

Acme Automotive Center, Inc.

May 2010



Customer Satisfaction Indexing Report

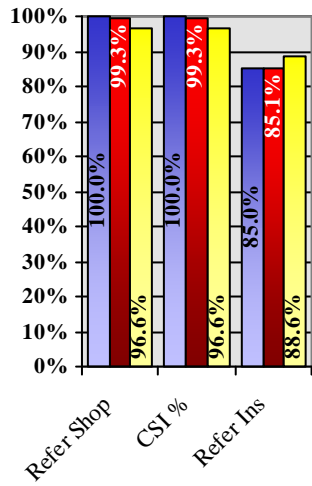
CSi Complete Survey

- 1) Were you satisfied with the way you were greeted when you first arrived at the repair center?
- 2) Were you satisfied with the quality of the repair?
- 3) Were you satisfied with the cleanliness of your vehicle?
- 4) Were you satisfied with the way you were treated by the service representative?
- 5) Were you kept adequately informed during the repair process?
- 6) Was your vehicle ready when promised?
- 7) After the repair, was it necessary to return your vehicle for additional work?
- 8) As a result of this experience, would you refer the shop to family and friends?
- 9) On a scale of 0-10, 10 being the highest, how likely are you to refer the shop to family and friends?
- 10) Were you satisfied with the way your insurance company handled your claim?
- 11) As a result of this experience, would you recommend the insurance company to family and friends?
- 12) On a scale of 0-10, 10 being the highest, how likely are you to refer the Insurance company to family and friends?
- 13) How did you select the shop?

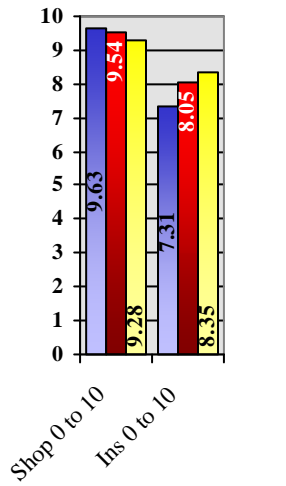


	Submitted	Completed	% Complete	Greeted	Body	Paint	Mech	Detail	Clean	Service	Informed	OnTime	Return Rate	Refer Shop	CSi	Rec Ins	Claim	Shop 0to10	Ins 0to10
Jun 09	89	42	47.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	95.2%	11.9%	100.0%	100.0%	73.7%	92.1%	9.52	7.39
Jul 09	62	35	56.5%	100.0%	97.1%	100.0%	100.0%	100.0%	100.0%	100.0%	97.1%	100.0%	11.4%	100.0%	100.0%	93.5%	93.5%	9.54	8.84
Aug 09	18	17	94.4%	100.0%	100.0%	100.0%	100.0%	100.0%	94.1%	94.1%	94.1%	94.1%	17.6%	100.0%	100.0%	100.0%	87.5%	9.59	9.07
Sep 09	49	34	69.4%	100.0%	100.0%	100.0%	100.0%	100.0%	97.1%	100.0%	97.1%	97.1%	5.9%	100.0%	100.0%	89.3%	100.0%	9.68	8.46
Oct 09	53	38	71.7%	100.0%	100.0%	100.0%	100.0%	100.0%	97.4%	97.4%	94.7%	94.7%	15.8%	94.7%	94.7%	83.3%	91.7%	9.11	8.53
Nov 09	54	35	64.8%	100.0%	100.0%	100.0%	100.0%	100.0%	97.1%	100.0%	97.1%	97.1%	8.6%	100.0%	100.0%	90.0%	93.3%	9.74	8.07
Dec 09	36	27	75%	100.0%	100.0%	100.0%	100.0%	100.0%	96.3%	96.3%	100.0%	100.0%	7.4%	100.0%	100.0%	79.2%	91.7%	9.70	7.75
Jan 10	67	46	68.7%	100.0%	100.0%	100.0%	100.0%	100.0%	97.8%	97.8%	97.8%	95.7%	8.7%	100.0%	100.0%	81.4%	95.3%	9.50	8.22
Feb 10	59	35	59.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.1%	97.1%	91.4%	11.4%	100.0%	100.0%	84.8%	97.0%	9.51	7.82
Mar 10	43	25	58.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	92.0%	96.0%	12.0%	100.0%	100.0%	95.0%	95.0%	9.52	8.55
Apr 10	59	46	78%	100.0%	97.8%	100.0%	97.8%	100.0%	100.0%	100.0%	93.5%	95.7%	21.7%	97.8%	97.8%	81.4%	90.7%	9.52	7.65
May 10	60	46	76.7%	100.0%	100.0%	100.0%	100.0%	100.0%	97.8%	100.0%	93.5%	97.8%	6.5%	100.0%	100.0%	85.0%	92.5%	9.63	7.31
12 months	649	426	65.6%	100.0%	99.5%	100.0%	99.8%	100.0%	98.4%	98.8%	96.2%	96.2%	11.5%	99.3%	99.3%	85.1%	93.5%	9.54	8.05
Industry				99.3%	97.6%	98.7%	98.6%	99.1%	96.9%	98.3%	94.3%	90.1%	13.6%	96.6%	96.6%	88.6%	93.0%	9.28	8.35

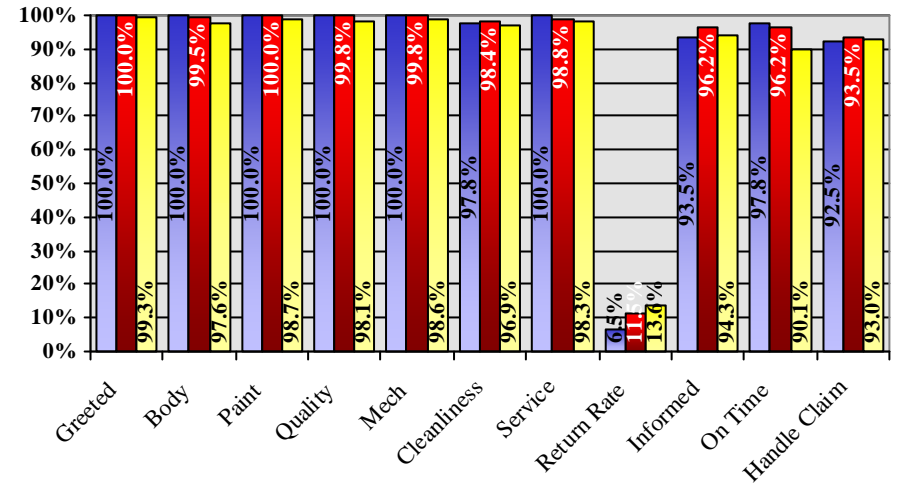
CSI



NPS Drivers



CSI + NPS Drivers



■ May ■ 12M ■ Industry

■ May ■ 12M ■ Industry

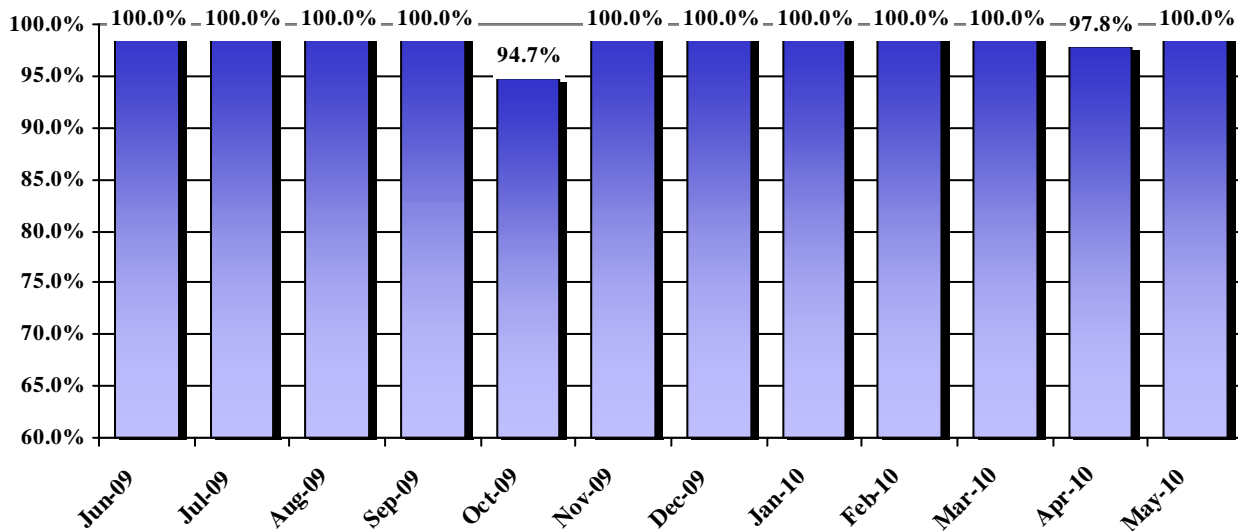
■ May ■ 12M ■ Industry



Congratulations,
Acme Automotive Center, Inc.
on your outstanding commitment to total
customer satisfaction!



Total Customer Satisfaction for Past 12 Months



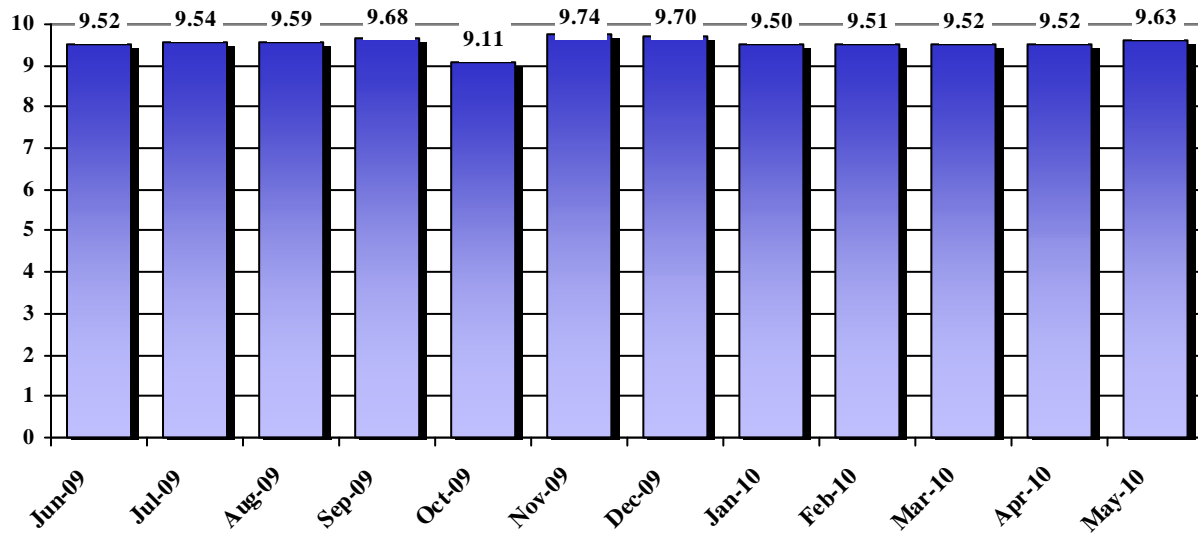
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On a scale of 0-10, 10 being the highest,
how likely are you to refer
Acme Automotive Center, Inc.
to family and friends?



Shop 0 To 10 Score for Past 12 Months



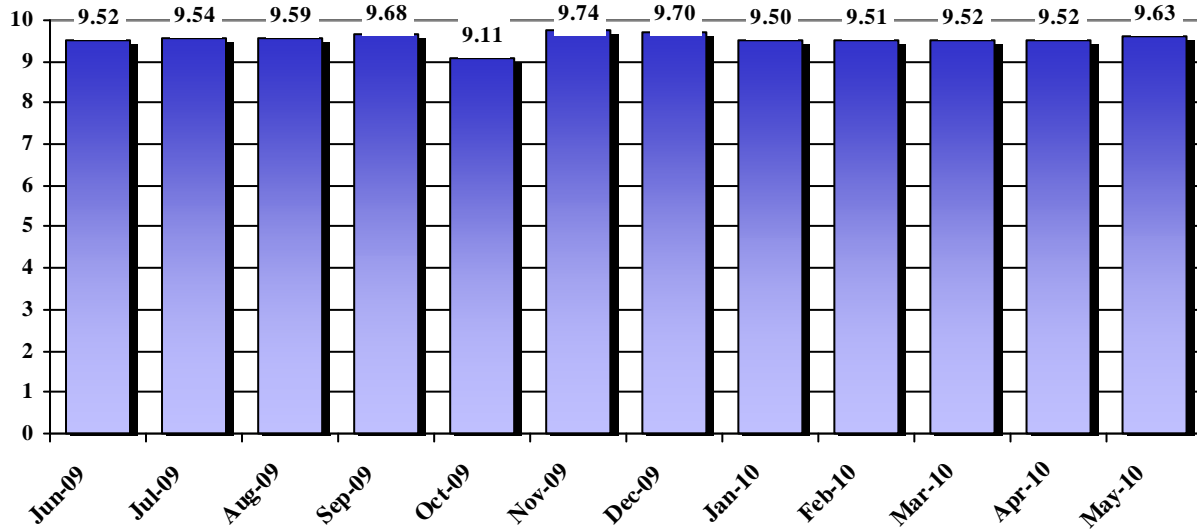
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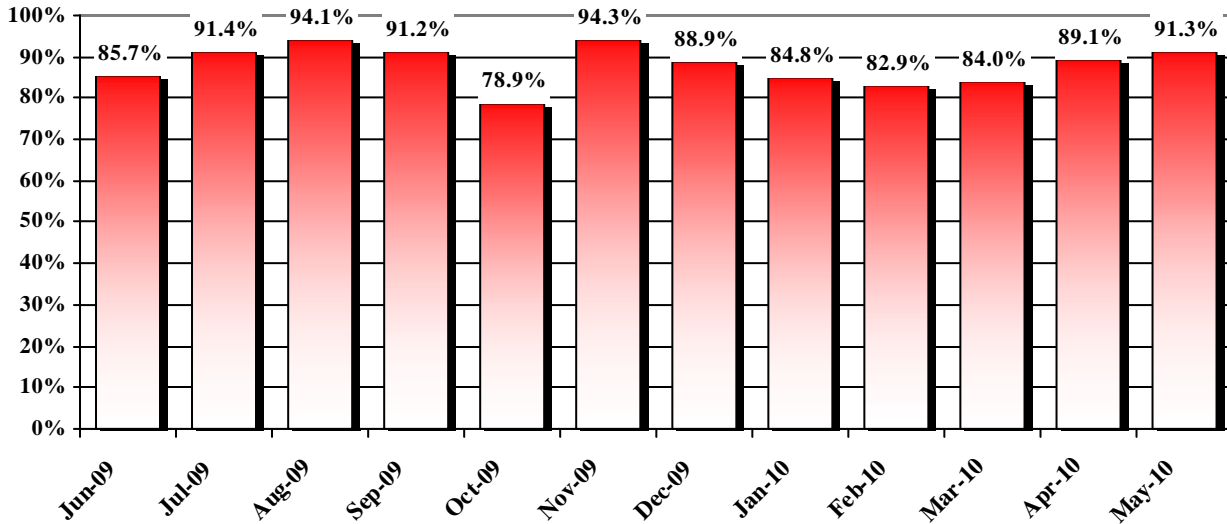
Shop Net Promotor Score (NPS) Report

Acme Automotive Center, Inc.

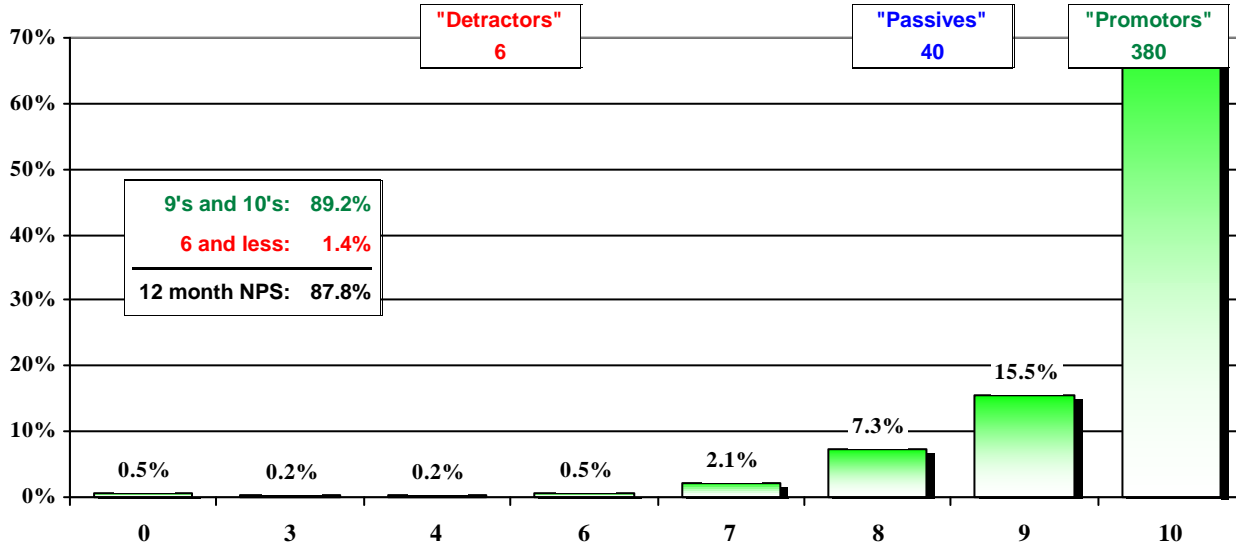
0 to 10 Refer Shop for Past 12 Months



NPS for Past 12 Months



NPS (Scale Results) for Past 12 Months



Acme Automotive Center, Inc.

Customer Comments for May 2010

I was really impressed with how they
handled my claim!

Anne W. - 2008 Toyota

Team: Mike Knox, Chris Nadin, Phil Ford

They were exceptional professional!
They were very informative!

Julie L. - 2006 Scion

Team: Christopher Baranoski, Chris Nadin, Robert Lacas, J

Repair Facility Marketing Report

We thank our valued business partners for recommending

[Acme Automotive Center, Inc.](#)

We thought you should know:

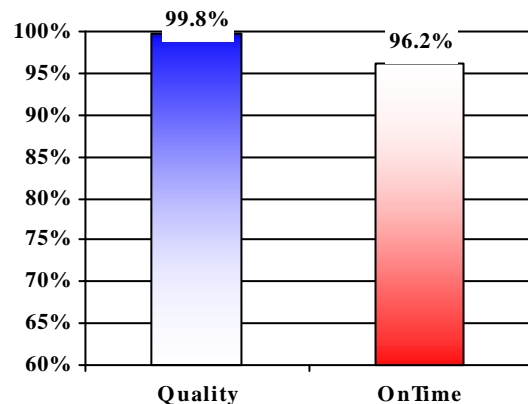
Our overall customer satisfaction is high.



Insurers and agents who deal with us get high claims handling scores.



We consistently score well in the key services of timely delivery and overall quality.



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