

AutocheX Client: FACTORY FINISH, INC.

Survey Date:

Customer's Name:

Claim No.:

Customer's Phone:

AutocheX Job ID:

QUESTION

SCORE/COMMENTS

- 1.) Did you have contact with FACTORY FINISH within 24 business hours of Selecting them repair to your vehicle?
- 2.) On a scale of 1 to 10, where 1 is completely dissatisfied and 10 is completely satisfied, how satisfied were you with the shop's explanation of their process?
- 3.) On a scale of 1 to 10, how would you rate your satisfaction with the quality of the work done to your vehicle?
- 4.) On a scale from 1 to 10, where 1 is completely dissatisfied and 10 completely satisfied, how would you rate your satisfaction with the care and concern expressed by the shop?
- 5.) On a scale of 1 to 10, how satisfied were you that the shop completed your repairs in a timely manner?
- 6.) Was your vehicle ready when promised?
- 7.) On a scale of 1 to 10, how satisfied were you that the shop kept you adequately informed during the repair process?
- 8.) On a scale of 1 to 10, where 1 is very unlikely and 10 is very likely, how likely is it that you would recommend the shop to a friend or family member?
- 9.) On a scale of 1 to 10, how likely is it that you would recommend Allstate to a friend or family member?
- 10.) For verification purposes only, may I please have your name?

This survey is sponsored by Factory Finish, Inc.

OUR GOAL IS TO KEEP YOU AND YOUR FAMILY, OUR CUSTOMERS FOR LIFE!