

## **Select Service® Test Frequently Asked Questions**

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**Q: Why is State Farm moving from two programs (Service First® and Select Service®) to one Select Service program?**

**A:** Select Service extends enhanced customer benefits, such as national limited lifetime repair warranty, guaranteed completion date, wash and vacuum, and pick-up and delivery of damaged vehicles if requested by the customer, to more of State Farm's® customers. The Select Service agreement also extends program eligibility to more repairers, both large and small. Further, State Farm's administration of a single agreement, rather than two agreements, will promote efficiency.

**Q: What are the customer service benefits of the Select Service new agreement?**

**A:**

- One-stop claim service for estimating vehicle damages
- Written national limited lifetime repair warranty
- Guaranteed completion date for repairs
- Wash and vacuum of vehicle upon repair completion
- Pick up and delivery of the customer's vehicle when requested
- Direct payment to the repair facility upon completion of repairs
- May offer other convenient services

**Q: What is the process for selecting repairers for the Select Service program?**

**A:** Repairers in the designated markets will have an opportunity to review the new Select Service agreement and decide whether to apply to participate in the new program. Select Service eligibility will be extended to the most qualified, most competitive repairers in the industry – large or small.

**Q: Will all current Service First or Select Service repair facilities still be a part of the new Select Service Program?**

**A:** Select Service eligibility will be extended to the most qualified, most competitive repairers in the industry, large or small. Depending on the business needs in the area, some markets may experience a reduction in the number of participating repair facilities. The number of participants in other areas may not change.

**Q: How will I know if a repairer is currently on our program?**

**A:** All participating program repairers can be located on the statefarm.com® Web site under the "Find a Repair Facility" option.

**Q: What if a customer wants to take their vehicle to a repair facility that does not participate in our program?**

**A:** Customers always have the option of choosing the repair facility of their choice and are free to select repairers who do not have Select Service, Service First® and/or Paintless Dent Repair (PDR) agreements with State Farm.

**Q: If a customer chooses to take their vehicle to a repair facility not on our program, how will payment of the claim be handled?**

**A:** The process will remain the same as it is today. In most cases, this will involve payment directly to the vehicle owner.

**Q: What is different between the old Service First agreement and the new Select Service agreement?**

A: This performance-driven program will provide customers with the best value in vehicle repairs with a focus on quality, efficiency, and competitive price. Repairers who are best suited to meet the repair value and capacity needs and who have established they can provide the highest quality, most timely, and most competitively-priced repairs for our customers will be included in the Select Service program.

**Q: What additional reference materials are available for agents and their team members?**

A: A program discussion guide has been developed and the implementation teams in each zone will share this with agency soon. Agents and their staff are encouraged to use this material when it becomes available in the test markets.

**Q: Are repairers required to have multiple locations to participate in the new program?**

A: No. State Farm recognizes that single-facility providers as well as multi-facility providers can offer enhanced customer service in an efficient manner to our customers. State Farm seeks to include the most qualified and most competitive repairers – large or small.

**Q: What is State Farm's process for monitoring quality, efficiency and competitive price?**

A: A Repair Facility Dashboard was developed to provide information about repair facility performance. Another feature of the dashboard is to provide information about market area capacity and repair volume needs. Estimating management will use these metrics to evaluate repairer performance and administer the program at the local level.

**Q: Will State Farm still follow-up with customers on their level of satisfaction with the repair?**

A: Yes. State Farm regularly inspects vehicles to monitor quality and customer satisfaction.

**Q: How will inquiries about the test be handled?**

A: Inquiries concerning the test should be sent to the implementation coordinators in each zone. Estimating management has developed communication channels to handle inquiries regarding the test.

**Q: What if the media or a repair facility contacts my agency with questions about the revised Select Service agreement?**

A: Media inquiries should be directed to Dick Luedke, Corporate Communications and External Relations, at (309)766-3635. Repair facility questions concerning agreement provisions or the selection process should be directed to the appropriate implementation coordinator:

- California: John Hubert, Estimating Section Manager, (949) 553-4730
- Illinois: Mike DeVoss, Estimating Section Manager, (630) 541-4112
- Indiana and Michigan: Robert E Cooper, Estimating Section Manager, (269) 553-2981