



2300 N. BARRINGTON ROAD, SUITE 400
HOFFMAN ESTATES, ILLINOIS 60169

September 2014

Regarding Your Insured:
Jerald Betts
Wichita

Mr. Jayson Hanschu
American Family
104 East 1st Street
Suite A
Hillsboro, KS 67063

Dear Mr. Hanschu,

Recently, Jerald Betts of Wichita had a 2007 Ford F-150 repaired at Auto Craft Collision Repair in Wichita, and you were noted as the insurance representative of record. Following the repair, we sent a customer satisfaction audit to Jerald Betts.

Below is a recap ("Report Card") of how Jerald completed the audit. This may assist you in better understanding how Auto Craft Collision Repair performed for this customer. If there are problems noted, we encourage communication with yourself and the repair shop to resolve any difficulties. "A satisfied customer is good for business."

In addition, you are welcome to contact us directly if you have any questions or comments regarding this - or any - repair.

Thank you Mr. Hanschu for taking the time to review this document.

Sincerely,

Michele LaPorte
Director Of Member Compliance

<h2>AUTO CRAFT COLLISION REPAIR</h2>									
10760 W. KELLOGG • WICHITA, KS 67209 • P: (316) 729-6828 • F: (316) 201-6470									
Satisfaction Results:									
Workmanship	Courtesy	Communicate	Cleanliness	Repair Reviewed	Warranty Review	Delivery Date Given	Delivery Date Met	Shop Customer Satisfaction Index	
100.00	100.00	100.00	100.00	Yes	Yes	Yes	Yes	100.00%	
Shop Selection:				Customer Comments by Jerald Betts:					
Lowest Estimate	Shop Courtesy	Great Location	Online Reviews	Customer Comments: They are flat out awesome.					
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>						
TV Radio	Special Offers	Internet Search	Market Reputation						
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>						
Shop Appearance	Shop Warranty	MFG Certified	Social Media						
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>						
Repair Out Date:									
Mon, Apr 21, 2014									
								Would Refer Shop	
								Yes	
								Insurance/Agent Performance:	
								Insurance Agent Satisfaction Index	
								100.00%	
								Insurance Company	
								CSI	Would Refer
								100.00%	Yes



2300 N. BARRINGTON ROAD, SUITE 400
HOFFMAN ESTATES, ILLINOIS 60169

September 2014

Regarding Your Insured:
James Stearns
Goddard

Chris Post
American Family
2121 N. Tyler Road
Suite 111
Wichita, KS 67212

Dear Chris,

Recently, James Stearns of Goddard had a 2002 Volvo C70 repaired at Auto Craft Collision Repair in Wichita, and you were noted as the insurance representative of record. Following the repair, we sent a customer satisfaction audit to James Stearns.

Below is a recap ("Report Card") of how James completed the audit. This may assist you in better understanding how Auto Craft Collision Repair performed for this customer. If there are problems noted, we encourage communication with yourself and the repair shop to resolve any difficulties. "A satisfied customer is good for business."

In addition, you are welcome to contact us directly if you have any questions or comments regarding this - or any - repair.

Thank you Chris for taking the time to review this document.

Sincerely,

Michele LaPorte
Director Of Member Compliance

<h2>AUTO CRAFT COLLISION REPAIR</h2>									
10760 W. KELLOGG • WICHITA, KS 67209 • P: (316) 729-6828 • F: (316) 201-6470									
Satisfaction Results:									
Workmanship	Courtesy	Communicate	Cleanliness	Repair Reviewed	Warranty Review	Delivery Date Given	Delivery Date Met	Shop Customer Satisfaction Index	
100.00	100.00	100.00	100.00	Yes	Yes	Yes		100.00%	
Shop Selection:				Customer Comments by James Stearns:					
Lowest Estimate	Shop Courtesy	Great Location	Online Reviews	Referral By: American Family					
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>						
TV Radio	Special Offers	Internet Search	Market Reputation						
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>						
Shop Appearance	Shop Warranty	MFG Certified	Social Media						
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>						
Repair Out Date:									
Fri, Jun 6, 2014									
								Would Refer Shop	
								Yes	
								Insurance/Agent Performance:	
								Insurance Agent Satisfaction Index	
								100.00%	
								Insurance Company	
								CSI	Would Refer
								<input type="checkbox"/>	<input type="checkbox"/>



2300 N. BARRINGTON ROAD, SUITE 400
HOFFMAN ESTATES, ILLINOIS 60169

September 2014

Kerri Mauck
American Family
10616 West Maple
Suite 400
Wichita, KS 67209

Regarding Your Insured:
Brett Hamilton
Wichita

Dear Kerri,

Recently, Brett Hamilton of Wichita had a 2010 Ford Fusion repaired at Auto Craft Collision Repair in Wichita, and you were noted as the insurance representative of record. Following the repair, we sent a customer satisfaction audit to Brett Hamilton.

Below is a recap ("Report Card") of how Brett completed the audit. This may assist you in better understanding how Auto Craft Collision Repair performed for this customer. If there are problems noted, we encourage communication with yourself and the repair shop to resolve any difficulties. "A satisfied customer is good for business."

In addition, you are welcome to contact us directly if you have any questions or comments regarding this - or any - repair.

Thank you Kerri for taking the time to review this document.

Sincerely,

Michele LaPorte
Director Of Member Compliance

<h2>AUTO CRAFT COLLISION REPAIR</h2>									
10760 W. KELLOGG • WICHITA, KS 67209 • P: (316) 729-6828 • F: (316) 201-6470									
Satisfaction Results:									
Workmanship	Courtesy	Communicate	Cleanliness	Repair Reviewed	Warranty Review	Delivery Date Given	Delivery Date Met	Shop Customer Satisfaction Index	
100.00	100.00	100.00	100.00	Yes	Yes	Yes	Yes	100.00%	
Shop Selection:				Customer Comments by Brett Hamilton:					
Lowest Estimate	Shop Courtesy	Great Location	Online Reviews	Customer Comments: I have to tell you that this was not only the best customer service I have ever experienced from a body shop or mechanic but it is quite possibly the best customer service I have experienced in the entire city!!! Better than my cleaner's, the mall, the grocery store, etc. They could all learn something from your staff, from Amber at the front desk to the guy who handled everything for me including a loaner car, both were over the top great!!! My highest recommendation!!! Four Stars. It was fantastic!					
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>						
TV Radio	Special Offers	Internet Search	Market Reputation						
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>						
Shop Appearance	Shop Warranty	MFG Certified	Social Media						
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>						
Repair Out Date:									
Tue, Jul 1, 2014									
								Would Refer Shop	
								Yes	
								Insurance/Agent Performance:	
								Insurance Agent Satisfaction Index	
								100.00%	
								Insurance Company	
								CSI	Would Refer
								80.00%	Yes



2300 N. BARRINGTON ROAD, SUITE 400
HOFFMAN ESTATES, ILLINOIS 60169

September 2014

Regarding Your Insured:
Darold Yates
Wichita

John Rouse
American Family
9091 W. Central Avenue
Wichita, KS 67212

Dear John,

Recently, Darold Yates of Wichita had a 1995 Dodge Dakota repaired at Auto Craft Collision Repair in Wichita, and you were noted as the insurance representative of record. Following the repair, we sent a customer satisfaction audit to Darold Yates.

Below is a recap ("Report Card") of how Darold completed the audit. This may assist you in better understanding how Auto Craft Collision Repair performed for this customer. If there are problems noted, we encourage communication with yourself and the repair shop to resolve any difficulties. "A satisfied customer is good for business."

In addition, you are welcome to contact us directly if you have any questions or comments regarding this - or any - repair.

Thank you John for taking the time to review this document.

Sincerely,

Michele LaPorte
Director Of Member Compliance

<h2>AUTO CRAFT COLLISION REPAIR</h2>										
10760 W. KELLOGG • WICHITA, KS 67209 • P: (316) 729-6828 • F: (316) 201-6470										
Satisfaction Results:										
Workmanship	Courtesy	Communicate	Cleanliness	Repair Reviewed	Warranty Review	Delivery Date Given	Delivery Date Met	Shop Customer Satisfaction Index		
100.00	100.00	60.00	80.00	Yes	No	Yes	No	74.00%		
Shop Selection:				Customer Comments by Darold Yates:						Would Refer Shop
Lowest Estimate	Shop Courtesy	Great Location	Online Reviews							Yes
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>							
TV Radio	Special Offers	Internet Search	Market Reputation							
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>							
Shop Appearance	Shop Warranty	MFG Certified	Social Media							Insurance/Agent Performance:
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>							Insurance Agent Satisfaction Index
Repair Out Date:										60.00%
Wed, Jul 9, 2014										Insurance Company
										CSI
										Would Refer
										<input type="checkbox"/>
										<input type="checkbox"/>



2300 N. BARRINGTON ROAD, SUITE 400
HOFFMAN ESTATES, ILLINOIS 60169

September 2014

Regarding Your Insured:
**Mary Trion
Goddard**

Mike Hyde
Farmers Insurance
1307 W. 31st Street S
Wichita, KS 67217

Dear Mike,

Recently, Mary Trion of Goddard had a 2012 Honda Accord repaired at Auto Craft Collision Repair in Wichita, and you were noted as the insurance representative of record. Following the repair, we sent a customer satisfaction audit to Mary Trion.

Below is a recap ("Report Card") of how Mary completed the audit. This may assist you in better understanding how Auto Craft Collision Repair performed for this customer. If there are problems noted, we encourage communication with yourself and the repair shop to resolve any difficulties. "A satisfied customer is good for business."

In addition, you are welcome to contact us directly if you have any questions or comments regarding this - or any - repair.

Thank you Mike for taking the time to review this document.

Sincerely,

Michele LaPorte
Director Of Member Compliance

<h2>AUTO CRAFT COLLISION REPAIR</h2>										
10760 W. KELLOGG • WICHITA, KS 67209 • P: (316) 729-6828 • F: (316) 201-6470										
Satisfaction Results:										
Workmanship	Courtesy	Communicate	Cleanliness	Repair Reviewed	Warranty Review	Delivery Date Given	Delivery Date Met	Shop Customer Satisfaction Index		
100.00	100.00	100.00	100.00	Yes	Yes	Yes	Yes	100.00%		
Shop Selection:				Customer Comments by Mary Trion:						Would Refer Shop Yes Insurance/Agent Performance: Insurance Agent Satisfaction Index 100.00% Insurance Company CSI Would Refer <input type="text"/> <input type="text"/>
Lowest Estimate	Shop Courtesy	Great Location	Online Reviews	Referral By: Mike Hyde Agency - Farmers. Customer Comments: Very pleased.						
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>							
TV Radio	Special Offers	Internet Search	Market Reputation							
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>							
Shop Appearance	Shop Warranty	MFG Certified	Social Media							
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>							
Repair Out Date:										
Fri, Jun 20, 2014										



2300 N. BARRINGTON ROAD, SUITE 400
HOFFMAN ESTATES, ILLINOIS 60169

September 2014

Regarding Your Insured:
**Dennis & Carolyn Mason
Goddard**

John Rouse
American Family
9091 W. Central Avenue
Wichita, KS 67212

Dear John,

Recently, Dennis & Carolyn Mason of Goddard had a 2013 Chrysler 300 repaired at Auto Craft Collision Repair in Wichita, and you were noted as the insurance representative of record. Following the repair, we sent a customer satisfaction audit to Dennis & Carolyn Mason.

Below is a recap ("Report Card") of how Dennis & Carolyn completed the audit. This may assist you in better understanding how Auto Craft Collision Repair performed for this customer. If there are problems noted, we encourage communication with yourself and the repair shop to resolve any difficulties. "A satisfied customer is good for business."

In addition, you are welcome to contact us directly if you have any questions or comments regarding this - or any - repair.

Thank you John for taking the time to review this document.

Sincerely,

Michele LaPorte
Director Of Member Compliance

<h2>AUTO CRAFT COLLISION REPAIR</h2>										
10760 W. KELLOGG • WICHITA, KS 67209 • P: (316) 729-6828 • F: (316) 201-6470										
Satisfaction Results:										
Workmanship	Courtesy	Communicate	Cleanliness	Repair Reviewed	Warranty Review	Delivery Date Given	Delivery Date Met	Shop Customer Satisfaction Index		
100.00	100.00	100.00	100.00	Yes	Yes	Yes	Yes	100.00%		
Shop Selection:				Customer Comments by Dennis & Carolyn Mason:						Would Refer Shop <div style="text-align: center; border: 1px solid black; padding: 5px;">Yes</div> Insurance/Agent Performance: Insurance Agent Satisfaction Index <div style="border: 1px solid black; height: 20px; width: 100%;"></div> Insurance Company CSI Would Refer <div style="display: flex; justify-content: space-between;"><div style="border: 1px solid black; width: 40%; height: 20px;"></div><div style="border: 1px solid black; width: 40%; height: 20px;"></div></div>
Lowest Estimate	Shop Courtesy	Great Location	Online Reviews							
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>							
TV Radio	Special Offers	Internet Search	Market Reputation							
Shop Appearance	Shop Warranty	MFG Certified	Social Media							
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>							
Repair Out Date:										
Wed, Jul 23, 2014										



2300 N. BARRINGTON ROAD, SUITE 400
HOFFMAN ESTATES, ILLINOIS 60169

September 2014

Regarding Your Insured:
Ralph Bolin
Goddard

Ms. Pamela Kirk
American Family
1317 North Maize Road
Suite 103
Wichita, KS 67212

Dear Ms. Kirk,

Recently, Ralph Bolin of Goddard had a 2005 Buick LeSabre repaired at Auto Craft Collision Repair in Wichita, and you were noted as the insurance representative of record. Following the repair, we sent a customer satisfaction audit to Ralph Bolin.

Below is a recap ("Report Card") of how Ralph completed the audit. This may assist you in better understanding how Auto Craft Collision Repair performed for this customer. If there are problems noted, we encourage communication with yourself and the repair shop to resolve any difficulties. "A satisfied customer is good for business."

In addition, you are welcome to contact us directly if you have any questions or comments regarding this - or any - repair.

Thank you Ms. Kirk for taking the time to review this document.

Sincerely,

Michele LaPorte
Director Of Member Compliance

<h2>AUTO CRAFT COLLISION REPAIR</h2>															
10760 W. KELLOGG • WICHITA, KS 67209 • P: (316) 729-6828 • F: (316) 201-6470															
Satisfaction Results:															
Workmanship	Courtesy	Communicate	Cleanliness	Repair Reviewed	Warranty Review	Delivery Date Given	Delivery Date Met	Shop Customer Satisfaction Index							
100.00	100.00	80.00	100.00	Yes	Yes	No	<input type="text"/>	86.67%							
Shop Selection:				Customer Comments by Ralph Bolin:						Would Refer Shop					
Lowest Estimate	Shop Courtesy	Great Location	Online Reviews	<div style="border: 1px solid gray; height: 150px; width: 100%;"></div>						Yes					
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>												
TV Radio	Special Offers	Internet Search	Market Reputation												
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>												
Shop Appearance	Shop Warranty	MFG Certified	Social Media							Insurance/Agent Performance:					
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>							Insurance Agent Satisfaction Index					
Repair Out Date:										100.00%					
Tue, Jul 15, 2014										Insurance Company					
										CSI					
										Would Refer					
										<input type="text"/>					
										<input type="text"/>					



2300 N. BARRINGTON ROAD, SUITE 400
HOFFMAN ESTATES, ILLINOIS 60169

September 2014

Tammy Long
State Farm
2803 W. 13th Street N.
Wichita, KS 67203

Regarding Your Insured:
Dianne Gerdson
Wichita

Dear Tammy,

Recently, Dianne Gerdson of Wichita had a 2010 Toyota Camry repaired at Auto Craft Collision Repair in Wichita, and you were noted as the insurance representative of record. Following the repair, we sent a customer satisfaction audit to Dianne Gerdson.

Below is a recap ("Report Card") of how Dianne completed the audit. This may assist you in better understanding how Auto Craft Collision Repair performed for this customer. If there are problems noted, we encourage communication with yourself and the repair shop to resolve any difficulties. "A satisfied customer is good for business."

In addition, you are welcome to contact us directly if you have any questions or comments regarding this - or any - repair.

Thank you Tammy for taking the time to review this document.

Sincerely,

Michele LaPorte
Director Of Member Compliance

<h2>AUTO CRAFT COLLISION REPAIR</h2>										
10760 W. KELLOGG • WICHITA, KS 67209 • P: (316) 729-6828 • F: (316) 201-6470										
Satisfaction Results:										
Workmanship	Courtesy	Communicate	Cleanliness	Repair Reviewed	Warranty Review	Delivery Date Given	Delivery Date Met	Shop Customer Satisfaction Index		
100.00	100.00	100.00	100.00	Yes	Yes	Yes	Yes	100.00%		
Shop Selection:				Customer Comments by Dianne Gerdson:						Would Refer Shop
Lowest Estimate	Shop Courtesy	Great Location	Online Reviews	Customer Comments: I was completely satisfied. I walked in the door with my estimate from State Farm and was promptly and professionally assisted.						Yes
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>							
TV Radio	Special Offers	Internet Search	Market Reputation							
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>							
Shop Appearance	Shop Warranty	MFG Certified	Social Media							Insurance/Agent Performance:
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>							Insurance Agent Satisfaction Index
Repair Out Date:										100.00%
Wed, Jul 16, 2014										Insurance Company
										CSI
										Would Refer
										100.00%
										Yes



2300 N. BARRINGTON ROAD, SUITE 400
HOFFMAN ESTATES, ILLINOIS 60169

September 2014

Mr. Bill Mull
Allstate
4800 West Maple Street
Suite 116
Wichita, KS 67209

Regarding Your Insured:
Lisa Boehmke
Wichita

Dear Mr. Mull,

Recently, Lisa Boehmke of Wichita had a 2011 Ford Fusion repaired at Auto Craft Collision Repair in Wichita, and you were noted as the insurance representative of record. Following the repair, we sent a customer satisfaction audit to Lisa Boehmke.

Below is a recap ("Report Card") of how Lisa completed the audit. This may assist you in better understanding how Auto Craft Collision Repair performed for this customer. If there are problems noted, we encourage communication with yourself and the repair shop to resolve any difficulties. "A satisfied customer is good for business."

In addition, you are welcome to contact us directly if you have any questions or comments regarding this - or any - repair.

Thank you Mr. Mull for taking the time to review this document.

Sincerely,

Michele LaPorte
Director Of Member Compliance

<h2>AUTO CRAFT COLLISION REPAIR</h2>									
10760 W. KELLOGG • WICHITA, KS 67209 • P: (316) 729-6828 • F: (316) 201-6470									
Satisfaction Results:									
Workmanship	Courtesy	Communicate	Cleanliness	Repair Reviewed	Warranty Review	Delivery Date Given	Delivery Date Met	Shop Customer Satisfaction Index	
100.00	100.00	100.00	100.00	Yes	Yes	Yes	No	90.00%	
Shop Selection:				Customer Comments by Lisa Boehmke:					
Lowest Estimate	Shop Courtesy	Great Location	Online Reviews	Referral By: I wanted to have my car repaired at Auto Craft but thought I should check around. I asked the dealership if they did repair work and they informed me that they used Auto Craft so that was good enough for me.					
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>						
TV Radio	Special Offers	Internet Search	Market Reputation						
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>						
Shop Appearance	Shop Warranty	MFG Certified	Social Media	Customer Comments: Excellent work and kept me informed of any delays.					
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>						
Repair Out Date:									
Wed, Jul 23, 2014									
				Would Refer Shop		Yes			
				Insurance/Agent Performance:		Insurance Agent Satisfaction Index			
						100.00%			
				Insurance Company		Would Refer			
				CSI		100.00% Yes			



2300 N. BARRINGTON ROAD, SUITE 400
HOFFMAN ESTATES, ILLINOIS 60169

September 2014

Regarding Your Insured:
Scott Hanika
Wichita

Kevin Hutchins
Allstate
1861 N. Rock Road
Suite 212
Wichita, KS 67206

Dear Kevin,

Recently, Scott Hanika of Wichita had a 2008 Lincoln LT repaired at Auto Craft Collision Repair in Wichita, and you were noted as the insurance representative of record. Following the repair, we sent a customer satisfaction audit to Scott Hanika.

Below is a recap ("Report Card") of how Scott completed the audit. This may assist you in better understanding how Auto Craft Collision Repair performed for this customer. If there are problems noted, we encourage communication with yourself and the repair shop to resolve any difficulties. "A satisfied customer is good for business."

In addition, you are welcome to contact us directly if you have any questions or comments regarding this - or any - repair.

Thank you Kevin for taking the time to review this document.

Sincerely,

Michele LaPorte
Director Of Member Compliance

<h2 style="text-align: center;">AUTO CRAFT COLLISION REPAIR</h2> <p style="text-align: center; font-size: small;">10760 W. KELLOGG • WICHITA, KS 67209 • P: (316) 729-6828 • F: (316) 201-6470</p>									
Satisfaction Results:									
Workmanship	Courtesy	Communicate	Cleanliness	Repair Reviewed	Warranty Review	Delivery Date Given	Delivery Date Met	Shop Customer Satisfaction Index	
100.00	100.00	100.00	100.00	Yes	Yes	Yes	Yes	100.00%	
Shop Selection:				Customer Comments by Scott Hanika:					
Lowest Estimate	Shop Courtesy	Great Location	Online Reviews	Referral By: Heard about you from a friend and a neighbor.					
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>						
TV Radio	Special Offers	Internet Search	Market Reputation						
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>						
Shop Appearance	Shop Warranty	MFG Certified	Social Media	Customer Comments: I dealt with Chris and Amber. They both did a great job keeping me informed and getting me in a loaner. I talked to Chris and he was ordering two small rubber seals that were cracked during reassembly. They go between the hood and windshield.					
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>						
Repair Out Date:									
Thu, Jul 31, 2014									
								Would Refer Shop	
								Yes	
								Insurance/Agent Performance:	
								Insurance Agent Satisfaction Index	
								100.00%	
								Insurance Company	
								CSI	Would Refer
								100.00%	Yes



2300 N. BARRINGTON ROAD, SUITE 400
HOFFMAN ESTATES, ILLINOIS 60169

September 2014

Regarding Your Insured:
Monica Balfour
Wichita

Mr. Bill Mull
Allstate
4800 West Maple Street
Suite 116
Wichita, KS 67209

Dear Mr. Mull,

Recently, Monica Balfour of Wichita had a 2006 Honda Ridgeline repaired at Auto Craft Collision Repair in Wichita, and you were noted as the insurance representative of record. Following the repair, we sent a customer satisfaction audit to Monica Balfour.

Below is a recap ("Report Card") of how Monica completed the audit. This may assist you in better understanding how Auto Craft Collision Repair performed for this customer. If there are problems noted, we encourage communication with yourself and the repair shop to resolve any difficulties. "A satisfied customer is good for business."

In addition, you are welcome to contact us directly if you have any questions or comments regarding this - or any - repair.

Thank you Mr. Mull for taking the time to review this document.

Sincerely,

Michele LaPorte
Director Of Member Compliance

<h2>AUTO CRAFT COLLISION REPAIR</h2>									
10760 W. KELLOGG • WICHITA, KS 67209 • P: (316) 729-6828 • F: (316) 201-6470									
Satisfaction Results:									
Workmanship	Courtesy	Communicate	Cleanliness	Repair Reviewed	Warranty Review	Delivery Date Given	Delivery Date Met	Shop Customer Satisfaction Index	
100.00	100.00	100.00	100.00	Yes	Yes	Yes	Yes	100.00%	
Shop Selection:				Customer Comments by Monica Balfour:					
Lowest Estimate	Shop Courtesy	Great Location	Online Reviews	Referral By: Chris Coykendal.					
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>						
TV Radio	Special Offers	Internet Search	Market Reputation						
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>						
Shop Appearance	Shop Warranty	MFG Certified	Social Media						
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>						
Repair Out Date:									
Wed, Jul 2, 2014									
								Would Refer Shop	
								Yes	
								Insurance/Agent Performance:	
								Insurance Agent Satisfaction Index	
								100.00%	
								Insurance Company	
								CSI	Would Refer
								<input type="checkbox"/>	<input type="checkbox"/>



2300 N. BARRINGTON ROAD, SUITE 400
HOFFMAN ESTATES, ILLINOIS 60169

September 2014

Regarding Your Insured:
Leslie & Sharon Anderson
Wichita

P.S. Sengvilay
American Family
9415 E. Harry Street
Suite 105
Wichita, KS 67207

Dear P.S.,

Recently, Leslie & Sharon Anderson of Wichita had a 2012 Hyundai Santa Fe repaired at Auto Craft Collision Repair in Wichita, and you were noted as the insurance representative of record. Following the repair, we sent a customer satisfaction audit to Leslie & Sharon Anderson.

Below is a recap ("Report Card") of how Leslie & Sharon completed the audit. This may assist you in better understanding how Auto Craft Collision Repair performed for this customer. If there are problems noted, we encourage communication with yourself and the repair shop to resolve any difficulties. "A satisfied customer is good for business."

In addition, you are welcome to contact us directly if you have any questions or comments regarding this - or any - repair.

Thank you P.S. for taking the time to review this document.

Sincerely,

Michele LaPorte
Director Of Member Compliance

<h2>AUTO CRAFT COLLISION REPAIR</h2>										
10760 W. KELLOGG • WICHITA, KS 67209 • P: (316) 729-6828 • F: (316) 201-6470										
Satisfaction Results:										
Workmanship	Courtesy	Communicate	Cleanliness	Repair Reviewed	Warranty Review	Delivery Date Given	Delivery Date Met	Shop Customer Satisfaction Index		
100.00	100.00	100.00	100.00	Yes	Yes	Yes	Yes	100.00%		
Shop Selection:				Customer Comments by Leslie & Sharon Anderson:						Would Refer Shop <div style="text-align: center; border: 1px solid gray; padding: 5px;">Yes</div> Insurance/Agent Performance: Insurance Agent Satisfaction Index <div style="text-align: center; border: 1px solid gray; padding: 5px;">100.00%</div> Insurance Company CSI Would Refer <div style="display: flex; justify-content: space-between; width: 100%;"> <div style="border: 1px solid gray; width: 40%; height: 20px;"></div> <div style="border: 1px solid gray; width: 40%; height: 20px;"></div> </div>
Lowest Estimate	Shop Courtesy	Great Location	Online Reviews							
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>							
TV Radio	Special Offers	Internet Search	Market Reputation							
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>							
Shop Appearance	Shop Warranty	MFG Certified	Social Media							
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>							
Repair Out Date:										
<div style="border: 1px solid gray; padding: 5px; width: 100%;">Fri, Jul 18, 2014</div>										



2300 N. BARRINGTON ROAD, SUITE 400
HOFFMAN ESTATES, ILLINOIS 60169

September 2014

Regarding Your Insured:
Wayne Smith
Andale

Trevor Harris
Shelter
2012 W. 13th Street N
Wichita, KS 67203

Dear Trevor,

Recently, Wayne Smith of Andale had a 1999 Ford F-250 repaired at Auto Craft Collision Repair in Wichita, and you were noted as the insurance representative of record. Following the repair, we sent a customer satisfaction audit to Wayne Smith.

Below is a recap ("Report Card") of how Wayne completed the audit. This may assist you in better understanding how Auto Craft Collision Repair performed for this customer. If there are problems noted, we encourage communication with yourself and the repair shop to resolve any difficulties. "A satisfied customer is good for business."

In addition, you are welcome to contact us directly if you have any questions or comments regarding this - or any - repair.

Thank you Trevor for taking the time to review this document.

Sincerely,

Michele LaPorte
Director Of Member Compliance

<h2>AUTO CRAFT COLLISION REPAIR</h2>										
10760 W. KELLOGG • WICHITA, KS 67209 • P: (316) 729-6828 • F: (316) 201-6470										
Satisfaction Results:										
Workmanship	Courtesy	Communicate	Cleanliness	Repair Reviewed	Warranty Review	Delivery Date Given	Delivery Date Met	Shop Customer Satisfaction Index		
100.00	100.00	80.00	80.00	Yes	Yes	Yes	Yes	96.00%		
Shop Selection:				Customer Comments by Wayne Smith:						Would Refer Shop <div style="text-align: center; border: 1px solid gray; padding: 5px; font-weight: bold;">Yes</div> Insurance/Agent Performance: Insurance Agent Satisfaction Index <div style="text-align: center; border: 1px solid gray; padding: 5px; font-weight: bold;">100.00%</div> Insurance Company CSI Would Refer <div style="display: flex; justify-content: space-between; width: 100%;"> <div style="border: 1px solid gray; width: 40px; height: 20px;"></div> <div style="border: 1px solid gray; width: 40px; height: 20px;"></div> </div>
Lowest Estimate	Shop Courtesy	Great Location	Online Reviews							
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>							
TV Radio	Special Offers	Internet Search	Market Reputation							
Shop Appearance	Shop Warranty	MFG Certified	Social Media							
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>							
Repair Out Date:										
Wed, Jul 9, 2014										



2300 N. BARRINGTON ROAD, SUITE 400
HOFFMAN ESTATES, ILLINOIS 60169

September 2014

Phil Leahy
Farmers Insurance
9422 W. Central
Wichita, KS 67212

Regarding Your Insured:
James & Debbie Mullen
Wichita

Dear Phil,

Recently, James & Debbie Mullen of Wichita had a 2009 Nissan Sentra repaired at Auto Craft Collision Repair in Wichita, and you were noted as the insurance representative of record. Following the repair, we sent a customer satisfaction audit to James & Debbie Mullen.

Below is a recap ("Report Card") of how James & Debbie completed the audit. This may assist you in better understanding how Auto Craft Collision Repair performed for this customer. If there are problems noted, we encourage communication with yourself and the repair shop to resolve any difficulties. "A satisfied customer is good for business."

In addition, you are welcome to contact us directly if you have any questions or comments regarding this - or any - repair.

Thank you Phil for taking the time to review this document.

Sincerely,

Michele LaPorte
Director Of Member Compliance

<h2>AUTO CRAFT COLLISION REPAIR</h2>										
10760 W. KELLOGG • WICHITA, KS 67209 • P: (316) 729-6828 • F: (316) 201-6470										
Satisfaction Results:										
Workmanship	Courtesy	Communicate	Cleanliness	Repair Reviewed	Warranty Review	Delivery Date Given	Delivery Date Met	Shop Customer Satisfaction Index		
100.00	100.00	100.00	100.00	Yes	Yes	Yes	Yes	100.00%		
Shop Selection:				Customer Comments by James & Debbie Mullen:						Would Refer Shop
Lowest Estimate	Shop Courtesy	Great Location	Online Reviews	Referral By: Kerry Fitzgibbons.						Yes
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>							
TV Radio	Special Offers	Internet Search	Market Reputation							
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>							
Shop Appearance	Shop Warranty	MFG Certified	Social Media							Insurance/Agent Performance:
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>							Insurance Agent Satisfaction Index
										<input type="text"/>
Repair Out Date:										Insurance Company
Wed, Jul 23, 2014										CSI
										Would Refer
										<input type="text"/>
										<input type="text"/>