


RepairPal Certified shops save *olive.com*® 22% in VSC claims costs over non-Certified Dealers!

While seeking a trustworthy network of repair shops, *olive.com*® discovered and partnered with RepairPal. RepairPal's nationwide certified shops and dealers enable *olive.com*® to enhance and simplify their VSC (Vehicle Service Contract) and MBI (Mechanical Breakdown Insurance) claims process and customer experience. Unexpected repairs can be stressful for drivers, and with *olive.com*®'s coverage, the last missing piece to the customer satisfaction puzzle was to find a network of shops and dealers who could provide contract holders and *olive.com*®'s administrator with a hassle-free experience.

Results

The partnership between *olive.com*® and RepairPal provides customers with the assurance that they will get high-quality repairs backed by a minimum of a 12 month, 12,000 mile warranty. Should *olive.com*® customers need maintenance or experience other uncovered repairs, they're guaranteed at a fair price.

 RepairPal shops have received a **99** NPS rating from *olive.com*® customers after visiting a shop for service.

YEAR OVER YEAR RESULTS, 2021-2022

31% ↑ Repair appointments booked via various traffic sources

14% ↑ Landing page views + usage

77% ↑ Repair appointments booked via live chat/ customer service

Lead Generation

olive.com® regularly participates in email and print marketing, linking customers to the shop finder to further efforts in creating a seamless customer experience.



Live Chat

RepairPal hosts Live Chat in the shop finder to assist customers. RepairPal's customer service representatives have a **4.9** star customer satisfaction rating, booking appointments on behalf of *olive.com*®, which has increased repair appointments by **77%** from 2020 to 2021.

