

If the customer answers

Hi (customers name), this is (name) from Dentspot.

We assessed your vehicle for hail damage on (date of assessment). I can see that your claim with Progressive has been approved. Would you like to make a booking with us to repair your car?

Offer the next available date and add a repair date note (and book into the schedule). If the customer doesn't want repairs add notes to confirm this into the Dentspot system so no more contact is made with the customer.

If leaving a voicemail

Hi (customers name), this is (name) from Dentspot.

We assessed your vehicle for hail damage on (date of assessment). I can see that your claim with Progressive has been approved. We currently have availability (provide a few dates). Can you please call us back on (number) to discuss a repair booking.

Leave a note in the Dentspot System that a voicemail was left to make a repair booking.

Follow up with a text message

It's always good to follow up a voicemail with a text message. Provide the same information as above and leave a note in the Dentspot system.

Sometimes you can't leave a voicemail so just send the text and leave a note in the Dentspot System.

General Information

When calling the customer you will need to know the location, maximum number of repairs to book per day (There will be a limit on CAT 1, CAT 2, CAT 3 and CAT 4 repairs).

The below FAQ's may have different answers depending on location so check with the manager for specific information for sites.

FAQ's from customers

Q - How long will repairs take?

A - Check notes from assessment day.

Q - Where, when and how do I get a rental?

A - Do you have rental car coverage on your policy? If yes, we can help you to get in touch with the insurance company and schedule a vehicle for you for the time your car will be in repairs.

Q - How much is the repairs total estimate?

A - Answer on file.

Q -How do I get a check?

A - The insurance company will issue the payment to the repair facility of your choice. If you already have a check from the insurance company please endorse it in the back and give it to us at the moment you're picking your car up.

Q - How much do I have to pay, what is my deductible?

A - Answer on file.

Q - Who fixes the car?

A - Specialist technicians repair the dents one at a time. (Location specific answer in relation to conventional jobs)

Q - Where do you fix the car?

A - Location specific

Please add more questions as they are presented by customers to improve this material.

Objection: The insurance gave Total Loss for my car.

Answer: In most of the cases there is not much to do, because usually the customer accepts the insurance company's check and negotiates to keep the car. Unless he wants to repair some specific part and pay out of pocket.

Objection: I already cashed the check from the insurance company.

Answer: In this case there is not much to do unless the customer wants to fix the car and pay from his own pocket. We can work out an estimate for car repair.

Q: Do you drill holes on the vehicle?

A: No, we do not. We do the repair in the correct way, we don't drill holes, we correctly disassemble the vehicle, no damages to the car. Always keep it original.

Q: Is there any additional costs if my check doesn't cover the whole repair?

A: No, we'll do an assessment on your vehicle and write a supplement if needed. And we'll only start working on your car after the insurance company's approval.

Q: I have a collision on my vehicle, how do I do?

A: You will have to file a claim for this collision and get approval or if you want to fix it without your insurance you'll have to pay from your pocket.

Q: What separates you from your competitors & how those differences make you better?

A: Examples of lines that you can use as an answer:

- a. We have +15 years' experience on hail damage repairs.
- b. We have one of the best technicians, members of our team of technicians have received 5 international awards for quality and agility.
- c. We use advanced paintless dent repair techniques to massage out the dents from hail, door dings, and all other types of body dents quickly and efficiently.

- d. PDR technique leaves your vehicle looking like new again.
- e. We're focused on building lifelong customers who can trust us to always be there for them.
- f. We provide lifetime warranty as long as you own the vehicle.