

# PAUL BROS.

AUTOBODY

collision excellence since 1905



# Welcome

Paul Bros. Autobody was established in 1905 in the University City area. The company originally repaired all types of collision damage, including city horse drawn carriages and carts. As the automobile gained popularity, the Paul Bros. organization expanded and moved to a facility located on Baltimore Avenue.

During the 1950's, the automobile became the cornerstone of the economy. With new roads and suburban expansion, automobile collisions increased. Paul Bros. again had to move to the current location at 49th and Chestnut Streets.

In the late 1960's, the Paul family entertained discussions with a newly introduced vehicle manufacturer, Toyota Motor Cars. An agreement was made and Paul Bros. became the first Toyota agency located in Philadelphia.

The gas crisis of the 1970's presented another opportunity for growth. As Americans became more conscious of gas consumption, they turned to foreign imports to meet the demand. Toyota sales skyrocket in the 1980's and the brand became synonymous with high quality and value. As the first Toyota certified repair facility on the East Coast, Paul Bros. was again poised for expansion.

Paul Bros. has been progressive in keeping with changes in the automobile industry. A leader in collision repair and a staunch supporter of education in the industry, Paul Bros. remains the prototype of a successful collision repair facility.

## *The Paul Bros. Difference*

*ONE  
Quality Repairs*

*TWO  
Certified Technicians*

*THREE  
Guaranteed Repairs*

*FOUR  
Experience*





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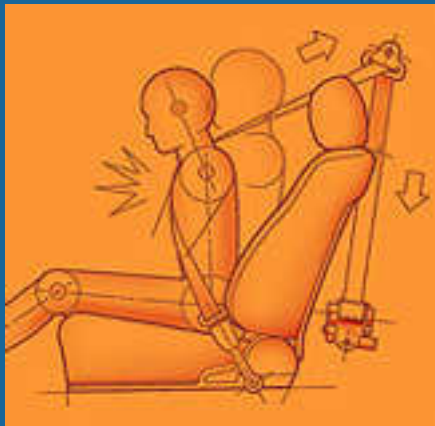
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# Certifications and training



*Our facility has been a dedicated training facility since 1994. Nearly 1,000 professionals in the collision industry have been trained through our programs.*

Changing technology in vehicle manufacturing is presenting new challenges for the collision repair industry. We require all technicians to regularly attend classes to keep current with changes in the industry. Provided below is a list of our certifications.

## TOYOTA

Paul Bros. Auto Body was selected as the first Toyota certified collision repair facility in the Mid-Atlantic region. Toyota certification is premier vehicle manufacturer program in the world and perhaps the most difficult to achieve. We are proud to have been the only shop in the country to surpass Toyota benchmarks and become certified on a first visit.

## I-CAR

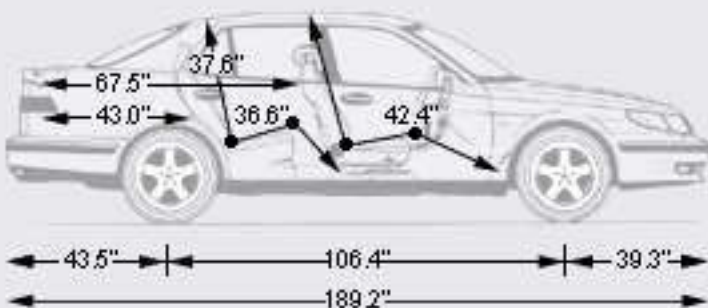
I-CAR is the industry standard in collision repair education. I-CAR is a non-profit organization that provides hands on instruction and classroom style. The achievement of Gold Class status signifies a tremendous commitment on the part of the achieving shop to continuing collision repair education.

## ASE

ASE is the aptitude testing arm of the collision repair industry. Students can achieve certification on various collision repair techniques such as refinishing, structural repair and mechanical repair. Our technicians are required to pass the ASE test within six months of hire.

## ASA

Paul Bros. was selected as one of only seven repair facilities in the State of Pennsylvania to be recognized for compliance with environmental guidelines.



# Services



*Our technicians regularly attend training classes.*



*Our appraisal staff has over 120 years experience.*

Paul Bros. is a full service collision facility dedicated to restoring vehicles to pre-accident condition. Our services make the collision repair process easy, convenient and expedient for our customers.

We understand how difficult it may be for our customers to get their vehicles to our shop. This is why we have a FREE PICK UP AND DELIVERY SERVICE available upon request.

In order for us to be a one stop facility, we have a RENTAL DEPARTMENT on location. We carry a full line of Toyota products to fit every need. We work closely with the insurance company to direct bill, where necessary, car rentals acquired at our facility.

Estimates are always FREE. We are glad to provide, at no cost, vehicle repair estimates during our regular business hours. Our business hours are 7:30 am- 6:00 pm Monday through Friday and Saturday from 10:00 am- 2:00 pm.

Accidents can happen at any time. Our 24-HOUR TOWING service is there to serve our customers around the clock.

Many of our customers take advantage of our FREE SHUTTLE SERVICE to town every 1/2 hour daily. Free of charge, this shuttle service also makes stops in the University City Area and other locations in the city and suburbs.

Restoring vehicles to pre-accident condition is our most important goal. All customers receive a limited LIFETIME GUARANTEE ON WORKMANSHIP. For as long as a customer owns the vehicle, workmanship is guaranteed.

Our company consistently surpasses benchmarks for our industry. Productivity, outstanding CSI, low cycle time and quality work are among the best in the industry. By choosing Paul Bros. as your partner in collision repair, the benefits will be many.

# Insurance Company Affiliates



## DRP Partners

Ameriprise

Amica

AIIC

ANPAC

Erie

Esurance

Great American

Geico

Harleysville

Infinity

Kemper

Keystone

Leader

Network Solutions

Ohio Casualty

Selective

Windsor

Zurich

Without the cooperation of our insurance affiliates, we could not achieve a high quality repair in a timely fashion.

In 1990, we initiated our first DRP program. This program, in addition to our 15 other programs, is prospering today. We attribute our success to the cooperation and understanding our managers have established with the various program managers.

When selecting Paul Bros. Autobody as an affiliate, the benefits are numerous. Because our standards of repair work are so high, we meet or exceed benchmarks in the industry. All work performed at our facility is guaranteed for as long as the customer owns the vehicle. And our CSI ratings are consistently near 97%. We believe in unmatched customer service and follow up.

Since 1905, our company has provided quality repairs and outstanding customer and community service. Our company mission and vision remain unchanged. We will continue to seek those relationships that can foster even greater service to our customers.



*Our insurance company programs have been very successful: over 97% CSI over the last 11 years.*

# EQUIPMENT & MACHINERY



## EQUIPMENT LIST

Paint Booths	2
Prep Stations	1
Intermix System	Yes
Paint Manufacturer	PPG & Dupont
Repair Bays	46
Refinish Bays	12
Lifts	4
Metal Repair Area	10000 Sq Ft.
Estimating System	CCC
Digital Imaging	Yes
Computer System	Win NT 4.0
Workstations	6
Frame Machines	Bee Liner 3 Car-o-liner Chism
Welding	3 Compound Resistance 4 MIG 1 TIG
Measuring	KLM Caroliner Cartronics
4 Wheel Alignment	Yes
Free Estimates	Yes
24 Hour Towing	Yes
Rental Cars	Yes
Vehicle Pick Up	Yes
Warranty Lifetime	Yes
Indoor Storage	Yes
Certifications	I-CAR ASE ASA Toyota Lexus Saab