

**Customer Satisfaction Surveys – 5 star ratings**

ICBC uses a third-party company, Logit, to distribute surveys to ICBC customers for feedback on their vehicle repairs. If a customer uses a collision or glass repair facility that is part of ICBC’s repair program, customers may receive a survey via phone, email or SMS asking if they’d recommend the repair facility to family or friends. ICBC will translate the your rolling 12 month NPS score into a rating out of five stars. To see a facility’s rating, click “more details” under the facility’s name.

NPS scores will translate as follows:

<b>NPS Score</b>	<b>Star Rating</b>
0% or below	0 stars
1%-15%	0.5 stars
16%-25%	1 star
26%-35%	1.5 stars
36%-45%	2 stars
46% - 55%	2.5 stars
56%-65%	3 stars
66%-75%	3.5 stars
76%-85%	4 stars
86%-95%	4.5 stars
95%-100%	5 stars