

## Q&A

# The Plymouth Rock Garage Powered by CarAdvise

**Q: What is CarAdvise?**

A: CarAdvise is the company that manages the Plymouth Rock Garage and created the service that lets eligible Plymouth Rock policyholders schedule, approve, and pay for car maintenance and repair services.\*\* We chose CarAdvise to provide this unique service as an added benefit for our Massachusetts auto insurance policyholders.

**Q: How is CarAdvise able to offer discounts on service? It is really a good deal?**

A: Yes, the discounts are real. So many people use the CarAdvise program nationwide that it gives service shops an incentive to provide better pricing. Users have seen average savings of 21% on labor and 32% on routine maintenance, such as oil changes, tire rotations, air filters, transmission flushes, wheel alignments and more.\*

**Q: What happens if I have a problem while I'm at the shop? What about issues afterwards?**

A: CarAdvise has ASE-certified technicians that can help you with any questions while you're at the shop. They can be reached at 844-9-ADVISE from 9 am to 8 pm EST, Monday through Friday. Any issues that occur during a transaction are handled with the highest priority. "ASE" stands for Automotive Service Excellence and the certifications are managed by the National Institute for Automotive Service Excellence.

**Q: What happens when I enroll?**

A: Enrolling is an easy process. Simply create a new account (online or through the CarAdvise app) with your basic contact information and vehicle details. After that, you can choose to add a credit card and then schedule maintenance at your convenience. There is no obligation to do or buy anything. Any information you provide to CarAdvise is subject to the CarAdvise Privacy Policy, available on the CarAdvise app and website.

**Q: Can I just get a list of auto shops without providing my information?**

A: No, without enrolling, there's no way to show that you're eligible to participate in the Plymouth Rock Garage program, and no way to ensure you would get the correct discount and warranty that is offered through the program.

**Q: How do I schedule service?**

A: On the main screen of the app (Dashboard), there's a button to "schedule service" - all you need to do is tap that button. You can then browse common services like oil changes, tire rotations, brakes, etc. You may also schedule service on the Plymouth Rock Garage web dashboard as an alternative to using the CarAdvise app.

After selecting a service, click on "Find a Shop," to see a list of participating shops near your location (based on ZIP code). Select your shop, time/date of service and confirm the appointment. You will receive an email confirmation shortly thereafter.

**Q: What if I need to cancel the appointment?**

A: On your dashboard, you will see the pending appointment along with a button to cancel. There is no charge unless you have a shop work on your vehicle.

**Q: What's the difference between a certified shop and an approved shop?**

A: Certified shops are those that are top rated within the network and are certified by CarAdvise. These shops are required to adhere to specific standards and practices that will make your experience better all the while receiving the highest discounts and warranties. Approved shops are shops that participate in the CarAdvise program.

**Q: What happens if the auto shop says I need additional work?**

A: The shop will do a courtesy inspection to identify any additional repairs or services that might be needed. Should you need any, you will receive an alert on your mobile device, which will list the additional recommended services and prices. You may also view alerts or notices through the web dashboard. You can review the services and select "Approve" or "Save for Later." If you have additional questions, you can call 844-9-ADVISE and an ASE-certified technician will be happy to provide guidance.

**Q: Do I have to do the additional work?**

A: No, you can approve, deny, or save any recommended service for a later time with no obligation.

**Q: How do I add another vehicle to my Plymouth Rock Garage profile?**

A: Tap the menu icon in the top left corner of the CarAdvise app, and then select "my vehicles" - a button to add a vehicle will appear. Just follow the prompts from there. You may also use the Plymouth Rock Garage web page to add a vehicle.

**Q: How do I remove a vehicle?**

A: Just tap the menu icon in the top left corner of the CarAdvise app, and select "my vehicles." You will see a list of vehicles associated with your account. Simply tap the "X" to the right of the vehicle to remove it. You may also use the Plymouth Rock Garage web page to remove a vehicle.

\*Based on a 2017 nationwide survey conducted by CarAdvise including data from hundreds of nationally branded repair shops, dealerships, and independent repair shops.

\*\*Terms and conditions apply. Currently available only to Massachusetts private passenger auto insurance policyholders with the Policyholder Perks or Savings Pass endorsement.