



World-Class Franchise™

The highest honor any franchise company can earn is the enthusiastic support of their own franchise community. Express Oil Change has earned that distinction.

FranSurvey® Certified

- ✓ Confidential surveys.
- ✓ Every franchisee contacted.
- ✓ 20 crucial investment questions asked and answered by 32 of their 40 existing franchise owners for a completion rate of **80%** completed in August 2007.
- ✓ We ask about training and support, quality of products and services received from the franchisor and much more.
- ✓ Complete 11 page report available as an instant download at:

www.FranSurvey.com/ExpressOil



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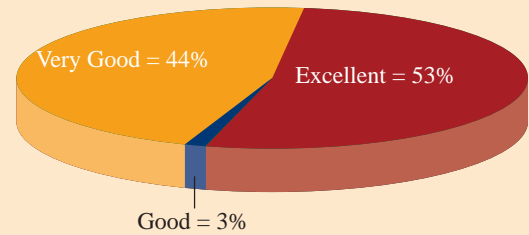
Retrospective = 100%

Question

In general, how would you rate the overall quality of your franchisor?

Response

Combined scores of Excellent + Very Good + Good



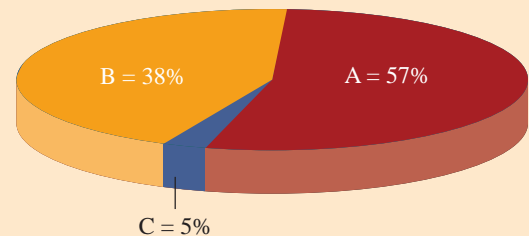
Quality of Service = 100%

Question

How would you grade the ongoing training & support supplied by the franchisor?

Response

Combined scores of A + B + C



Franchisor Relations = 100%

Question

My franchisor and I are committed to a positive, long-term relationship.

Response

Combined scores of Strongly Agree + Agree

