

CCC® UpdatePlus Trigger Communications

Emails: Repair Phases

Message	Trigger
<p>"Name", "Shop" will be sending you status updates and a survey. To opt out, click unsubscribe below.</p>	<p>Vehicle In</p>
<p>Thank you, "Name", For allowing "Shop" to service your "vehicle". We will provide you with an updated status soon.</p>	<p>Vehicle In</p>
<p>Hi "Name", We have updated your estimated completion date from (Pending) to ##/##/#### "Shop"</p>	<p>Promise date is added or changed</p>
<p>"Name", We are nearing completion. If we encounter any delays, we'll call you. "Shop"</p>	<p>Half-way to the Promise date; message is triggered only if a Promise date is entered</p>
<p>"Name", Your "vehicle" is all fixed and ready to come home! We will call you soon, if we haven't already, to arrange pick up. "Shop"</p>	<p>Repairs Completed</p>
<p>"Name", Confirming that you picked up your vehicle today. We enjoyed working with you. "Shop"</p>	<p>Vehicle Out</p>

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CCC® UpdatePlus Trigger Communications, Continued

Emails: Survey

Survey	Trigger
<p>Dear "Name",</p> <p>Thank you for trusting "Shop" to repair your "vehicle". To help us ensure that we always deliver the highest quality service, please answer one simple question about your complete satisfaction</p>	<p>7pm the day the vehicle is marked Out; this survey will not send if the Comm Preference is set to "Call"</p>
<p>Insurance</p> <p>Dear "Name",</p> <p>"Insurance" would like to hear from you about your recent vehicle repair experience at "Shop". We would greatly appreciate you taking a brief online survey. [Carwise URL]</p>	<p>Noon, two business days after Vehicle Out. If the survey is not completed, two more attempts will be sent five and seven business days after Vehicle Out.</p> <p>This survey will send to both Text and Email if a Cell number and Email address are in the file, regardless of Comm Preference.</p>
<p>No Insurance</p> <p>Dear "Name",</p> <p>"Shop" would like to hear from you about your recent vehicle repair experience. We would greatly appreciate you taking a few minutes to complete a brief online survey. [Carwise URL]</p>	<p>Noon, two business days after Vehicle Out. If the survey is not completed two more attempts will be sent five and seven business days after Vehicle Out.</p> <p>This survey will send to both Text and Email if a Cell number and Email address are in the file, regardless of Comm Preference.</p>

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CCC® UpdatePlus Trigger Communications, Continued

**Text
Messages:
Repair Phases**

Message	Trigger
"Name", "Shop" will be sending you status updates and a survey. Msg/data rates may apply. Reply "STOP" to cancel.	Vehicle In
Thank you, "Name", for allowing "Shop" to service your "vehicle". We will provide you with an updated status soon. Reply "STOP" to cancel.	Vehicle In
Hi "Name". We have updated your estimated completion date from (Pending) to ##/##/####. "Shop". Reply "STOP" to cancel.	Promise date is added or changed
We are over the halfway mark! Your "vehicle" is still on target for "date". "Shop". Reply "STOP" to cancel.	Half-way to the Promise date; message is triggered only if a Promise date is entered
Your "vehicle" is all fixed up and ready to come home! We will call you soon, if we haven't already, to arrange pick up. "Shop". Reply "STOP" to cancel.	Repairs Completed
"Name", confirming that you picked up your vehicle today. We enjoyed working with you. "Shop". Reply "STOP" to cancel.	Vehicle Out

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CCC® UpdatePlus Trigger Communications, Continued

**Text
Messages:
Survey**

Survey	Trigger
Thank you for trusting "Shop" to repair your "vehicle". Please answer one question about your satisfaction. [Carwise URL] Reply "STOP" to cancel.	7pm the day the vehicle is marked Out; this survey will not send if the Comm Preference is set to "Call"
Insurance/No Insurance Hi "Name", "Shop" would like to hear from you about your recent vehicle repair experience. [Carwise URL] Reply "STOP" to cancel.	Noon, two business days after Vehicle Out. If the survey is not completed, two more attempts will be sent five and seven business days after Vehicle Out. This survey will send to both Text and Email if a Cell number and Email address are in the file, regardless of Comm Preference.

Note: Additional messages are sent 90, 180, and 360 days after repair.

These messages can be disabled by contacting CCC Technical Support.