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CSi Complete and CynCast enter into a partnership agreement

ANAHEIM HILLS, Calif., April 22, 2009 CSi Complete and CynCast today announce that they have entered into a partnership agreement to conduct Customer Satisfaction Surveys using CynCast technology from CSi Completes' call center in Columbus Ohio.

The partnership agreement allows each company to focus on their core strengths while at the same time providing an improved joint offer to the market. CynCast and CSi Complete will coordinate their sales and marketing activities to bring a more consistent offer to insurers and repair shops, eliminating duplicate activity.

CSi Complete has recently invested over \$250,000 in call center technology and when combined with CynCast's market leading shop technology the efficiencies and customer benefits are amplified.

"We have always considered CSi Complete to be a leader in the CSI business and have respected them as a competitor for some time. It made perfect sense to combine our core strengths and bring a better offering to the market" said Doug Kelly, President of CynCast. Kelly went on to say "We will continue to serve our CSI customers from our offices in Anaheim Hills and the service levels, reporting functionality and administration will remain exemplary. The investment made by CSi Complete in call center technology and their world class voice recording technology made this a perfect partnership for us".

Doug Webb, President of CSi Complete added "We have admired CynCast's technology for some time and knew that if we coupled our call center competencies with CynCast's shop technology it would be of greater interest to our insurance and shop clients alike". "We foresee tremendous economies of scale that should benefit both companies and our clients".

The partnership is effective immediately.

**ABOUT CSi Complete**

CSi Complete is a provider of customer satisfaction indexing to collision repair, claims and other service industries. CSi Complete is located in Plain City (Columbus area) Ohio.

With 15 years experience, CSi Complete provides market research and call center services to the automotive and auto physical damage industries. CSi Complete has customers in every state and Canada and has completed millions of surveys for a variety of clients. For more information, contact John Webb at 1-800-343-0641 x 104; [jwebb@csicomplete.com](mailto:jwebb@csicomplete.com) or visit us online at [www.csicomplete.com](http://www.csicomplete.com)

**ABOUT CYNCAST**

CynCast provides a CIECA-compliant open technology platform designed for data extraction, data warehousing and business intelligence that extends and adds value to existing customer systems. The unique suite of technology and information services is designed to streamline electronic commerce among the different trading partners in the auto claims industry. CynCast has successfully integrated with 14 collision repair shop management systems, three estimating systems, ADP's electronic payment solution, Enterprise Rent-A-Car's ARMS system, a time and attendance package, an RFQ procurement solution, and others. CynCast's client list includes two of the top 10 insurers, the world's largest car company, a major paint manufacturer, and several large collision repair groups, including the Fix Auto network. For more information, contact Doug Kelly, president and COO of CynCast, at [dkelly@cyncast.com](mailto:dkelly@cyncast.com). For more information visit: [www.cyncast.com](http://www.cyncast.com).

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