

1. General Questions

<u>Question</u>	<u>Company Answer</u>
Does the company own a maintenance shop?	
Please specify the number of owned maintenance shops?	
Please specify the location of each maintenance shop?	
Please specify the working hours of each maintenance shop?	

2. Please indicate the response time.

<u>Case</u>	<u>Response Time</u>	<u>Procedure</u>
Requesting a replacing vehicles		
Issuing a new vehicle		
Road side assistance		
Schedule for regular maintenance including oil change, replacing tires etc.		

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Name, Signature and company's stamp

_____ *Applicant's Initials*