

Acme Automotive Center, Inc.

September 2009



Customer Satisfaction Indexing Report

CSI Complete Survey

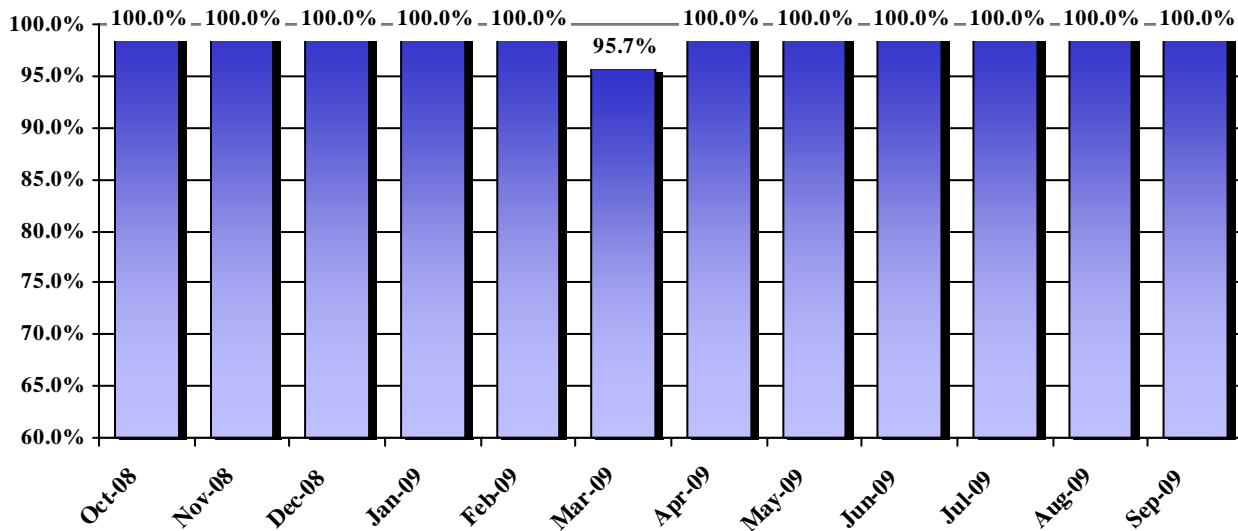
- 1) Were you satisfied with the way you were greeted when you first arrived at the repair center?
- 2) Were you satisfied with the quality of the repair?
- 3) Were you satisfied with the cleanliness of your vehicle?
- 4) Were you satisfied with the way you were treated by the service representative?
- 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?



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



Total Customer Satisfaction for Past 12 Months



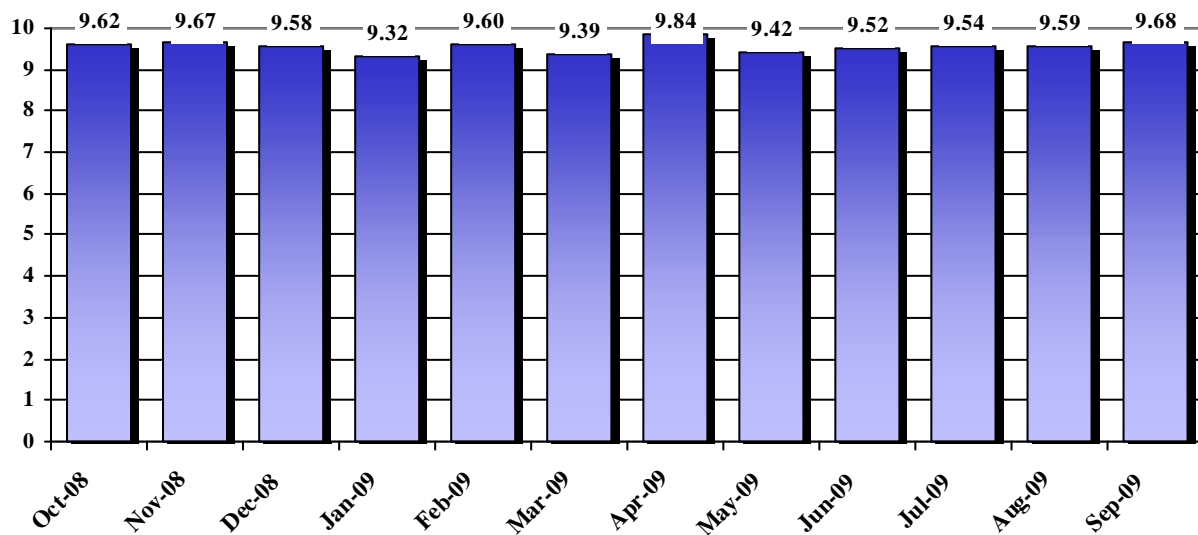
*Information compiled by CSi Complete, a national provider of
CSI and call center services to business. For more information
please call (800) 343-0641. Copyright 2008 CSi Complete*



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



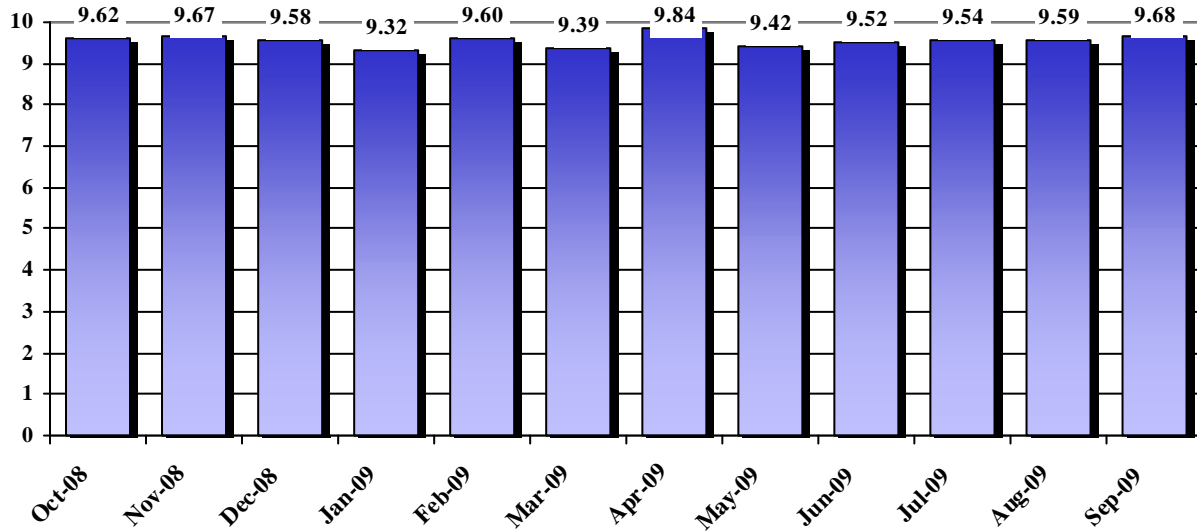
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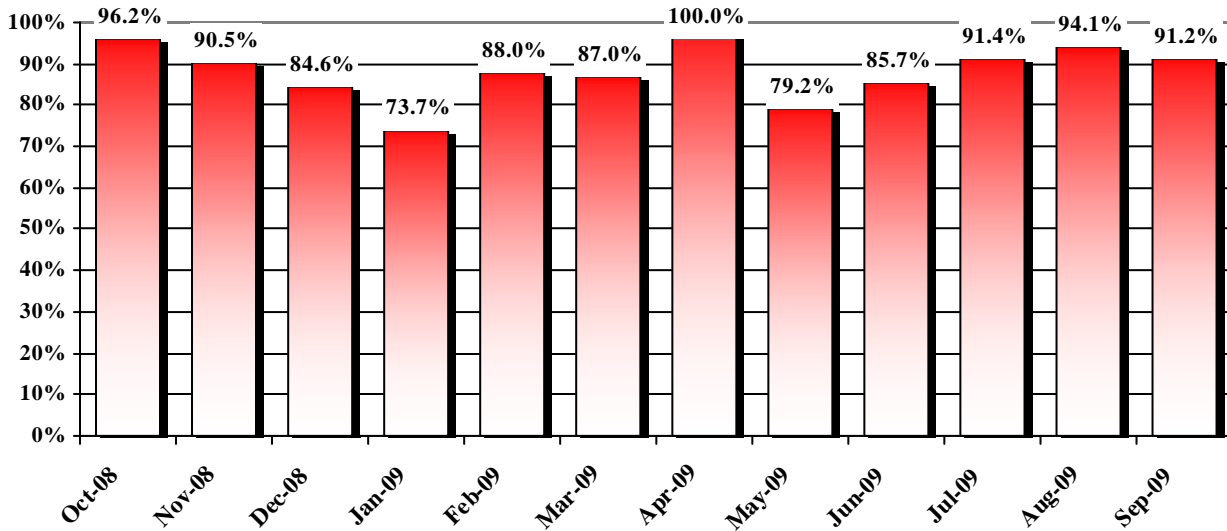
Shop Net Promotor Score (NPS) Report

Acme Automotive Center, Inc.

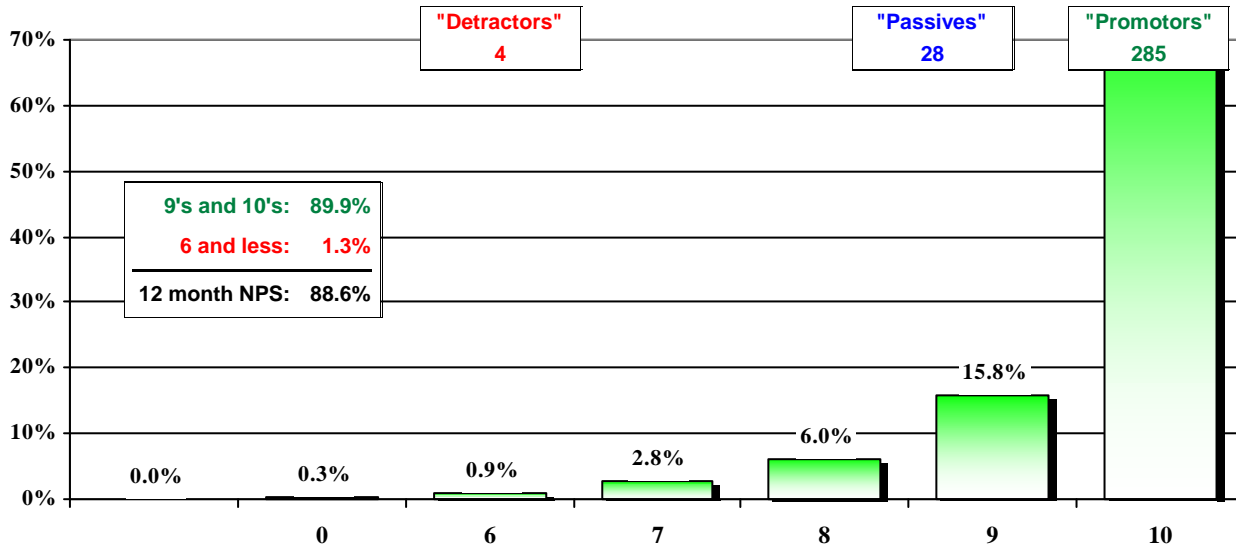
0 to 10 Refer Shop for Past 12 Months



NPS for Past 12 Months



NPS (Scale Results) for Past 12 Months



Acme Automotive Center, Inc.

Customer Comments for September 2009

They are absolutely great people! They
have a good reputation in the
community!

Corey F. - 2005 Honda

Team: , , Lisa Russell

It was great!

John L. - 2009 Honda

am: Christopher Baranoski, Jose Rodriguez, Robert Lacas,

Repair Facility Marketing Report

We thank our valued business partners for recommending

[Acme Automotive Center, Inc.](#)

We thought you should know:

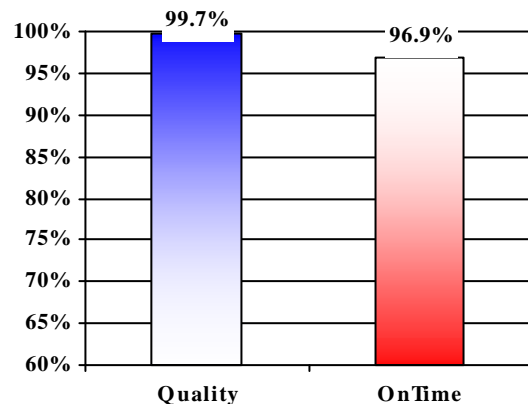
Our overall customer satisfaction is high.



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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