

Press Release

FOR IMMEDIATE RELEASE

MASTER-TECH, INC.

Named 2009 AutocheX Premier Achiever for Excellence in Customer Service and Satisfaction

Bear, DE; November 5, 2009 — MASTER-TECH, INC. was recognized as a 2009 AutocheX™ Premier Achiever for outstanding customer service and satisfaction at the eighth annual AutocheX Premier Achiever Awards ceremony on Nov. 5, 2009. The event was held at the Mandalay Bay Convention Center in Las Vegas in conjunction with NACE.

The Premier Achiever Award honors collision repair facilities that consistently demonstrate their commitment to customer care as reflected by their superior customer satisfaction scores. Based on the hundreds of thousands of customer satisfaction surveys AutocheX performed throughout 2009, MASTER-TECH, INC. has been recognized as one of the top-performing collision repair facilities in North America for customer service and satisfaction.

The Class of 2009 Premier Achievers attained scores in the top four percent of facilities that use the AutocheX service throughout the U.S. and Canada. They include collision repair facilities of all sizes, from small, family-run businesses to large consolidators, and represent 36 states across the U.S, as well as British Columbia, Canada. Approximately 30 percent of the facilities were repeat winners, having also won the award in 2008.

AutocheX, a division of Mitchell International®, 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.

"The Premier Achiever Award program recognizes the hard work and outstanding accomplishment of top-performing collision repair facilities in North America for customer service and satisfaction," said Jason Bertellotti, Vice President of Mitchell Repair Solutions. "We congratulate these facilities for consistently providing the best possible repair experience for their customers. They truly understand and embrace the importance of customer satisfaction."

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