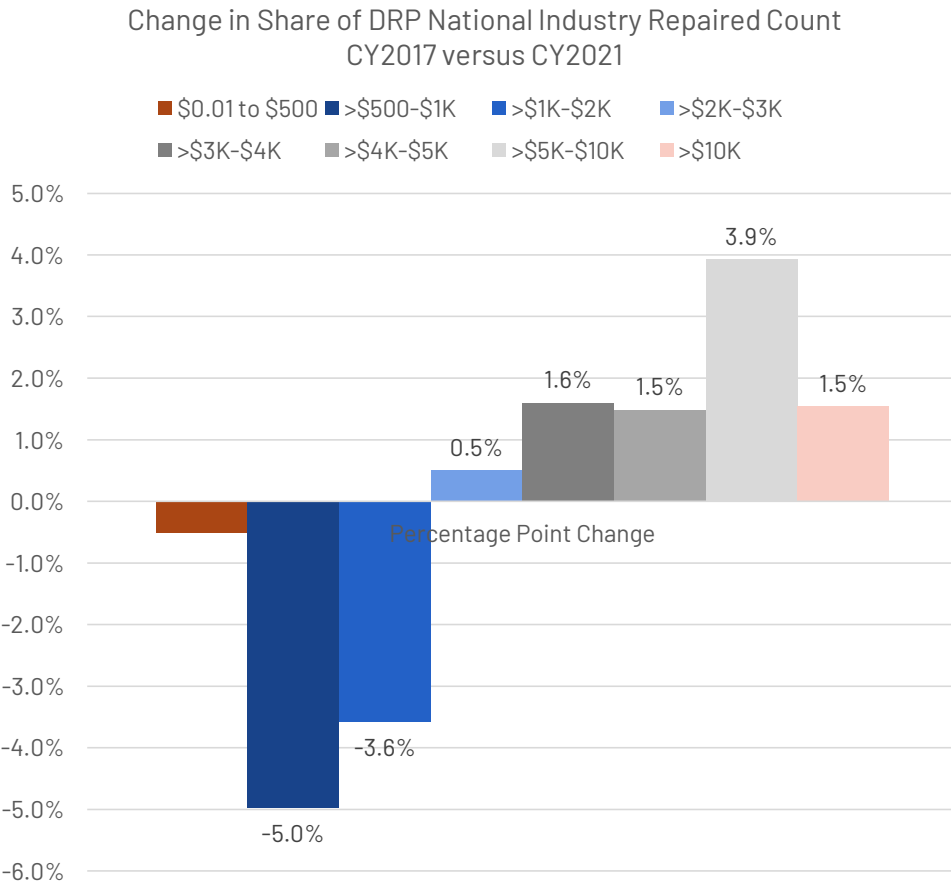
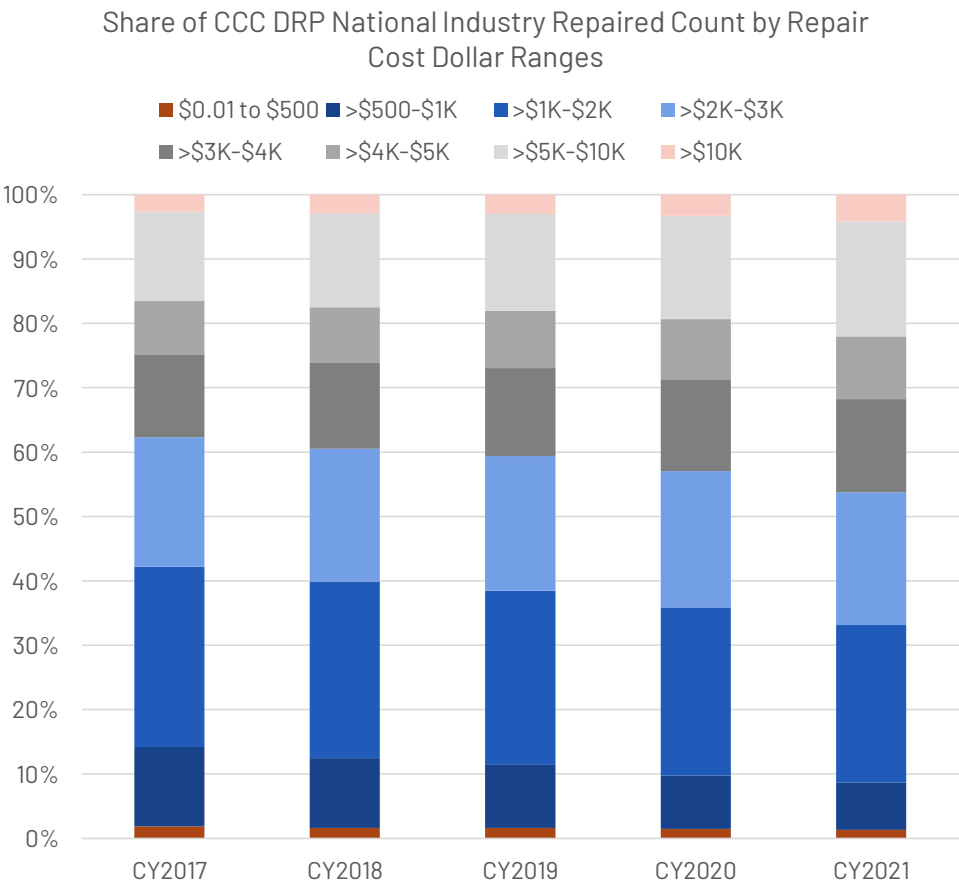
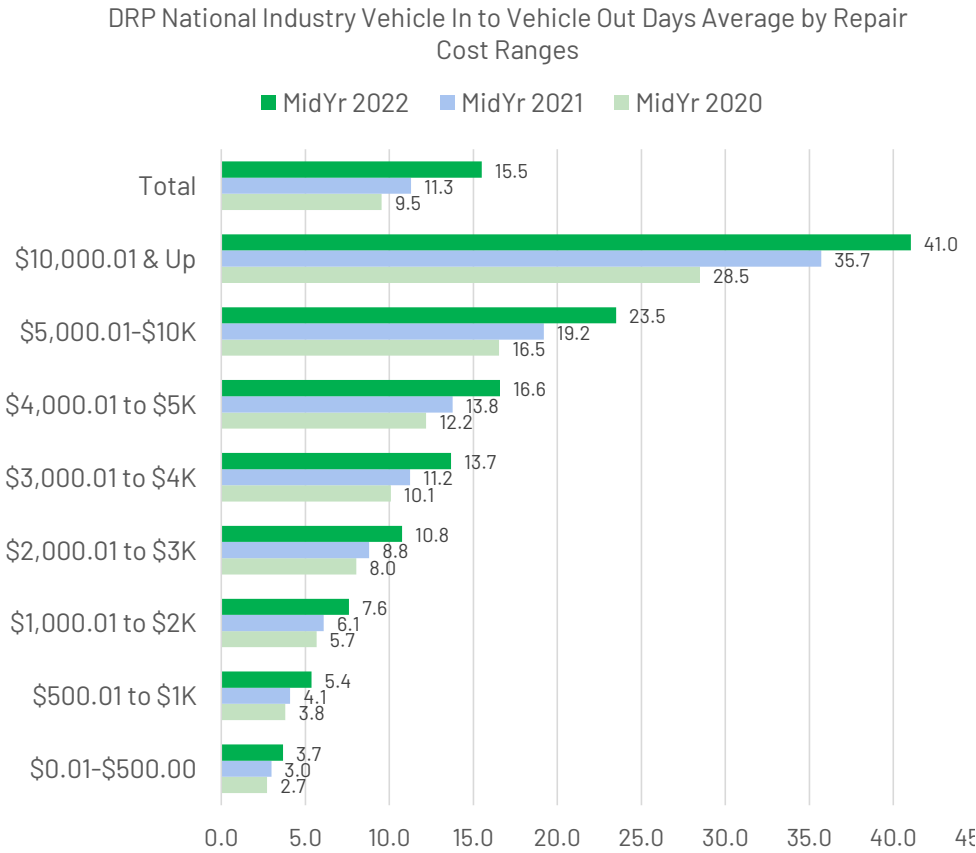
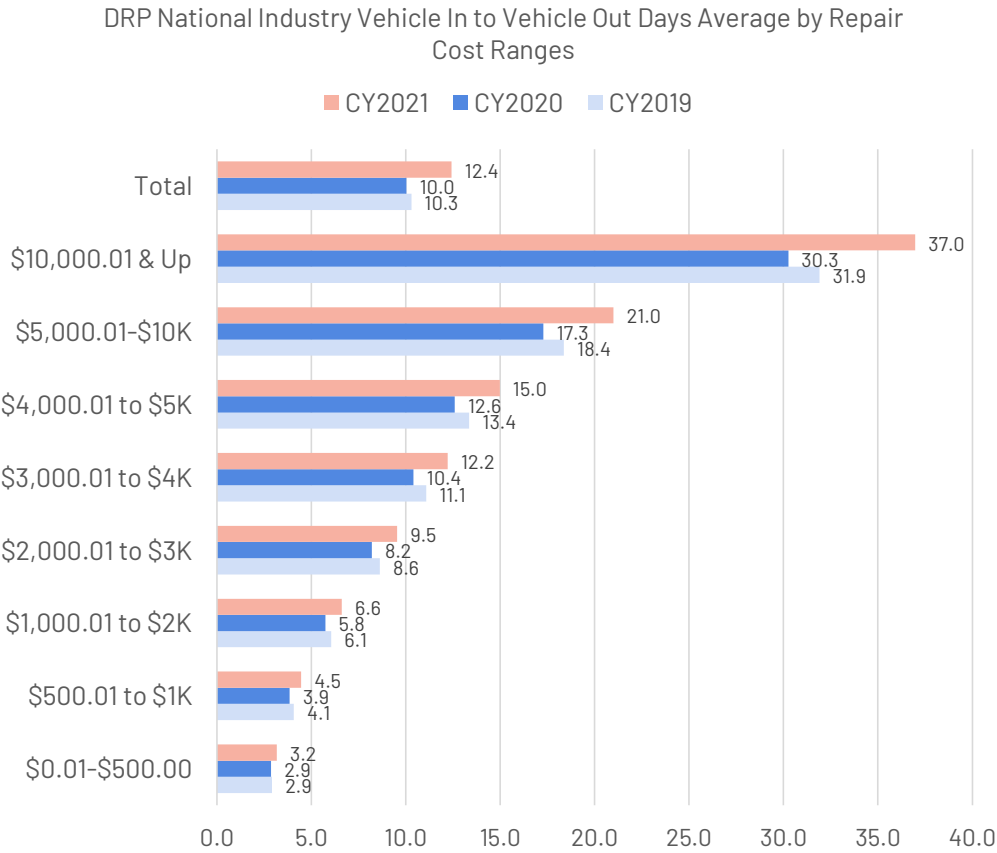


# Repairs Shift Into Higher Dollar Brackets

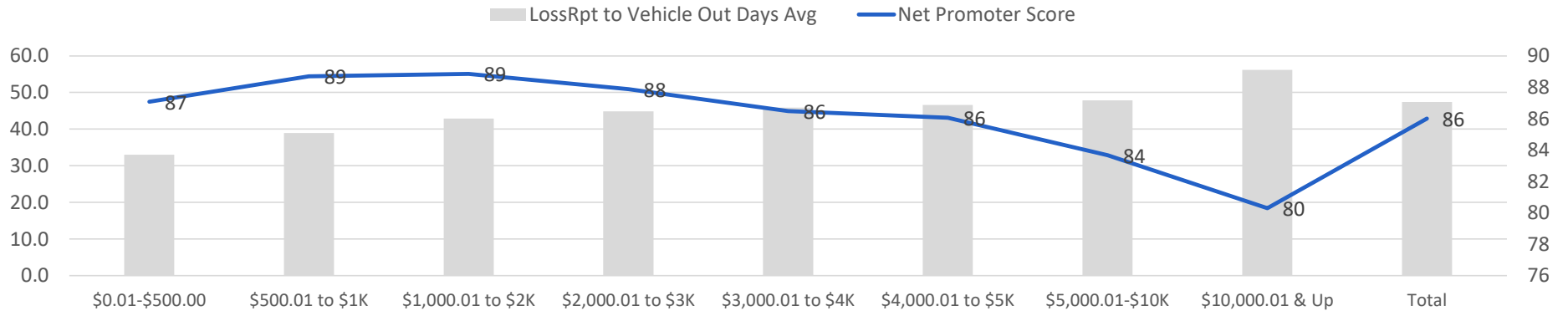


# Repair Times Per Repair Range Have Increased, And More Repairs in Higher Dollar Ranges Drives Up Overall Vehicle In to Vehicle Out Days Average





# National Industry DRP Repairs Mid-Year 2022 Repair Satisfaction and Cycle Time by Repair Cost Range



	LossRpt to Vehicle Out Days Avg	Vehicle In to Vehicle Out Days Avg	Net Promoter Score	Repair Satisfaction %	Survey % of Vehicles Returned	Kept Informed %	Avg Service Score	Avg Recommend Shop Score	Avg Insurer Handle Claim Score	Avg Recommend Insurer Score
\$0.01-\$500.00	28.4	3.2	88	96.4%	6.2%	95.0%	9.7	9.6	9.2	9.1
\$500.01 to \$1K	31.8	4.5	90	96.4%	6.3%	95.0%	9.7	9.6	9.4	9.2
\$1,000.01 to \$2K	33.4	6.6	89	96.5%	7.5%	95.2%	9.7	9.6	9.4	9.3
\$2,000.01 to \$3K	34.4	9.6	88	96.1%	9.6%	95.0%	9.7	9.6	9.4	9.3
\$3,000.01 to \$4K	35.0	12.2	87	95.4%	11.3%	94.7%	9.6	9.6	9.4	9.3
\$4,000.01 to \$5K	35.7	15.0	86	94.8%	12.5%	94.5%	9.6	9.5	9.4	9.3
\$5,000.01-\$10K	37.5	21.0	84	94.0%	15.7%	93.9%	9.6	9.4	9.3	9.3
\$10,000.01 & Up	47.9	37.0	79	91.5%	22.0%	92.6%	9.4	9.3	9.1	9.2
<b>Total</b>	<b>35.2</b>	<b>12.4</b>	<b>87</b>	<b>95.5%</b>	<b>10.7%</b>	<b>94.7%</b>	<b>9.6</b>	<b>9.6</b>	<b>9.4</b>	<b>9.3</b>