

## CSi Complete Offers Free Surveys through EstimateScrubber.com



CSi Complete has partnered with VehicleOwnersGuide.com to offer five free CSI surveys and a mini-report to users of the EstimateScrubber.com web site.

"By offering both services for free we hope to expose as many shops as possible to customer satisfaction indexing," said John Webb, President and COO of CSi Complete. "For any shop owner or manager who has been thinking about trying CSI, this is a good opportunity to try it out with no risk," he added.

"We felt working with CSi Complete brings significant value to collision repairers that use the portal", said Steven Siessman, President of VehicleOwnersGuide.com. "Any shop can now electronically review their final repair order and at the click of a button initiate a study of the customer", added Siessman.

The CSi Complete program obtains feedback directly from customers using a telephone survey. The survey is approximately two minutes long and provides tremendously valuable information. In the event there is a problem or concern, a "Hot Sheet" report is sent detailing the customer comments. This allows shops to become proactively involved in problem resolution.

Any shop in the US or Canada can use EstimateScrubber.com with only an internet browser and estimate printed to a PDF file from the three major estimating systems. The web site reviews estimates against a list of over 700 non-included items mapped against 9000 estimate line descriptions at no charge. EstimateScrubber.com also offers a subscription based compliance program. Collision repairers can use the web site to scrub their estimates for missing non-included items at no charge, and initiate CSI surveys as a normal part of their estimating process.

After the 5 free surveys and mini-report have been used, shops can continue to use EstimateScrubber.com to initiate CSI studies purchased from CSi Complete.