Kentucky Collision Repairers' Insurance Report Card

The Automotive Service Council of Kentucky (ASC) is conducting a survey of collision repair shops in Kentucky to determine how they would grade insurers in the state as to how well each insurer's policies, attitude and payment practices help ensure quality repairs and customer service for Kentucky motorists.

Your participation in this survey is important and will help us inform the industry and the driving public which insurers best fulfill their role.

For each of the following insurers, please assign a letter grade (you may assign half-grades, i.e. B+, C-) of:

- A (exceptional)
- B (above average)
- C (average)
- D (below average)
- F (very poor)
- I (not enough experience with company)

We ask that you indicate whether you participate in that insurer's direct repair (or similar) program.

Your individual responses will be held in the strictest confidence (and can be submitted anonymously with the exception of a zip code); only the combined results of all surveys will be published.

Grade each insurer on how well its policies, attitude and Payment practices help ensure quality repairs and customer Service for KY motorists.	**A**	**B**	**C**	**D**	**F**	**I**	**Do you participate in A DRP with this Insurer?**
AIG							Y N
Allstate							Y N
GEICO							Y N
Hartford							Y N
Kentucky Farm Bureau							Y N
Liberty Mutual							Y N
Nationwide							Y N
Ohio Casualty							Y N
Progressive							Y N
Safeco							Y N
State Auto							Y N
State Farm							Y N
Travelers							Y N
USAA							Y N

Report must be received in office by November 15, 2009 to count.

ASC Automotive Service Council of Kentucky

Zip code:

Total Number of employees:_____
(Count all full time)

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