>	Body Shop	The shop staff treated me like royalty.						
<b>Not Rec Agent</b>	Cust Service	I would not recommend Mary Sample of Sample Insurance. She was rude and ineffective.						
<b>Not Rec Ins Co</b>	Claims Office	I am going to change insurance companies after this experience. Sample Insurance was unprofessional and delayed the payment for way longer than necessary.						
<b>Rec Body Shop</b>	Cust Service	I have already recommended this shop to all my friends and family. They are great!						
<b>Insurance Company:</b>	Sample Insurance							
Montenegro, Luigi (#) - Phone Survey	No	No	1	No	No	John Sample	No	No
<b>Chose Body Shop Because</b>	Internet Ad	I did a search on the internet for local body shops and Sample Collision Center was at the top of the list.						
<b>Complaint</b>	Body	The repairs were done shoddily and my car is an embarrassment to me now.						
<b>Complaint</b>	Cust Service	Everyone at the shop was condescending and treated me like a child, when they weren't ignoring me entirely.						
<b>Not Rec Agent</b>	Inconvenience	I could never find my agent when I needed him.						
<b>Not Rec Body Shop</b>	Cust Service	I would never recommend this shop, except maybe to someone I hate.						
<b>Not Rec Ins Co</b>	Claims Office	The insurance company was awful. The accident wasn't my fault, and they made me pay anyway. Now my rates are going to go up.						
<b>Paint Complaint</b>	Peeling/Adhesion	They used the wrong kind of paint on my car and now it is all peeling off.						
<b>Insurance Company:</b>	Sample							
Pai, Nanette (#3) - Phone Survey	Yes	Yes	8	Yes	Yes	Joe Sample	Yes	Yes
<b>Chose Body Shop Because</b>	Yellow Page Ad	I chose this shop from the yellow pages.						
<b>Complaint</b>	Parts	I didn't like that they replaced the damaged parts with used parts.						
<b>Compliment</b>	Paint	They did a great job on the paint. It looks brand new.						
<b>Insurance Company:</b>	Sample Insurance							
Rodolfo, Michael (#4) - Mail Survey	Yes	Yes	10	Yes	Yes	Mary Sample	Yes	Yes
<b>Chose Body Shop Because</b>	Location	I chose this facility because of its location.						
<b>Compliment</b>	Paint	The paint was flawless.						
<b>Compliment</b>	Repairs	The metal work looks factory fresh.						
<b>Compliment</b>	Cust Serv Rep	Aaron was very patient, answering all of my questions.						
<b>Compliment</b>	Cust Serv Rep	The work was clearly explained by Aaron.						
<b>Compliment</b>	Delivery Date	The work was completed when they promised.						
<b>Compliment</b>	Ins Agent	The agent did a great job!						
<b>Insurance Company:</b>	Sample Insurance							

	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Agent Name</u>	<u>Ins Co</u>	<u>Agent</u>
Ryan, Jenny (#11) - Phone Survey	Yes	Yes	10	Yes	Yes	Jeff Sample	Yes	Yes
<b>Chose Body Shop Because</b>	Repeat Customer My family and I have been customers of this shop for over twenty years, and we'll keep coming back.							
<b>Compliment</b>	Rental car The on-site Enterprise outfit was a huge convenience for me.							
<b>Suggestion</b>	Body Shop The shop should offer frequent-repair discounts.							
<b>Insurance Company:</b>	Sample							
Sawicki, John (#1) - Phone Survey	Yes	Yes	10	Yes	Yes	John Sample	Yes	Yes
<b>Chose Body Shop Because</b>	Family Friend A friend referred me to this shop.							
<b>Compliment</b>	Delivery Date The repairs were finished even sooner than I expected.							
<b>Compliment</b>	Ins Co Sample Insurance is a great company							
<b>Compliment</b>	Loaner car I really appreciated the free loaner car while my car was being fixed.							
<b>Compliment</b>	Estimator Tony was very courteous and professional.							
<b>Rec Body Shop</b>	Cust Service I would recommend this shop for its superior customer service.							
<b>Insurance Company:</b>	Sample							
Showalter, Ernest (#8) - Phone Survey	No	Yes	6	Yes	Yes	Joe Sample	Yes	Yes
<b>Chose Body Shop Because</b>	Location I chose this shop because it is right across the street from where I work.							
<b>Complaint</b>	Cust Serv Rep Nora at the front desk was too preoccupied with a personal phone call to help me when I first arrived.							
<b>Compliment</b>	Cust Serv Rep Sandy was able to answer all of my questions and even comforted me when I was so upset about my car accident.							
<b>Paint Complaint</b>	Finish Flaws There are fish-eyes and orange peel where the new paint blends with the old.							
<b>Insurance Company:</b>	Sample Insurance							
Sure, Harry (#98765) - Phone Survey	Yes	N/A	8	Yes	Yes	Agent Not Specified	Yes	Yes
<b>Insurance Company:</b>								
Warner, Shantall (#6) - Phone Survey	Yes	Yes	9	Yes	No	John Sample	Yes	Yes
<b>Chose Body Shop Because</b>	Print Media Ad I saw a billboard ad for this shop.							
<b>Comment</b>	Delivery Date The shop said my car would be done in 3 days. It took them 5 days, but they were good about calling me with updates.							
<b>Compliment</b>	Paint The paint techs did a great job on the color match.							
<b>Compliment</b>	Ins Agent My insurance agent was very helpful and paid out the claim promptly.							
<b>Insurance Company:</b>	Sample							

	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Agent Name</u>	<u>Ins Co</u>	<u>Agent</u>
Wentworth, Roberta (#10) - Phone Survey	Yes	Yes	9	Yes	Yes	Mary Sample	No	Yes
<b>Chose Body Shop Because</b>	Other The tow-truck driver recommended this shop.							
<b>Compliment</b>	Estimator Sandy gave a quick and fair estimate which allowed us to start the repair process as efficiently as possible.							
<b>Compliment</b>	Paint The paint job looks like brand new. I can't even tell where the old paint ends and the new begins.							
<b>Not Rec Ins Co</b>	Parts Policy I didn't appreciate that the insurance company insisted on after-market parts for my car.							
<b>Rec Agent</b>	Involved with claim My agent was a god-send. She helped us through this upsetting process and paid a fair settlement quickly and with no hassles.							
<b>Insurance Company:</b>	Sample Insurance							
Wooster, Charles (#13) - Phone Survey	Yes	Yes	10	Yes	Yes	John Sample	Yes	Yes
<b>Chose Body Shop Because</b>	Other The police officer at the scene of the accident recommended that I have my car towed to this shop.							
<b>Compliment</b>	Paint The car looks better after the paint job than it did when it was brand new.							
<b>Compliment</b>	Repairs To look at my car now, you'd never know that it was in a head-on collision.							
<b>Compliment</b>	Body Shop Everyone at the body shop made this frightening experience a bearable one.							
<b>Compliment</b>	Delivery Date The repairs were completed even sooner than promised.							
<b>Compliment</b>	Cust Serv Rep Enrico greeted me when I first came in and took care of everything from the estimate to the insurance, to a free loaner car and regular updates of the status of my car.							
<b>Rec Body Shop</b>	Body Shop I hope no one I know will be in need of this shop's services, but if they are, I will surely recommend Sample Collision Center.							
<b>Insurance Company:</b>	Sample Insurance							

# Performance Feedback National Average Comparison



2007-01-01 through 2007-06-13

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
Sample Collision Center	83	96.4 %	97.6 %	94.0 %	97.8 %	97.6 %	95.2 %	78.6 %	87.0 %
National Average for the Last Calendar Quarter		97.0	97.8%	96.7%	94.5%	96.6%	87.9%	91.0%	94.2%

