



## SERVICE COMMUNICATION GUIDELINES

These guidelines should be followed for communications with Karma Automotive (KA) clients throughout the service process.

- I. Establish a single point of contact for KA clientele that is able to take calls during normal business hours.
  - a. If the established point of contact is unable to take a call, voicemails and emails should be returned within 12 business hours.
- II. Schedule appointments that will be honored.
  - a. If an appointment needs to be pushed back, the client should be notified as soon as possible but at least three days prior to the original appointment date.
  - b. If there is a long delay before a technician is able to begin work on a car, provide the client with the option to bring their Karma in at a later date when the technician is available.
  - c. If the client chooses to leave their Karma regardless of appointment availability, provide weekly updates on where their Karma is in the service queue.
  - d. If a Karma is towed in, provide a realistic expectation on when the car will be diagnosed and serviced.
- III. Set realistic and achievable timelines for repair.
  - a. Add three days to every service timeline for quality control, battery charging and balancing.
  - b. Keep the client updated throughout the service or repair.
  - c. Establish parts availability before communicating with client.
- IV. Be transparent about recommended services and repairs.
  - a. RDMs, battery modules, and couplers are extensive repairs that require many hours. Check the estimated repair hours before making estimates on the repair timeline.
  - b. Inform clients of implications of declining repair (i.e. a failing battery module results in reduced performance).
  - c. Inform clients of repairs that require software updates or programming.

# K A R M A

- V. What the KA Client Services team can help with:
  - a. Client Services (855) 565 2762
    - i. Complaint escalation.
    - ii. Goodwill - Goodwill assistance is examined on a case-by-case basis and is only awarded under exceptional circumstances. Please do not inform the customer of a goodwill program. Simply inform the client services team of any exceptional cases that may arise and we will investigate.
  - b. Dealer Services (855) 865 2762
    - i. Warranty coverage questions
    - ii. Parts issues
    - iii. Sales-related questions
- VI. What the KA Client Services team can't help with:
  - a. Providing or compensating for loaner cars.
  - b. Changing prices of parts.
  - c. Sending technicians to client homes.