

Exhibit A

LABOR RATE QUESTIONNAIRE

To: XYZ Body Shop (Auto Body Repair Facility)

From: _____ Insurance Company

Instructions: This questionnaire should be completed by the auto body repair facility to which it is addressed and returned to _____ Insurance Company at [insert address] no later than [insert due date]. If the information is not complete the survey may be rejected.

Hourly Rate Charged - Please indicate the hourly rate charged by your facility for auto body repair work. If the rate charged varies, please indicate each and every rate actually charged for all categories of customers, including but not limited to insurance related claims versus non-insurance related claims. The information on hourly rate charged must include all labor rate agreements other than those with insurance companies. This information must include, but is not limited to, labor rate agreements with any and all rental car companies for the repair of rental vehicles, labor rate agreements with any and all vehicle leasing companies for the repair of leased vehicles, labor rate agreements with the State of Rhode Island for the repair of state vehicles, and labor rate agreements made with the United States government for the repair of government vehicles.

SEE ATTACHED ADDENDUM

Supporting Documentation: Please provide a full and complete description of all of the documents that evidence each actual rate charged (i.e. for each category of customer invoices, rates posted in shop, customer receipts, estimates or other applicable documentation). Please note that you may be requested to produce documentary evidence supporting your response to the Department of Business Regulation, Commercial Licensing Division.

SEE ATTACHED ADDENDUM

Complete Description: Please describe the manner in which you calculate each labor rate charged, providing a complete description of the components, including, but not limited to salary costs, overhead (including a complete and detailed description of the costs you include in overhead) and margin for profit.