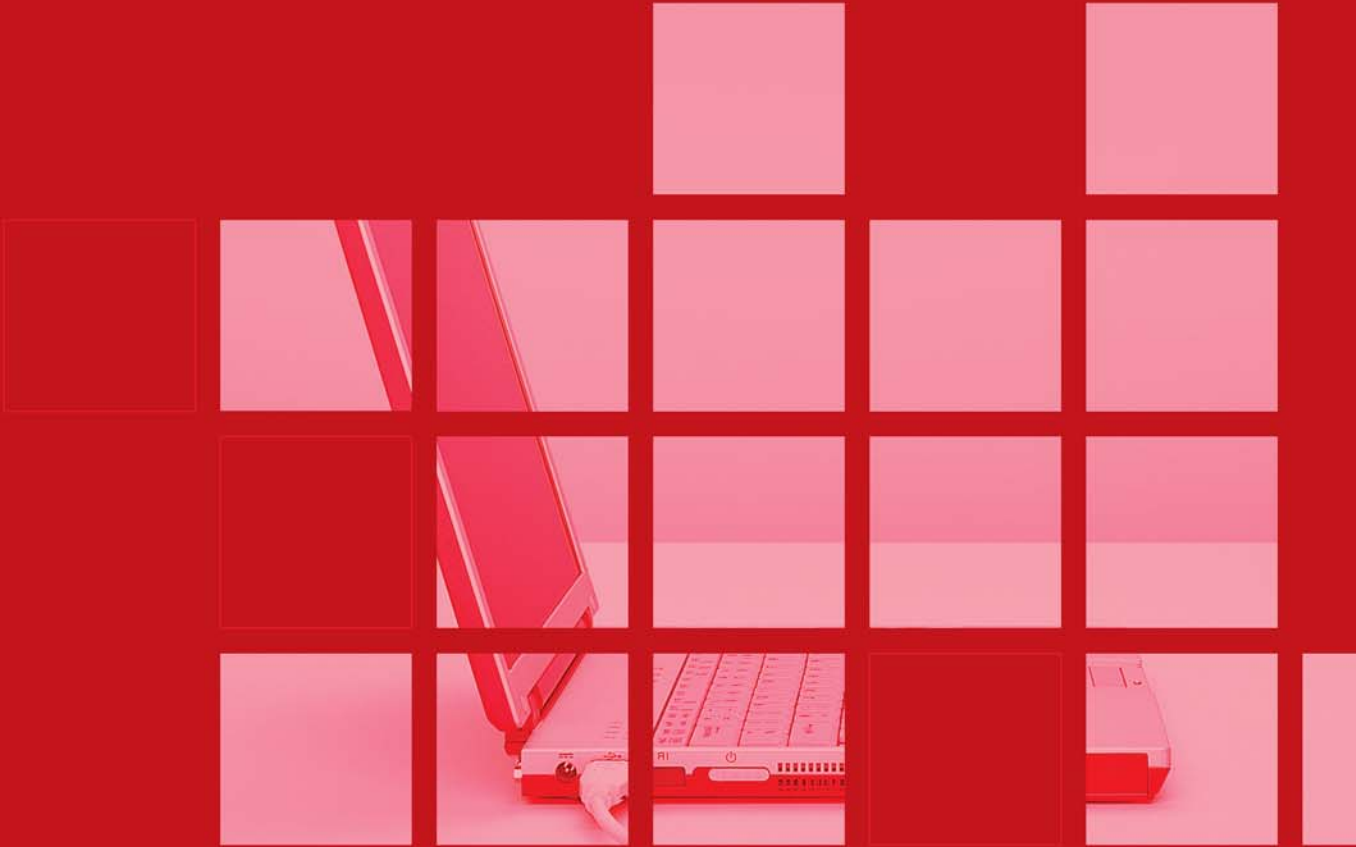




TECHNOLOGY SOLUTIONS



TECHNOLOGY SOLUTIONS

Fix Auto Technology Solutions include an exclusive suite of Web-based applications designed to monitor, benchmark and enhance the performance of Fix Auto collision centers. Software is developed and programmed in-house at the Fix Auto research center. It is fully automated, user-friendly and highly configurable to the specific needs of members, insurers and corporate networks.

The Fix Auto Network has a significant competitive advantage with its own proprietary information technology. The Technology Solutions allow members to increase the effectiveness of operations and establish valuable peer and customer communication, providing immediate value when they join the network.

Information is a key component of the Fix Auto technology and a strategic feature of the network value and growth. Relevant data is collected throughout the day using proprietary data pump technology for repair orders and estimates. All information is stored in the highly secure Fix Auto Data Center.

The Technology Solutions provided by Fix Auto:

- > Ongoing quantifiable key performance indicators
- > Data collection on shop performance
- > Real-time access, feedback and reporting
- > Peer performance benchmarking
- > Monitoring, scoring and the opportunity to improve quality
- > Feedback on performance and quality
- > Collection of key information on customer satisfaction
- > Overview of technical and customer-related issues
- > Reduced friction cost and improved DRP relationship
- > Improved capture ratio in the referral process

Technology solutions address the specific needs of multi-shop operators, including offsite management, multiple location monitoring, inter-shop benchmarking, system duplication and accelerated business growth.

Once combined, the Fix Auto Network and Technology Solutions create an unrivaled platform that allows members to better communicate with insurers, consumers and each other, resulting in improved DRP relationships and first class performance and quality.