

Collex Collision Experts

March 2015



Customer Satisfaction Indexing Report Collision Division - Shop

Customer Survey

- 1) On a scale of 0-10, how likely are you to refer the shop to family and friends?
- 2) On a scale of 0-10, how likely are you to refer the Insurance Company to family and friends?
- 3) On a scale of 0-10, how satisfied were you with the quality of the repair?
- 4) Were you kept adequately informed during the repair process?
- 5) Was your vehicle ready when promised?
- 6) After the repair, was it necessary to return your vehicle for additional work?



| | Submitted | Completed | % Complete | Quality | Informed | OnTime | Return Rate | Shop 0to10 | Shop NPS | Ins NPS |
|------------------------------|-----------|-----------|------------|---------|----------|--------|-------------|------------|----------|---------|
| Apr 14 | 134 | 58 | 43.3% | 9.76 | 100.0% | 89.7% | 3.4% | 9.62 | 86.2% | 76.0% |
| May 14 | 133 | 55 | 41.4% | 9.18 | 96.4% | 92.7% | 12.7% | 9.15 | 72.7% | 60.4% |
| Jun 14 | 86 | 36 | 41.9% | 9.33 | 97.2% | 94.4% | 13.9% | 9.39 | 83.3% | 75.0% |
| Jul 14 | 109 | 42 | 38.5% | 9.83 | 100.0% | 97.6% | 19.0% | 9.67 | 88.1% | 73.7% |
| Aug 14 | 92 | 48 | 52.2% | 9.83 | 97.9% | 97.9% | 8.3% | 9.88 | 97.9% | 56.4% |
| Sep 14 | 108 | 55 | 50.9% | 9.87 | 100.0% | 98.2% | 9.1% | 9.89 | 98.2% | 68.9% |
| Oct 14 | 89 | 31 | 34.8% | 9.87 | 100.0% | 96.8% | 9.7% | 9.71 | 93.5% | 72.0% |
| Nov 14 | 83 | 38 | 45.8% | 9.63 | 100.0% | 100.0% | 10.5% | 9.79 | 97.4% | 59.4% |
| Dec 14 | 93 | 51 | 54.8% | 9.71 | 100.0% | 92.2% | 7.8% | 9.59 | 84.3% | 82.9% |
| Jan 15 | 87 | 55 | 63.2% | 9.82 | 100.0% | 96.4% | 5.5% | 9.76 | 92.7% | 37.8% |
| Feb 15 | 83 | 52 | 62.7% | 9.71 | 96.2% | 98.1% | 5.8% | 9.67 | 92.3% | 72.9% |
| Mar 15 | 102 | 46 | 45.1% | 9.65 | 100.0% | 95.7% | 6.5% | 9.63 | 93.5% | 71.1% |
| 12 months | 1199 | 567 | 47.3% | 9.68 | 98.9% | 95.6% | 9.0% | 9.64 | 89.8% | 66.9% |
| CSi Complete Industry | | | | 9.51 | 93.1% | 88.3% | 14.1% | 9.27 | 77.7% | 62.8% |



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