

January 15, 2009

CSI POSITION STATEMENT

CSi Complete, Customer Research, CynCast and Performance Feedback believe repair shops should have a choice in Customer Satisfaction vendors. We believe competition is healthy for the industry and do not believe repairers should be forced to use a specific CSI company. In the event a third party requests repair shop CSI information, CSi Complete, Customer Research, CynCast and Performance Feedback have agreed to work together to provide a comparative third party CSI report. This initiative is not exclusive to these four companies and we welcome other CSI providers to join in this effort.

Having said this, we remain competitors in the market looking to earn business based on features, functionality, service and value. In the event a third party requires the use of a single CSI provider, and one of the participating companies is named as the preferred provider, there is further agreement to coordinate the survey effort to eliminate duplicate phone calls to vehicle owners and ensure consistency in reporting for each others' CSI repair center customers.

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