

Impact Automotive

Evaluation Report

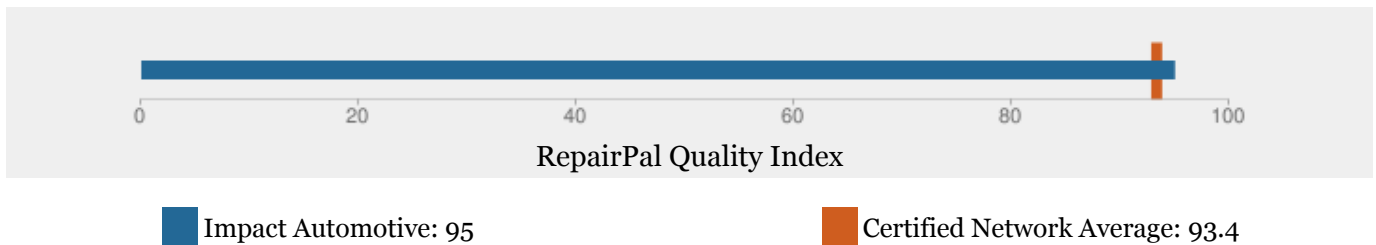
RepairPal Certification is a rigorous process that ensures only those committed to providing their customers with a high quality and trusted repair experience will pass. During this process we learned a lot about Impact Automotive. We have created this report to summarize the scores shown on your RepairPal profile page, provide feedback for your business, and show how you compare to your peers in the RepairPal Certified Network.

Your report has three sections:

RepairPal Quality Index
Customer Satisfaction Report
Scoring Report

RepairPal Quality Index:

This score reflects all of the information we collected during certification.



Customer Satisfaction Report:

This report displays your Net Promoter Score™ and other results from our unbiased customer satisfaction survey. (Page 2)

Scoring Report:

This breaks down our certification into four categories: Technical Ability, Tools & Equipment, Customer Service, and Convenience. (Page 3)



Customer Satisfaction Report

Below is a summary of the responses from 19 of your customers, as well as a description of how your Net Promoter Score™ (NPS) was calculated.

Net Promoter Score™ (NPS) is used by many industries. It is a measure of your customers willingness to promote your business, based on their response to the question:

How likely is it you would recommend Impact Automotive to a friend or colleague?

| Not at all likely | | | | | | | | | | | Extremely likely |
|-------------------|---|---|---------|---|---|---|-----------|---|---|----|------------------|
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
| 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 2 | 15 | |
| Detractors | | | Neutral | | | | Promoters | | | | |
| 2 (11%) | | | 0 | | | | 17 (89%) | | | | |

$\% \text{ Promoters (89)} - \% \text{ Detractors (11)} = \text{Net Promoter Score (79)}$

Your NPS: 79

(Certified Network Average 73)

| | Very Dissatisfied | | | | | Very Satisfied | |
|--|-------------------|---|---|--------|---------|----------------|--|
| | 1 | 2 | 3 | 4 | 5 | | |
| How do you feel about the quality of the work performed? | 0 | 0 | 0 | 3 | 15 | | |
| How do you feel about the price you paid? | 0 | 0 | 0 | 6 | 10 | | |
| Were you pressured into repairs that were not needed? | | | | Yes | No | | |
| | | | | 1 (6%) | 17 | | |
| Was your car ready when promised? | | | | 11 | 5 (31%) | | |
| Was the work performed on your car explained sufficiently? | | | | 19 | 0 (0%) | | |
| Was your car fixed correctly the first time? | | | | 12 | 4 (25%) | | |
| Does this shop treat you with respect? | | | | 19 | 0 (0%) | | |

Repair order date range: 03/12/2019 thru 03/26/2019

Totals may vary due to unanswered questions.

Scoring Report

Please contact your Account Manager if you would like more information regarding these scores.

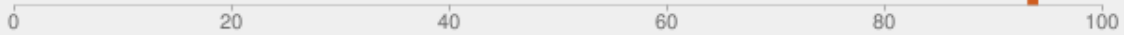
 Impact Automotive

 Certified Network Average



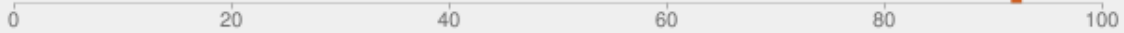
Technical Ability: 94 (avg 95)

Criteria: Technician experience, tenure, training and certifications. Results of your customers feedback regarding: "How do you feel about the quality of the work performed?"



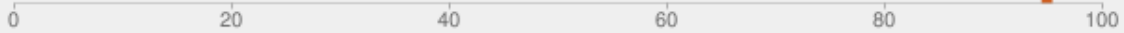
Tools & Equipment: 95 (avg 94)

Criteria: Scan tool coverage & capabilities, shop equipment and technical information & assistance made available to your staff.



Customer Service: 92 (avg 93)

Criteria: Adviser experience, tenure, training, and certifications. Results of your customer feedback regarding: Price paid, Up-sell pressure and "Was your car ready when promised?".



Customer Convenience: 93 (avg 95)

Criteria: Hours of operation, offerings (shuttle, rental car, loaner car, WiFi, Early Bird Drop-off), facility and your Walk Score™.

Please Note: It's best to compare your scores to that of other Certified shops and dealers, not a score of 100, which is intentionally very difficult to achieve.