

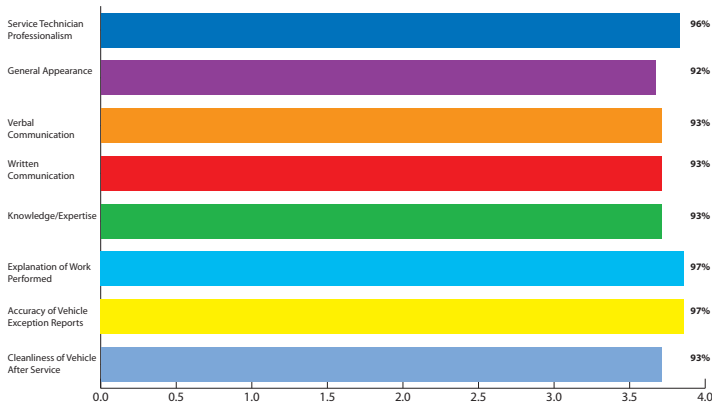


## 2012 Customer Satisfaction Survey

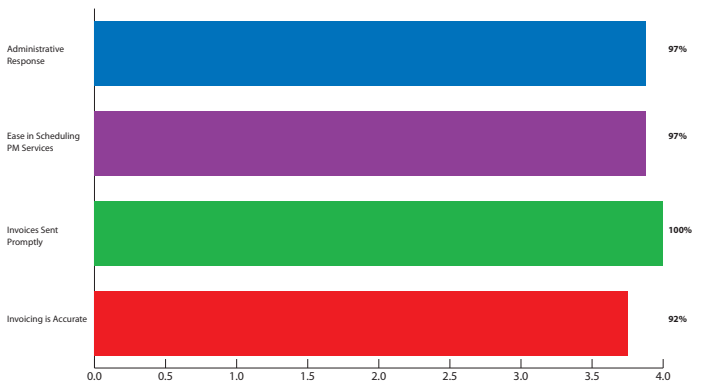
In August, Fleetpro released its Customer Satisfaction Survey. To our customers who have completed this survey, thank you for your feedback! It is important for us to check in with our customers and get information on how we can improve your service experience with us. If you haven't taken our survey yet, you can find the link on our website, [www.fleetpro.com](http://www.fleetpro.com). The survey takes about 10 minutes to complete. We appreciate your feedback and input.

Our customer satisfaction survey asked customers to rate Fleetpro in three categories: Service Technician Satisfaction, Administrative Responsiveness, and Account Management and Customer Service. We asked customers to rate Fleetpro on a scale of 1 - 4, where 1 was "satisfaction completely below expectation" and 4 was "satisfaction completely exceeds expectation." **Our technicians received an average rating of 94%** in overall customer satisfaction. **Our administrative team received an average rating of 97%** in overall customer satisfaction, and **our customer service/account management received an average rating of 95%** in overall customer satisfaction. The graphs that follow show the breakdown of those ratings. The fourth graph shows how current customers rate their overall satisfaction with the value of Fleetpro's services.

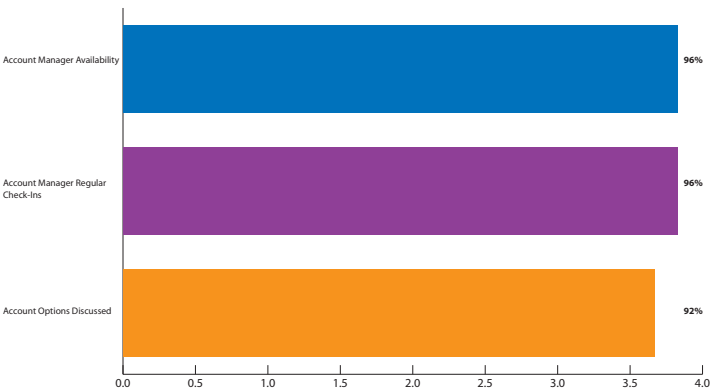
### Service Technician Satisfaction



### Administrative Responsiveness



### Account Management / Customer Service



### Overall Satisfaction Based on Value

