

ATTENTION
2006 AUTOCHEx
PREMIER ACHIEVER AWARD WINNER:

In recognition of your dedication to customer service and satisfaction, we are delighted to present you with the enclosed Award Certificate suitable for display in your facility, along with a personalized press release you may use to announce to your local media that your facility has been named a 2006 AutocheX Premier Achiever. If you attended the award ceremony in Las Vegas on Nov. 2, 2006 you will also find a photo taken when you received your award.

We are sending your jade glass 2006 AutocheX Premier Achiever Award under separate cover (via FedEx Ground).

Congratulations again for achieving exceptionally high customer satisfaction index (CSI) scores. Your facility has the distinction of ranking among the top five percent of collision repair facilities that use the AutocheX service throughout the U.S. and Canada-a great accomplishment!

If you have any questions about the Premier Achiever Award, please feel free to contact us at 800-922-5129 or acxcustsvc@mitchell.com.

Best regards,
AutocheX Team

Press Release

FOR IMMEDIATE RELEASE

Collision Repair of Jonesboro

Named Winner of AutocheX Premier Achiever Award for Excellence in Customer Service and Satisfaction

Award ceremony held at NACE honors winners from throughout the U.S. and Canada

Jonesboro, AR-November 28, 2006- Collision Repair of Jonesboro was recognized as a 2006 AutocheX Premier Achiever for outstanding customer satisfaction at the fifth annual AutocheX Premier Achiever Awards ceremony and reception on November 2, 2006 at the Mandalay Bay Convention Center in Las Vegas. The event was held in conjunction with the International Autobody Congress and Exposition (NACE).

The Premier Achiever Award recognizes collision repair facilities that consistently demonstrate their commitment to customer service as reflected by their exceptionally high customer satisfaction index (CSI) scores. Based on the hundreds of thousands of customer satisfaction surveys AutocheX performed throughout 2006, Collision Repair of Jonesboro is one of only 400 collision repair shops in North America to be named and AutocheX Premier Achiever. Winners of the 2006 award attained customer satisfaction index scores in the top five percent of facilities that use the AutocheX service throughout the U.S. and Canada.

AutocheX, a division of Mitchell International, is a leading provider of customer satisfaction measurement and performance management solutions to the collision repair industry. AutocheX and the participating insurance companies present the Premier Achiever Awards each year as a way of recognizing shops that have proven their devotion to quality, service and satisfaction.

“For the recipients, the Premier Achiever Award acknowledges their great work in putting customer satisfaction at the front line of their operations,” said Jesse Herrera, Vice President/General Manager of Mitchell International’s Specialty Business Unit. “We want to say congratulations and thank them for making Premier Achiever program so successful.”