



# Kev's Kars Collision Center

## CUSTOMER INFORMATION

**Fill Out Completely**

*Please Print.....THANK YOU!*

Name:		Insurance Claim #:	
Address:		City:	State: Zip:
Home Phone:		Work Phone:	
Vehicle Year:	Make:	Model:	Color:
Your Insurance Company:		Your Insurance Agent:	
Other Driver's Insurance Company:		Other Driver's Agent:	
Are you planning to have Kev's Kars repair your vehicle?		Yes <input type="checkbox"/>	No <input type="checkbox"/>
Would you like us to assist you with your claim?		Yes <input type="checkbox"/>	No <input type="checkbox"/>
Do you need a rental car?		Yes <input type="checkbox"/>	No <input type="checkbox"/>
<p>1. How did you hear about our shop?</p> <p><input type="checkbox"/> Repeat Customer</p> <p><input type="checkbox"/> Customer Referral</p> <p><input type="checkbox"/> Agent Referral</p> <p><input type="checkbox"/> Radio Ad</p> <p><input type="checkbox"/> Driving By</p> <p><input type="checkbox"/> Building Sign</p> <p><input type="checkbox"/> Yellow Pages</p> <p><input type="checkbox"/> Car Dealer Referral</p> <p>2. Have you heard our radio ad?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>3. Have you seen our website?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>4. Have you seen our yellow page ad?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>	<p>5. Who's paying for the repairs?</p> <p><input type="checkbox"/> Your Insurance Company?</p> <p><input type="checkbox"/> Their Insurance Company?</p> <p><input type="checkbox"/> I'm paying for the repairs</p> <p>6. What is your number one concern about the repairs to your vehicle?</p> <p><input type="checkbox"/> Price</p> <p><input type="checkbox"/> Color Match</p> <p><input type="checkbox"/> Time in Shop</p> <p><input type="checkbox"/> Quality of Repairs</p> <p><input type="checkbox"/> Convenience</p> <p>7. Do you have an estimate already prepared by the insurance company?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>	<p>8. Is this your (.....) estimate?</p> <p><input type="checkbox"/> First</p> <p><input type="checkbox"/> Second</p> <p><input type="checkbox"/> Third</p> <p>9. Do you need any mechanical service work done while your vehicle is already tied up for body repairs?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>10. Do you authorize the use of after-market parts on your vehicle if your insurance company wants it or if it will reduce the out-of-pocket cost of your repairs?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Definition: after-market parts are imitation or reproduced parts not made directly by your manufacturer and are usually less expensive.</p>	

### IMPORTANT FACTS YOU SHOULD KNOW

- No Law requires you to get more than one estimate.
- You are not obligated to use any particular shop to obtain repairs. You choose the shop and you authorize the repairs.
- There is a big difference between repair shops. Our people are certified Craftsmen and will restore your vehicle to pre-accident conditions at a fair price.
- Financial arrangements must be completed before your vehicle can be released.
- The time estimate to complete repairs to your automobile or truck is our best estimate. Completion is subject to unforeseen circumstances, such as, parts availability.