

Press Release

FOR IMMEDIATE RELEASE

Mini-City Auto Body, Inc

Named 2013 AutocheX Premier Achiever for Excellence in Customer Service and Satisfaction

Raleigh, NC; April 2013 — Mini-City Auto Body, Inc has been recognized as a winner of the 2013 AutocheX™ Premier Achiever for outstanding customer service and satisfaction.

Now in its 11th year, the annual Premier Achiever Awards honor auto body shops that consistently achieve extremely high customer satisfaction scores as measured by AutocheX either independently or as part of an insurance-sponsored repair program. In 2013, participating insurance programs included seven of the top 25 carriers in North America.

“For the 11th year in a row, we are delighted to sponsor the Premier Achiever Awards and to recognize the tremendous accomplishments of Mini-City Auto Body, Inc and all the 2013 winners,” said Jim O’Leary, Vice President of Mitchell Repair Solutions. “The high satisfaction scores of these elite collision repair facilities in North America clearly demonstrate their ongoing commitment to their customers, and set the bar very high for customer experience management in our industry.”

The class of 2013 Premier Achievers includes top-performing collision repair facilities of all sizes, from small, family-run businesses to large consolidators, and represents 41 states across the U.S, as well as British Columbia, Canada. In an industry of nearly 50,000 shops in North America, Mini-City Auto Body, Inc is one of only 400 Premier Achiever Award winners in 2013 — placing the shop in highly exclusive company.

AutocheX, Mitchell International’s customer experience management group, is a leading provider of customer satisfaction measurement and customer experience management solutions to the collision repair industry. AutocheX and the participating insurance companies present the Premier Achiever Awards each year as a way of honoring collision repair facilities that have proven their devotion to quality, service, and customer satisfaction.

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