



To whom it may concern:

As a regional multi franchise dealership based in NSW we are always looking at new and innovative ways to improve our service operations and to connect with our customers better.

With brands such as BMW, VW, Nissan, Mitsubishi, Renault and Skoda we have a wide range of customers with a variety of different needs.

We recently took the decision to install a Safe-T-Stop test lane in our service facility. I'm pleased to say this has been a fantastic addition to our operations with a range of benefits across all our brands including:

- ✓ Customer Satisfaction – our customers love the detailed but understandable test report we provide
- ✓ Simplicity – Safe-T-Stop is simple and easy to use. It does not require a specialist technician
- ✓ Reduce risk and liability – we can now provide photo proof of vehicle condition
- ✓ Additional work – our Safe-T-Stop test lane helps us to quickly identify vehicle faults and assists us in communicating that with our customers
- ✓ Additional profit – using our business plan, the Safe-T-Stop test lane provides additional profit

Our technicians love the back up and support Safe-T-Stop provides and our service advisors are excellent at communicating with customers the results and any implications.

Our customers are very supportive of the extra level of care and attention to detail we can now provide. It is a win win solution for all parties!

Installation and support from the team at Safe-T-Stop was straight forward and quick to implement.

I recommend Safe-T-Stop to any service centre looking to improve outcomes, profitability and customer satisfaction.

Ben Kernahan

Service Manager

John Oxley Motors

Port Macquarie, NSW



