

TotalClaim™ Reporting Solution:

National Call Center/Dispatch Capabilities

Presented To: Sherwin Williams/A Plus Locations

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Overview

This presentation will outline the general benefits and features of the TotalClaim™ Reporting Solution and Safelite Solutions National Call Center and Dispatch capabilities.

Safelite works with our clients to provide a proven customized solution that meets your call reporting needs for after-hours, holidays, in the event of weather related catastrophes or as a comprehensive off-site overflow facility.

Reporting Solution Advantages

- Flexible call processing capabilities based on client needs
- Two world class contact centers operate 24/7/365. Making you available to your clients any time they call, with fully equipped back-up
- Call center is ISO 9001 2000 certified
- Audio log of 100% inbound and outbound calls
- Industry leading customer service levels
- Highly specialized management reporting
- Advanced escalation capabilities
- Fully redundant hardware and telecom
- Remote monitoring capability

Message and Answering Service

- **Answering Service:** Safelite Solutions can take a message on all types of calls including status checks, calls for estimates, insurance claim claim coordination, etc. and will collect and relay valuable information so your customer service representative can return a call during normal business hours
- **Inquiry Calls:** For all other calls, where the customer does not care to leave a message, we will provide information on when and where to contact your business

Contact Center Operations

- CSRs specially trained for professionalism, empathy and courtesy
- Calls are structured based on the information that you need to receive
- All in-bound and out-bound calls are recorded for quality assurance and (client) will be able to remotely monitor calls at their own discretion
- Separate groups provide internal call quality and financial audits
- High standards established and measured hourly, daily and weekly with monthly summaries:

Performance Metric

Trunk Availability

Average Speed of Answer

Abandonment Rate

Talk Time for average message

Talk Time for average FNOL

Goal

100%

Within 15 seconds 85%

<3%

4-7 minutes

8-12 minutes

Information Collected On The Call

- Date and time of the call
- Caller/Vehicle owner name and address
- Contact information including phone numbers and e-mail information
- Vehicle information including year, make model
- Primary and secondary vehicle damage
- Vehicle location and drivable status
- Referral information – how did customer hear about you
- Insurance information if applicable, including policy and claim numbers
- Diary area for additional remarks, message from customer

Process Flow

Safelite Solutions Call Center



Safelite Takes Messages/FNOL

- Checks Preference
- Offers preferred shop or service facility w/ benefits

*Safelite takes
message and
sends to
collision shop*



*If insurance
claim FNOL,
Safelite verifies
coverage*



Insurance Company



Collision Shop



FNOL/Service order is
sent to collision shop



Sample Fee Structure

<u>Service</u>	<u>Price</u>
Take Message	\$6.95 Per Call
Take Basic FNOL	\$19.95 Per Call



An alternate plan with a flat monthly fee per location can be customized to include any combination of calls

Safelite Solutions can customize a plan to meet your needs

Summary/Next Steps

- Safelite Solutions' TotalClaim™ Reporting Solution will provide service tailored to meet client's needs at an attractive price
- Safelite's world class contact center operations will ensure superior customer service
- Safelite's extensive system capabilities assure flawless execution of the call process with the flexibility to enhance data exchange methods in the future
- How can we customize this Solution to meet your needs?