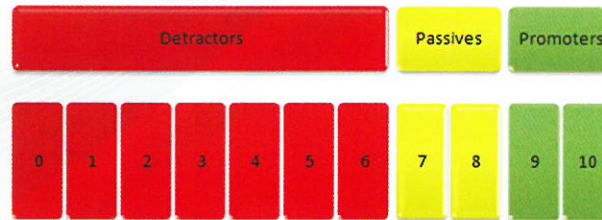


THE ULTIMATE QUESTION

The survey's first question specifically asks "how likely is it that you would recommend our bodyshop to a friend or colleague" on a 0-10 scale. Your response to this question is then categorised as follows:

- **PROMOTERS** (score 9-10) are loyal customers who would have no hesitation in using our bodyshop again and recommending us.
- **PASSIVES** (score 7-8) are generally satisfied customers who would be indifferent to using our bodyshop again.
- **DETRACTORS** (score 0-6) are unhappy customers who would be likely to share negative experiences with their friends.



IMPORTANT: Any score below 9 is regarded as negative and adversely affects your insurer's perception of our performance.

Only scores of 9 or 10 are positive, so if you were happy with our service please could you score us accordingly?

FIX AUTO ROCHESTER

Main Road, Chattenden, Rochester,
Kent ME3 8LL
Phone: 01634 253211
rochester@fixauto.com
www.fixautorochester.co.uk

FIX AUTO MAIDSTONE

Unit 1, Gibraltar Lane, Maidstone,
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Phone: 01622 678090
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HOW TO OBTAIN YOUR LIFETIME WARRANTY

We hope you will be completely satisfied with our service and the quality of your repair.

Upon completion of your repair, you will receive a short customer survey via e-mail. Dependent on the security settings on your PC, the e-mail may drop in to your junk - or 'spam' e-mail folder. Please be assured that the e-mail is from a secure server and is not in any way detrimental to your PC once opened.

The e-mail will be sent from "DoNotReply@fixsystem.co.uk" and the subject will be "Fix Auto Lifetime Warranty". It will contain a link to a secure website, on which are a small number of questions specific to your repair. This should take you less than 5 minutes to complete, and we will carefully consider any comments that you make.

Your feedback will be gratefully received, as this not only helps us to improve our service, but also helps our clients to gauge our performance.

Once the survey is completed, a copy of the lifetime warranty for your repairs can be printed off for safe keeping.

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