



*So that we can provide the best customer service,
we need a little help from you!*

Name:			Estimate #
Address	City	State	Zip
Home Phone	Work Phone	Cell Phone	Email
Vehicle Year:	Make:	Model:	Color:
Your Insurance Company:		Agent:	
Other Driver's Insurance Company:			

Are you having your vehicle repaired here at our shop? Yes _____ No _____

- 1. How did you hear about our shop?**
- Repeat Customer
 - Customer Referral
 - Insurance Claims Department
 - Agent Referral
 - Tow Company
 - Auto Dealer
 - Radio Ad
 - Drive By
 - Building Sign
 - Web Page
 - Insurance Company Referral
 - Yelp
 - Google Review
 - Other _____

- 2. Who is paying for the repairs?**
- My Insurance company
 - Their Insurance Company
 - I'm paying for the repairs myself
 - Unsure at this time

3. Do you have an estimate already prepared by the Insurance Company?
 Yes: _____ No: _____

4. Do you have another estimate?
 Yes: _____ No: _____

- 5. Do you need assistance processing Your ins. Claim?**
 Yes: _____ No: _____

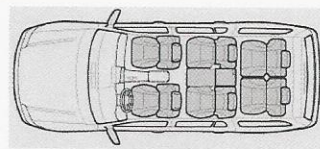
- 6. What is your number one concern about the repairs to your vehicle?**
- Customer Service
 - Price
 - Deductible
 - Color Match
 - OEM Parts
 - Time in Shop
 - Quality of Repairs
 - Parts
 - Warranty
 - Frame/ Wheel Alignment
 - Other _____

7. Are you going to get another estimate?
 Yes: _____ No: _____

8. Do you need a vehicle while yours is being repaired?
 Yes: _____ No: _____

9. Do you have rental coverage?
 Yes: _____ No: _____ Don't know: _____

10. If you don't have rental coverage would you need a loaner vehicle?
 Yes: _____ No: _____



How many passenger were in the vehicle _____
 Child safety seats _____

Please mark where all passengers were seated. Was there any loose or heavy cargo located in the vehicle, what and where?

- 11. While repairs are preformed, how would you like to be contacted?**
- Cell Phone
 - Home Phone
 - Work Phone
 - Text
 - E-Mail
 - Just call me when its completed
 - Other _____

12. Do you have any warning lights on in the instrument panel?
 Yes: _____ No: _____

We want to exceed our customers expectations, How can we do that and earn all 10's?
