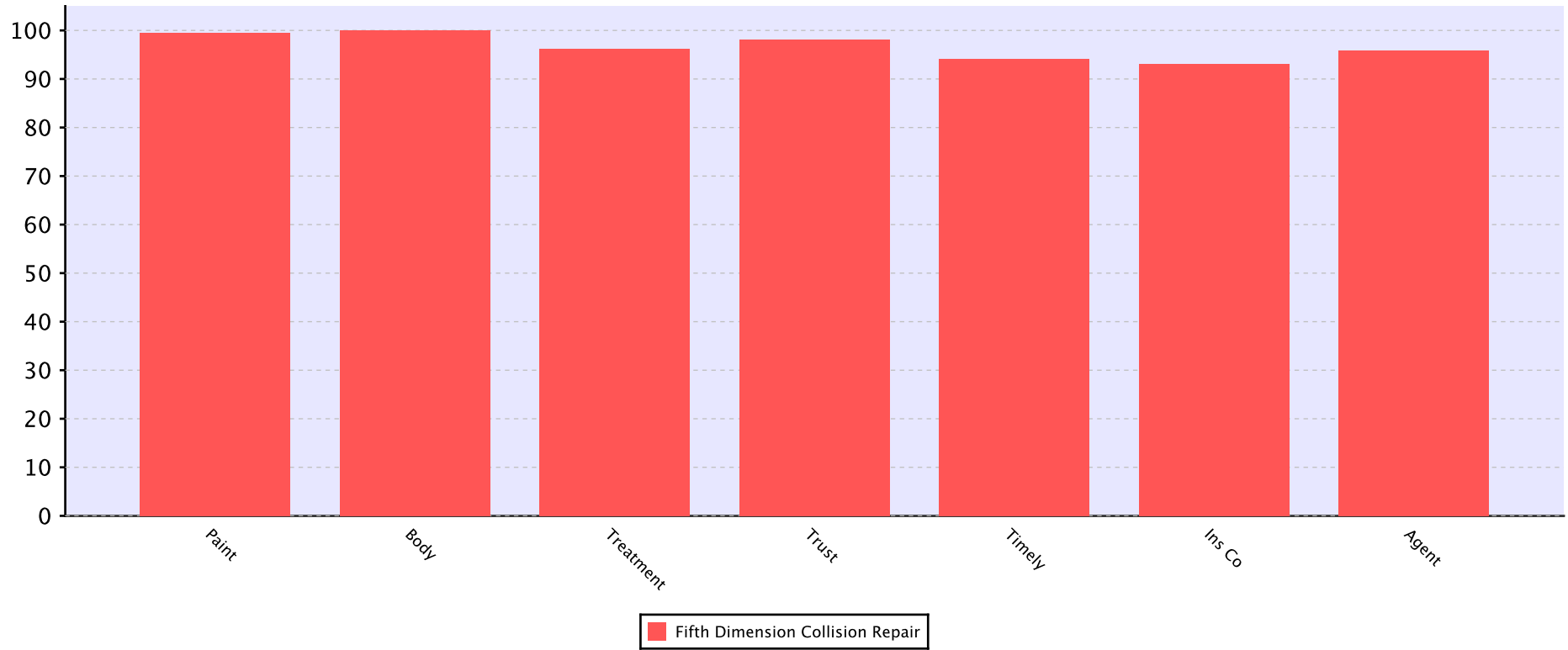


Performance Feedback Location Review



2011-01-01 through 2011-12-31

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
Fifth Dimension Collision Repair	214	99.2 %	99.5 %	100.0 %	96.2 %	98.1 %	94.2 %	93.1 %	95.8 %



	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
Fifth Dimension Collision Repair	214	99.2 %	99.5 %	100.0 %	96.2 %	98.1 %	94.2 %	93.1 %	95.8 %

	Agent Name	Paint	Body	Treatment	Trust	Timely	Ins Co	Agent
Adedze, Pascasie (#2499) - Phone Survey	Agent Not Specified	Yes	Yes	9	Yes	Yes	N/A	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Compliment		The staff at the shop were very nice, and professional.						
Insurance Company:	Customer Pay							

	Agent Name	Paint	Body	Treatment	Trust	Timely	Ins Co	Agent
Aljuboory, Karim H (#3101) - Phone	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Ins Co Recommend	The insurance company recommended this shop.						
Insurance Company:	American Family Insurance							

	Agent Name	Paint	Body	Treatment	Trust	Timely	Ins Co	Agent
Allen, Dina (#1970) - Phone Survey	Agent Not Specified	Yes	Yes	7	Yes	Yes	Yes	N/A
Chose Body Shop Because	Dealership	The dealership where I bought the car recommended this shop.						
Complaint	Cust Service	The people up front need to be trained a little better. I would rate them a 7.						
Compliment	Cust Serv Rep	Ingrid was really great.						
Insurance Company:	Usa Insurance Companies							

	Agent Name	Paint	Body	Treatment	Trust	Timely	Ins Co	Agent
Allen, Steven (#986) - Phone Survey		Yes	Yes	9	Yes	Yes	N/A	Yes
Chose Body Shop Because	Dealership	The dealership where I bought the car recommended this shop.						
Rec Body Shop	Body Shop	I have already recommended this shop to others.						
Insurance Company:	Customer Pay							

	Agent Name	Paint	Body	Treatment	Trust	Timely	Ins Co	Agent
Armstrong, Doug (#2183) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	N/A	N/A
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Compliment	Body Shop	Fifth Dimension Collision Repair was great.						
Insurance Company:	AAA Insurance Company							

	Agent Name	Paint	Body	Treatment	Trust	Timely	Ins Co	Agent
Aronson, Ken & Sari (#3146) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	N/A	N/A
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Compliment	Body Shop	The shop did excellent work.						
Insurance Company:	Customer Pay							

Fifth Dimension Collision Repair

2011-01-01 through 2011-12-31

	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Babb, Kay (#2615) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Compliment	Body Shop	I was happy with everything. If anything else happens, I will be back.						
Insurance Company:	Customer Pay							
Bailey, Richard (#1765) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Agent Recommendation	The insurance agent recommended this shop.						
Compliment	Body Shop	We appreciated all of the great help.						
Insurance Company:	American Family Insurance							
Basi, Bart (#939b904b) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Agent Recommendation	The insurance agent recommended this shop.						
Compliment	Delivery Date	The time the work took exceeded my expectations.						
Compliment	Body Shop	I thought that the work was perfect.						
Insurance Company:	Customer Pay							
Beard, Dennis (#2272) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	N/A	N/A
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Compliment	Body Shop	The car looks great.						
Insurance Company:	Customer Pay							
Beckler, Gene (#2078) - Phone Survey	Agent Not Specified	Yes	Yes	9	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	My kids recommended this shop.						
Insurance Company:	State Farm Insurance Company							
Bell, Nancy (#1926 4516) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	N/A	Yes
Chose Body Shop Because	Dealership	The dealership where I bought the car recommended this shop. The Illini Nissan dealership in Champagne, IL.						
Compliment	Body Shop	The paint refinish and body repairs were excellent.						
Compliment		Everyone at Fifth Dimension was kind and very professional.						
Compliment		The first time I took my car, the young woman that checked the front end damage was so kind and very thorough in her evaluation. Two other guys came out and helped her get the bumper on so that I didn't have more damage until I could be repaired. I was impressed with the quality of their work and how friendly they were for the completed process. Thank you.						
Rec Body Shop	Body Shop	I would absolutely recommend this shop. I will tell others.						
Insurance Company:	Customer Pay							

Fifth Dimension Collision Repair

2011-01-01 through 2011-12-31

	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Berbaum, Mike (#2988) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	N/A	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Insurance Company:								
Billman, Tom (#2099) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Complaint	Detail	I thought the car was dirty when I picked it up.						
Insurance Company:	Standard Mutual Insurance							
Birch, Joe & Pam (#2347) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	No	No
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Chose Body Shop Because	Location	I chose this shop because of its location.						
Compliment	Body Shop	The quality of the paint refinish and body repairs exceeded my expectations.						
Compliment	Delivery Date	The time the work took was excellent.						
Rec Body Shop	Body Shop	I would absolutely recommend this shop to others.						
Insurance Company:								
Bitler, Carl (#eccbf2e) - Mail Survey		Yes	Yes	10	Yes	Yes	No	Blank
Chose Body Shop Because	Dealership	The dealership where I bought the car recommended this shop.						
Not Rec Ins Co	Claims Office	The insurance was difficult to deal with.						
Insurance Company:	Hanover Lloyd'S Insurance Company							
Bloomer, Phil (#2861) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	N/A	Yes
Chose Body Shop Because	Print Media Ad	I saw an ad for this shop.						
Compliment	Body Shop	The quality of the repair work met my expectations, very much so.						
Compliment	Body Shop	This was good experience all the way around.						
Insurance Company:	Customer Pay							
Borngasser, Robert (#1456) - Phone		Yes	Yes	10	Yes	Yes	N/A	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Compliment	Body Shop	The quality of the repairs more than met my expectations.						
Compliment	Cust Serv Rep	Scott did a wonderful job.						
Compliment		The staff were very professional.						
Compliment	Body Shop	The shop did a wonderful. My expectations were met. I feel like I got what I paid for.						
Insurance Company:	Customer Pay							

Fifth Dimension Collision Repair

2011-01-01 through 2011-12-31

	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Bosch, Dennis & Regina (#1899) - Phone	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Insurance Company:	Beaird Insurance							
Brandt, Darrell (#2550) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Insurance Company:	AAA Insurance Company							
Brandyberry, Paul (#2108) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	N/A	Yes
Chose Body Shop Because	Other	I just walked in, when I chose this repair facility.						
Insurance Company:	Customer Pay							
Breen, Jeff (#2229) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Insurance Company:	Hertz Corp							
Brighton, Lois (#1426) - Phone Survey		Yes	Yes	10	Yes	Yes	Yes	N/A
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Compliment	Body Shop	Everything was handled perfectly well.						
Insurance Company:	Gtps Insurance Agency							
Brownfield, Richard (#3060) - Phone	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Employee	I know someone at the shop.						
Compliment	Body Shop	I am very happy with the work.						
Compliment	Body Shop	I always do recommend this shop.						
Compliment	Rental car	The shop gave me a rental car.						
Insurance Company:	Country Insurance							
Burns, Andrew (#2636) - Phone Survey	Agent Not Specified	Yes	Yes	8	Yes	Yes	No	No
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Insurance Company:	Gallagher - Bassett							

Fifth Dimension Collision Repair

2011-01-01 through 2011-12-31

	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Callahan, John (#1171) - Phone Survey		Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Compliment	Body Shop	This shop was excellent. I really appreciate the work that the shop did for me.						
Insurance Company:	American Family Insurance							
Carico, Ted (#2356) - Phone Survey	Agent Not Specified	Yes	Yes	9	Yes	Yes	N/A	Yes
Chose Body Shop Because	Print Media Ad	I saw an ad for this shop.						
Insurance Company:	Customer Pay							
Carney, Marge (#1897) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	N/A	Yes
Chose Body Shop Because	Internet Ad	I found this shop on the internet.						
Compliment	Cust Serv Rep	Shawn is absolutely fantastic. He did a great job on the painting.						
Rec Body Shop	Body Shop	I constantly recommend this shop to others.						
Insurance Company:	Customer Pay							
Casillas, Craig (#dc1ba3bd) - Phone	Agent Not Specified	Yes	Yes	10	Yes	Yes	N/A	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Insurance Company:								
Chang, Jason (#2292) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Insurance Company:	Customer Pay							
Cheung, Karl (#2601) - Phone Survey	Agent Not Specified	Yes	Yes	8	Yes	Blank	Yes	Yes
Chose Body Shop Because	Employee	I know someone at the shop.						
Comment	Delivery Date	The repairs took a little longer than usual but, it was reasonable.						
Insurance Company:	Customer Pay							
Ciaccio, Nancy (#1887) - Phone Survey	Agent Not Specified	Yes	Yes	10	Blank	Yes	Yes	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Chose Body Shop Because	Ins Co Recommend	The insurance company recommended this shop.						
Compliment	Body Shop	The quality of the repairs definitely met my expectations. I thought that the shop did a wonderful job on not just my car, but also my husband's when it was in the shop.						
Compliment		The car looked so nice, it looked like it had actually been detailed. I couldn't believe how clean it was. It looked like new.						
Compliment	Body Shop	I was very pleased with work.						

Compliment		I would rate the staff 10 plus.
Compliment	Body Shop	I liked that the inside of the shop was also very clean.
Insurance Company:	Customer Pay	
	<u>Agent Name</u>	<u>Paint</u>
	<u>Body</u>	<u>Treatment</u>
	<u>Trust</u>	<u>Timely</u>
	<u>Ins Co</u>	<u>Agent</u>
Ciaccio, Nancy (#1888) - Phone Survey	Agent Not Specified	Yes
		Yes
		10
		Yes
		Yes
		Yes
Chose Body Shop Because	Ins Co Recommend	The insurance company recommended this shop.
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.
Compliment	Body Shop	I was told that this shop was great, and they were right.
Compliment	Ins Co	The insurance company that paid for the repairs were excellent.
Compliment	Body Shop	The shop did a wonderful job. I thought that everything was terrific all around. It was fantastic.
Rec Body Shop	Body Shop	I would absolutely recommend this shop to others.
Insurance Company:	Customer Pay	
	<u>Agent Name</u>	<u>Paint</u>
	<u>Body</u>	<u>Treatment</u>
	<u>Trust</u>	<u>Timely</u>
	<u>Ins Co</u>	<u>Agent</u>
Clarke, John (#2501) - Phone Survey	Agent Not Specified	Yes
		Yes
		10
		Yes
		Yes
		Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.
Compliment	Body Shop	They blow another shop that I went to in Champagne out of the water.
Compliment	Body Shop	Everything was good. I was very satisfied with everything. I would use this shop again.
Insurance Company:	American Family Insurance	
	<u>Agent Name</u>	<u>Paint</u>
	<u>Body</u>	<u>Treatment</u>
	<u>Trust</u>	<u>Timely</u>
	<u>Ins Co</u>	<u>Agent</u>
Coetzee, Hannelie (#2570) - Mail Survey	Agent Not Specified	Yes
		Yes
		10
		Yes
		Yes
		Blank
		Blank
Chose Body Shop Because	Location	I chose this shop because of its location.
Comment	Body Shop	The shop left one mud guard in the car, so I had to go back.
Insurance Company:	Customer Pay	
	<u>Agent Name</u>	<u>Paint</u>
	<u>Body</u>	<u>Treatment</u>
	<u>Trust</u>	<u>Timely</u>
	<u>Ins Co</u>	<u>Agent</u>
Cole, Melinda & Gary (#3122) - Mail	Agent Not Specified	Yes
		Yes
		8
		Yes
		Yes
		Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.
Insurance Company:	State Farm Insurance Company	
	<u>Agent Name</u>	<u>Paint</u>
	<u>Body</u>	<u>Treatment</u>
	<u>Trust</u>	<u>Timely</u>
	<u>Ins Co</u>	<u>Agent</u>
Cook, Emily (#7e2b0ac7) - Phone Survey		Yes
		Yes
		10
		Yes
		No
		Yes
		Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.
Compliment	Body Shop	The quality of the work absolutely met my expectations. My car looks great.
Compliment		The service was great.
Rec Body Shop	Body Shop	I would absolutely recommend this shop to others.
Insurance Company:	Rockford Mutual Insurance Group	

Fifth Dimension Collision Repair

2011-01-01 through 2011-12-31

	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Cope, William (#b89ea567) - Phone		Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Dealership	The Ford dealership where I bought the car recommended this shop.						
Insurance Company:	Farmers							
Corbin, Chad (#2365) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Blank	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Insurance Company:	Customer Pay							
Corley, Danna (#1662) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Compliment	Body	The body work exceeded expectations.						
Compliment	Cust Serv Rep	Ingrid was helpful and very knowledgeable.						
Compliment	Paint	The paint was beautiful.						
Insurance Company:	American Family Insurance							
Coyne, Edward (#1328) - Phone Survey		Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Compliment		The staff were great.						
Compliment		The staff including the adjuster and my insurance agent kept me informed through the whole process.						
Compliment	Body Shop	The shop did a fantastic job. I was more than pleased with with everything.						
Rec Body Shop	Body Shop	I have already recommended this shop to others, and I will recommend them in the future.						
Insurance Company:	Cincinnati							
Cramer, Frank (#1384) - Phone Survey		Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Compliment	Body Shop	The shop did very good.						
Compliment		The staff were top notch.						
Compliment	Body Shop	The shop did a good job, were satisfied with it.						
Insurance Company:	Pekin Insurance Company							

Fifth Dimension Collision Repair

2011-01-01 through 2011-12-31

	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Crump, Hellen (#2641) - Phone Survey	Agent Not Specified	Yes	Yes	9	Yes	Yes	N/A	Yes
Chose Body Shop Because	Dealership	The dealership where I bought the car recommended this shop.						
Insurance Company:	Customer Pay							
Curtis, Martha (#2786) - Mail Survey	State Farm Insurance Agency	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Other	Worden Martin has always serviced our cars. Dan Hildenbrand recommended this shop.						
Comment	Ins Co	I was a little disappointed that State Farm did not pay for completely repainting the bumper, but this body shop took care of it.						
Compliment		All of the staff people who walked me through the process were friendly, professional and helpful.						
Compliment		I was also impressed that the body shop detailed the car. It was clean on the inside as well as the outside.						
Rec Ins Co	Claims Office	All of my insurance is with State Farm, and they have been good over the years.						
Insurance Company:	Customer Pay							
Dahl, Randy (#3087) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Insurance Company:	State Farm Insurance Company							
Dankowicz, Melanie & Harry (#d4dc94c1)		Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Agent Recommendation	The insurance agent recommended this shop.						
Insurance Company:	Cincinnati Insurance							
Davis, Elisabeth (#becc8348) - Phone		Yes	Yes	9	Yes	No	Yes	Yes
Chose Body Shop Because	Dealership	The dealership where I bought the car recommended this shop.						
Complaint	Delivery Date	The work took longer than I had hoped.						
Compliment	Body Shop	The whole thing went very nicely. I was very happy.						
Insurance Company:	State Farm Insurance Company							
Davis, Elisabeth (#1756) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	N/A	Yes
Chose Body Shop Because	Dealership	The dealership where I bought the car recommended this shop.						
Insurance Company:								

	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Delestowicz, Allison (#1461) - Phone		Yes	Yes	9	Yes	Yes	No	Yes
Chose Body Shop Because	Dealership	The dealership where I bought the car recommended this shop.						
Insurance Company:	Customer Pay							
Dodd, Robert (#1776) - Phone Survey	Agent Not Specified	Yes	Yes	9	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Insurance Company:	Country Insurance							
Dodds, Jason (#1455) - Mail Survey		Yes	Yes	9	Yes	Yes	Yes	Yes
Chose Body Shop Because	Agent Recommendation	The insurance agent recommended this shop.						
Chose Body Shop Because	Other	I chose this shop through word of mouth.						
Insurance Company:	Country Insurance							
Douglass, Jearold (#3022) - Phone Survey	Agent Not Specified	Yes	Yes	10	Blank	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Comment	Cust Serv Rep	I brought the issue of the headlight to Scott's attention. He buffed out the headlight to make it look better. He said I could bring it back and they would order a new one at cost. My wife said we should just accept it the way it is. It was nice of Scott to make the offer to help me save on the cost of a new headlight. However, I still don't know why someone would replace a used headlight with a used headlight that was working fine.						
Maybe Rec Body Shop	Body Shop	The insurance paid for one new headlight on the side that the deer was hit. I asked the shop to get a price for a new headlight on the opposite side, so they would match. They gave me a price of \$206. I didn't want to pay that much but, I wanted the headlights to match so I paid it. When I picked up the car, I noticed that the headlights did not look the same. Apparently, I paid \$206 for a used headlight instead of a brand new headlight. Had I known, upfront, I was going to pay for a used headlight I would not have authorized it. It makes no sense to me why someone would replace a used headlight that works with another used headlight.						
Insurance Company:	Country							
Downs, Jennifer (#2683) - Phone Survey	Agent Not Specified	Yes	Yes	Blank	Yes	Blank	Blank	Blank
Comment	Delivery Date	The repairs took four days. I had a rental with roll up windows and no cruise.						
Comment	Body	Customer declined to answer remaining questions.						
Compliment	Body Shop	The shop did a great job. The car looks perfect.						
Compliment	Cust Serv Rep	Ingrid was great.						
Insurance Company:	Metlife							

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	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Dragas, Alex (#1815) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	N/A	Yes
Chose Body Shop Because	Internet Ad	I found this shop on the internet.						
Compliment	Body Shop	I would absolutely recommend this shop to others.						
Compliment		The staff were really nice. They were very friendly.						
Compliment	Body Shop	The shop is really good at what they do.						
Insurance Company:	Customer Pay							
Durukan, Amy (#2695) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Agent Recommendation	The insurance agent recommended this shop.						
Compliment		The service at this shop was excellent - thank you.						
Insurance Company:	Central Insurance Company							
Eheart, Andrew (#e160e617) - Mail Survey		Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Compliment	Body Shop	I'm always very pleased with 5th Dimension.						
Insurance Company:	Country Insurance							
Eickmeier, Kerry (#2003) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Ins Co Recommend	The insurance company recommended this shop.						
Insurance Company:	State Farm Insurance Company							
Ellis, Deborah (#2930) - Phone Survey	Agent Not Specified	Yes	Yes	9	Yes	Yes	Yes	N/A
Chose Body Shop Because	Other	My auto service center recommended this shop.						
Comment	Delivery Date	I didn't have time limits or expectations regarding the repair time. However, the repairs did take a long time.						
Insurance Company:	All State							
Ferguson, Lesley (#2804) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Compliment	Body Shop	Everything was wonderful.						
Compliment		I would rate the staff a 12. They were awesome.						
Compliment	Delivery Date	Repairs were done faster than I expected.						
Rec Body Shop	Body Shop	I would definitely recommend this shop.						
Insurance Company:	Shelter Insurance Company							

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	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Flaningam, Shawn (#3098) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Blank	Blank
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Insurance Company:	Progressive							
Flores, Ricardo (#1547) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Dealership	The dealership where I bought the car recommended this shop.						
Compliment	Body Shop	Everything was explained clearly and thoroughly.						
Compliment	Body Shop	The shop went above and beyond. They notified me of rust on other parts of the vehicle that should be under warranty. They also washed and vacuumed the vehicle upon pick up which was a nice touch.						
Compliment	Body Shop	Everyone was very professional at the shop.						
Insurance Company:	State Farm Insurance Company							
Foo, Eva (#2084) - Phone Survey	Agent Not Specified	Yes	Yes	8	Yes	Yes	Yes	Yes
Chose Body Shop Because	Internet Ad	I found this shop on the internet.						
Comment	Body Shop	The shop forgot to change out the wiper blades, so I still have to get that done. Other than that, everything was good.						
Insurance Company:	Customer Pay							
Foreman, Peter (#1223) - Phone Survey	Agent Not Specified	Yes	Yes	Blank	No	No	No	Yes
Chose Body Shop Because	Ins Co Recommend	The insurance company recommended this shop.						
Comment	Delivery Date	The staff did not follow through with what they said, for that I would rate them a 1. As far as courteousness and being friendly I would rate them an 8 or a 9.						
Compliment	Body Shop	I probably would not recommend this shop to others.						
Insurance Company:	State Farm Insurance Company							
Freeseman, Kristin (#3197) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Dealership	The dealership where I bought the car recommended this shop.						
Compliment	Paint	The paint looks brand new.						
Compliment		The staff was very flexible working with my work schedule.						
Compliment	Body Shop	The shop was very friendly and explained everything thoroughly.						
Insurance Company:	Crawford & Company							

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	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Frerichs, Rob (#2628) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	N/A	Yes
Chose Body Shop Because	Yellow Page Ad	I chose this shop from the yellow pages.						
Chose Body Shop Because	Location	I chose this shop because of its location.						
Compliment	Body Shop	We were very satisfied with everything.						
Insurance Company:	Customer Pay							
<hr/>								
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Fretty, Sandy (#d21ff23e) - Phone Survey		Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Insurance Company:	Farmers							
<hr/>								
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Friend, Larry & Nancy (#2906) - Mail	Agent Not Specified	Yes	Yes	10	Yes	Yes	N/A	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Chose Body Shop Because	Family Friend	I heard of this shop through word of mouth.						
Insurance Company:	Customer Pay							
<hr/>								
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Gerald, Larry (#2050) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Employee	I know someone at the shop.						
Chose Body Shop Because	Print Media Ad	I saw an ad for this shop.						
Compliment	Body Shop	I was very satisfied.						
Insurance Company:	State Farm Insurance Company							
<hr/>								
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Gerlach, Henry (#1029) - Mail Survey		Yes	Yes	10	Yes	Yes	N/A	Blank
Chose Body Shop Because	Dealership	The dealership where I bought the car recommended this shop.						
Insurance Company:	Customer Pay							
<hr/>								
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Giannetti, Cindy (#1824) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	N/A	N/A
Chose Body Shop Because	Dealership	The dealership where I bought the car recommended this shop.						
Compliment	Body Shop	I was overall very happy with the customer service, professionalism and the quality of the body repair.						
Insurance Company:	Customer Pay							

	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Gillette, Megan (#2141) - Phone Survey	Agent Not Specified	Blank	Blank	6	No	No	Yes	Yes
Chose Body Shop Because	Internet Ad	I found this shop on the internet. They had really good ratings, so I chose them.						
Complaint	Body Shop	The work was not done properly the first time. The second time I picked it up there was paint over spray, and I had to bring it back in again. The third time I went to pick it up, you could tell that the shop had used some kind of steel wool or something to get the over spray off, and now there is a haze where the over spray was. I am not very satisfied with the work.						
Compliment	Body Shop	If the work was done right the first time, it would have met my expectations. Since I had to bring it back twice, it did not.						
Insurance Company:	Farmers							
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Giuffre, Mary (#2541) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Insurance Company:	Prairie Land Insurance Group							
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Gleeson, Chris (#1802) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	N/A	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Compliment	Body Shop	I have sent an e-mail to the shop stating how great the service was. I won't be going any place else in the future.						
Rec Body Shop	Body Shop	I have already handed out cards recommending this shop to others.						
Insurance Company:								
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Glick, Karen (#1736) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Compliment	Body Shop	The inside of my car was cleaned. Wow. Thanks.						
Insurance Company:	Countrywide Insurance Company							
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Gordon, Diane (#ba5f70d5) - Phone		Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Complaint	Body Shop	There was masking tape all over the gas cap. I think it had been taped for painting and it was never removed. I had to get gas and the gas cap wouldn't open with the button from the inside. That was my only issue.						
Insurance Company:	Country Insurance							
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Grabow, Dave (#2496) - Phone Survey	Agent Not Specified	Yes	Yes	8	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	My brother recommended this shop.						
Comment	Body Shop	There was a grommet that had been dislodged when the vehicle was modified.						
Compliment		I would rate the staff an 8.5, they were great.						
Compliment	Delivery Date	The work was actually done faster than expected. The shop told me it would be a month and it only took three weeks.						
Request		I can't remember how long I am supposed to wait before washing the vehicle. I know I received instructions, but I am not sure where they are. If someone at the shop could call me, that would be great.						
Insurance Company:	Cincinnati Insurance							

Fifth Dimension Collision Repair

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	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Griffith, Ronald (#1a09c94e) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Dealership The dealership where I bought the car recommended this shop.							
Insurance Company:								
Grumish, Steve (#1763) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	N/A	Yes
Chose Body Shop Because	Employee I know someone at the shop.							
Insurance Company:								
Guyette, Joe (#1300) - Phone Survey		Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend A friend recommended this shop.							
Comment	Ins Co I would recommend the insurance company that paid for the repairs, but not as strongly as I would recommend the shop.							
Insurance Company:	Auto Club Insurance Association							
Hackleman, Damon (#2469) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Rental car I chose this shop because of the convenience of renting a car.							
Compliment	Body Shop This shop always does a great job. I will always bring my vehicle here to be fixed.							
Insurance Company:	Sentry Insurance							
Halcomb, Melissa (#878) - Phone Survey		Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Dealership The dealership where I bought the car recommended this shop.							
Insurance Company:	American Family Insurance							
Hanley, Jeff (#2155) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Blank	Yes	Yes
Chose Body Shop Because	Employee I know someone at the shop. Russ Webber. recommended this shop.							
Comment	Delivery Date The time the work took was okay.							
Compliment	Body I am a repeat customer at this shop.							
Insurance Company:	State Farm Insurance Company							
Harris, Harley (#13e4f621) - Mail Survey		Yes	Yes	10	Yes	Yes	Yes	Blank
Chose Body Shop Because	Dealership The dealership where I bought the car recommended this shop.							
Insurance Company:	American Family Insurance							

Fifth Dimension Collision Repair

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	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Hart, Michael (#771cb1da) - Mail Survey		Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Ins Co Recommend	The insurance company recommended this shop.						
Chose Body Shop Because	Other	I chose this shop through word of mouth.						
Insurance Company:	Metlife							
Harvey, Teresa (#2504) - Phone Survey	Agent Not Specified	Yes	Yes	9	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Insurance Company:	Progressive							
Heiser, Gale (#59c41dad) - Mail Survey	Agent Not Specified	Yes	Yes	9	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Compliment	Body	The body looked like new.						
Compliment	Paint	The paint matched.						
Insurance Company:	Cincinnati Insurance							
Heller, Eric (#2456) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Blank	No
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Insurance Company:	Country Insurance							
Hempel, Rick (#1616) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	N/A	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Insurance Company:	Customer Pay							
Henry, Mike (#1a9fa733) - Phone Survey		Yes	Yes	9	Yes	Yes	Yes	Yes
Chose Body Shop Because	Dealership	The dealership where I bought the car recommended this shop.						
Insurance Company:	State Farm Insurance Company							
Hildenbrand, Dan (#2958) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	N/A	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Compliment	Body Shop	Everything was A+.						
Insurance Company:	Customer Pay							

Fifth Dimension Collision Repair

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	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Hildenbrand, Dan (#5103) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Dealership	The dealership where I bought the car recommended this shop.						
Insurance Company:	CP							
Hill, Verna (#2063) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Insurance Company:	Chubb and Son Inc.							
Hill, Verna (#4519) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Dealership	The dealership where I bought the car recommended this shop.						
Insurance Company:	Chubb and Son Inc.							
Holder, Ginny (#2534) - Phone Survey	Agent Not Specified	Yes	Yes	Blank	Yes	Yes	Blank	Blank
Comment	Body	Customer declined to answer remaining questions.						
Compliment	Body Shop	I love everything this shop did. Give them five stars all around.						
Rec Body Shop	Body Shop	I would absolutely recommend this repair facility.						
Insurance Company:	Customer Pay							
Hong, Girak (#2937) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	Friends recommended this shop.						
Chose Body Shop Because	Repeat Customer	I am a repeat customer of this shop.						
Insurance Company:	State Farm Insurance Company							
Hopkins, Carla (#2560) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	N/A	N/A
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Compliment	Cust Serv Rep	Aleena at the body shop is great.						
Insurance Company:	Customer Pay							
Hughes, Craig (#1516) - Phone Survey		Yes	Yes	10	Yes	Yes	Yes	N/A
Chose Body Shop Because	Dealership	The dealership where I bought the car recommended this shop.						
Compliment		The staff were the best.						
Compliment	Body Shop	The quality of the repairs were good.						
Compliment	Body Shop	The shop did a good job. I like them.						
Insurance Company:	Auto Club Insurance Association							

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	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Ingrum, Jim (#2173) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Blank	Yes
Compliment	Paint	The finish and color match are excellent.						
Compliment	Body	Replaced front bumper and left fender, used aftermarket, looked and fit like OEM.						
Compliment	Body Shop	From Aleena at the front desk, Michelle, who wrote the estimate and Scott the owner, everything was GREAT and very professional. I'm very happy with my experience at Fifth Dimension.						
Compliment	Body Shop	I'm very happy with the whole repair process.						
Compliment	Delivery Date	Yes, fifth Dimension got my car in and repaired it while I was gone on vacation and had it finished and ready to pickup when I returned.						
Compliment	Body Shop	I've known Scott Miller for over 20 years and have seen first hand the type of work he does and expects his staff to do. He wouldn't let my car go if he wasn't happy with it. Fifth Dimension was my first and only choice for the repair.						
Compliment	Body Shop	I've been in many Collision Repair shops and I know where I would get my car repaired and where I wouldn't. All I can say is Fifth Dimension, keep doing what you're doing. I hope I never have to get my car repaired again, but if I do, I will take it to Fifth Dimension.						
Rec Ins Co	Claims Office	The person who hit my car, it was their insurance company, they did call me and asked a few questions and dealt with Fifth Dimension, to my knowledge there were no problems with the insurance company.						
Insurance Company:	America First Insurance Company							
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Jackson, Clint (#1713) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Compliment	Body Shop	Fifth Dimension is the best.						
Insurance Company:	Travelers							
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Jackson, Euga (#1777) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Blank	Blank
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Compliment	Body Shop	The team did an exceptionally good job. I'm proud to show the car to my friends.						
Insurance Company:	Customer Pay							
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Jinks, Dale (#b4eebf7d) - Phone Survey		Yes	Yes	8	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Comment	Body Shop	We did have some weather issues, but considering that, the time the work took was good.						
Compliment	Body Shop	I thought that everything was handled very well. From the shop to the insurance company, everything was handled very well.						
Rec Ins Co	Claims Office	The insurance company that paid for the repairs was awesome.						
Insurance Company:	Millers First							

	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Johnson, Stephanie (#f80eac4d) - Phone		Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Insurance Company:	Country Insurance							
Joop, Pam (#1719) - Phone Survey	Agent Not Specified	Yes	Yes	9	Yes	Yes	Yes	Yes
Chose Body Shop Because	Dealership	The dealership where I bought the car recommended this shop.						
Insurance Company:	Customer Pay							
Joop, Pam (#2733) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	N/A	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Insurance Company:								
Josefik, Nick (#77f0640d) - Phone Survey		Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Dealership	The Subaru dealership where I bought the car recommended this shop.						
Comment	Body Shop	We are not quite finished with everything, the shop is going to look at an issue with the alignment, and also adjust the molding because there is wind noise. So far everything is going quite well, they have been very accommodating.						
Compliment	Body Shop	I think that the work looks great.						
Compliment	Body Shop	The shop was very accommodating.						
Compliment	Delivery Date	The time the work took was excellent.						
Insurance Company:	State Farm Insurance Company							
Karim, Mikal (#1198) - Phone Survey		Yes	Yes	9	Yes	Yes	Yes	Yes
Chose Body Shop Because	Internet Ad	I found this shop on the internet.						
Insurance Company:	Metlife							
Keoser, Andrew & Stephanie (#f1f608ab) -		Yes	Yes	9	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Comment	Delivery Date	The time the work took mostly met my expectations. There were a couple of issues with parts, but it was not the shops fault.						
Rec Body Shop	Body Shop	I would definitely recommend this shop to others.						
Insurance Company:	American Family Insurance							

	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Khandker, Ashik (#2a03129c) - Mail		Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	I heard about this shop by word of mouth.						
Compliment		This shop provided awesome service, thank you.						
Rec Agent	Cust Serv Rep	I have an excellent agent.						
Insurance Company:	American Family Insurance							
Knieriem, Richard (#3182) - Mail Survey	Agent Not Specified	Yes	Yes	9	Yes	Yes	N/A	N/A
Chose Body Shop Because	Agent Recommendation	The insurance agent recommended this shop.						
Compliment	Body Shop	My car looks good. I appreciate the person attention.						
Insurance Company:	Customer Pay							
Kostenko, Gary (#1321) - Mail Survey	Agent Not Specified	Yes	Yes	9	Yes	Yes	Yes	Blank
Chose Body Shop Because	Other	I chose this shop through word of mouth.						
Chose Body Shop Because	Location	I chose this shop because of its location.						
Chose Body Shop Because	Print Media Ad	I saw a print ad for this shop.						
Insurance Company:	AAA Insurance							
Kovach, Renee (#2020) - Mail Survey	Agent Not Specified	Yes	Yes	5	No	Yes	N/A	N/A
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Complaint	Body Shop	When I picked up my car, the shop broke my front seat belt holder and did not tell me. They had to go through the back of my car, which was not in the estimate. They broke both of them. They tried to order them, but could not get them. They did not offer reimbursement to me for this either. I will never use this shop again because of this.						
Compliment	Cust Serv Rep	The lady at the shop's front desk was terrific.						
Compliment	Body Shop	The repair on my car was wonderful.						
Insurance Company:	Customer Pay							
Kraft, Tim & Joanne (#1559) - Mail Survey	Agent Not Specified	Yes	Yes	9	Yes	Yes	N/A	Blank
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Insurance Company:	Customer Pay							
Kroencke, Brett And Janet (#2336) - Phone	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Ins Co Recommend	The insurance company recommended this shop.						
Rec Body Shop	Body Shop	I would absolutely recommend Fifth Dimension Collision Repair.						
Insurance Company:	Country Financial							

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	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Kuo, Daniel (#2940) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Insurance Company:	Customer Pay							
Kurley, James (#3105) - Mail Survey	Agent Not Specified	Yes	Yes	6	Blank	No	N/A	N/A
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Chose Body Shop Because	Dealership	The dealership recommended this shop.						
Comment	Body Shop	You should provide prepaid envelopes for and evaluation, it's insulting to have to pay for a stamp.						
Complaint	Delivery Date	I went to pick up my car and had to wait 20 minutes when it was supposed to be ready the night before.						
Complaint	Body Shop	The repair was too expensive.						
Insurance Company:	Customer Pay							
Lee, Hyuna (#1441) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Insurance Company:	Customer Pay							
Leemis, Kent (#2093) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Dealership	The dealership where I bought the car recommended this shop.						
Compliment	Body Shop	We could not be happier with the quality of our car. We will definitely be returning customers to this shop. Thank you.						
Compliment		The shop staff were nice and helpful.						
Rec Body Shop	Body Shop	We will definitely recommend this shop to others.						
Insurance Company:	Customer Pay							
Litchfield, Pamela (#2794) - Phone Survey	Agent Not Specified	Yes	Yes	8	Yes	Yes	N/A	N/A
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Insurance Company:	Country Insurance							
Lowry, Pat & Susanne (#dd4fced3) - Phone	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Blank
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Insurance Company:	Pekin Insurance Company							

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	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Manuel, Marlin (#1591) - Phone Survey		Yes	Yes	10	Yes	Yes	N/A	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Insurance Company:	Customer Pay							
Marshak, Kathy (#2677) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	N/A	N/A
Chose Body Shop Because	Other	I heard of this shop from a competitor who doesn't cover rust.						
Compliment	Body Shop	The repairs were very satisfactory. We will return if the occasion arises.						
Insurance Company:	Customer Pay							
Martin, Darlene (#2911) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	N/A	Blank
Chose Body Shop Because	Dealership	The dealership where I bought the car recommended this shop.						
Chose Body Shop Because	Family Friend	Family members recommended this shop.						
Insurance Company:	Customer Pay							
Martinez, Shantel (#2092) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Blank
Chose Body Shop Because	Dealership	The dealership where I bought the car recommended this shop.						
Compliment	Body Shop	The quality of the repairs were perfect.						
Compliment	Paint	I had a custom paint job, and shop matched it up perfectly.						
Compliment	Body Shop	The shop did an awesome, awesome job. Thank you.						
Insurance Company:	Zurich North America							
Maskel, Shawn (#2847) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Insurance Company:	Customer Pay							
Mayor, Resa (#2069) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Compliment		The body shop employees are very pleasant and professional people to deal with. It's obvious they take pride in their work. Thanks!						
Insurance Company:	Cincinnati Insurance							

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	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Mc Collman, Lyle (#2966) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	N/A	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Chose Body Shop Because	Family Friend	I heard of this shop through word of mouth.						
Compliment	Body Shop	The body shop should keep doing what it does.						
Insurance Company:								
Mccool, Rich (#2950) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Other	I selected this shop for its reputation.						
Compliment	Body Shop	The repair work far surpassed my expectations. My truck looks brand new.						
Compliment	Delivery Date	The repair time was even better than I was expecting.						
Compliment	Body Shop	The shop did a great job. I am very pleased.						
Insurance Company:	St, Paul Fire And Casualty Insuranc							
Mccracken, James (#2125) - Phone Survey	Agent Not Specified	Yes	Yes	9	Yes	Yes	N/A	Yes
Chose Body Shop Because	Location	I chose this shop because of its location.						
Insurance Company:	Customer Pay							
Mcculley, Michael (#2420) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Blank	Yes	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Comment	Delivery Date	The repair time was fine.						
Compliment	Body Shop	I am very happy with this shop.						
Insurance Company:	Cincinnati Insurance							
Mckiddy, Caroline (#f8a6179a) - Phone		Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Compliment		I thought that the staff were all great.						
Insurance Company:	Cincinnati							
Mitchell, Tamara (#2876) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Insurance Company:								

	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Modglin, Tina (#2983) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Compliment	Body Shop	I was very happy with the service at this facility. Desk staff was very helpful and friendly. I was very pleased with the repair work on my car. I would definitely recommend this place to my friends and family.						
Insurance Company:	Shelter Insurance Company							
Morefield, Sean (#2948) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Location	I chose this shop because of its location.						
Compliment	Body Shop	This was a good experience and a good repair job.						
Insurance Company:	Country Insurance							
Morris, Reed (#2981) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Insurance Company:	Country Insurance							
Mowen, Renee (#2793) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Compliment		I received great service from this body shop.						
Insurance Company:	Customer Pay							
Mumm, Cynthia (#2030) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	N/A	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Chose Body Shop Because	Dealership	The dealership where I bought the car recommended this shop.						
Compliment	Body Shop	The repairs were very good.						
Compliment	Body Shop	The staff were very friendly and very helpful. They were just great.						
Rec Body Shop	Body Shop	I already have recommend this shop to others.						
Suggestion	Body Shop	The shop should advertize more, so that people know that they are out there. I really loved this shop.						
Insurance Company:	Customer Pay							
Naghshineh, Sam (#1006) - Phone Survey		Yes	Yes	9	Yes	No	No	No
Chose Body Shop Because	Dealership	The dealership where I bought the car recommended this shop.						
Complaint	Delivery Date	The time the work took was slightly below my expectations.						
Insurance Company:	Country Insurance							

	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Nally, Traci (#2472) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Blank	Yes	N/A
Chose Body Shop Because	Dealership	The dealership where I bought the car recommended this shop.						
Comment	Delivery Date	Parts availability delayed the repair time a little. Also, there was additional damage after the car was taken apart.						
Compliment	Paint	The work that was done was good.						
Insurance Company:	Bituminous Insurance Co.							
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Neeves, Nicky (#e44664a3) - Mail Survey		Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Other	I chose this shop through word of mouth.						
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Compliment	Paint	The paint looks like new.						
Insurance Company:	Grange Insurance Companies							
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Nelson, Loren (#e4a3c47b) - Phone Survey		Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Insurance Company:	State Farm Insurance Company							
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Nelson, Mark (#efb47745) - Phone Survey		Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Insurance Company:	Indiana Insurance Company							
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Nelson, Raquel (#2689) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Blank	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Comment	Ins Co	I don't know enough about the insurance company to recommend them.						
Insurance Company:	Customer Pay							
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Nussmeyer, Wesly (#2575) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	No
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Insurance Company:	Country Insurance							

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	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Nye, Chris & Julie (#ece3e03d) - Phone		Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Insurance Company:	Indiana Insurance Company							
Oberg, Petra (#ccc13845) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	N/A	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Compliment	Body Shop	The staff went out of their way to help us. They were very personable. I was very impressed with the service.						
Insurance Company:								
Oestreicher, David & Donna (#1877) -	Agent Not Specified	Yes	Yes	10	Yes	Yes	Blank	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Compliment	Body Shop	The quality of the repairs were better than I had expected.						
Compliment	Delivery Date	The work was done faster than I had expected. It was done about week before we had expected. The work was very timely.						
Compliment		The staff were wonderful.						
Compliment	Ins Co	I don't know who is going to end up paying for the repairs.						
Compliment	Ins Co	The staff were very concerned that the work was done right.						
Insurance Company:	American Family Insurance							
Ortiz, Gwyn (#2535) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	No	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Compliment	Body Shop	The quality of the body repair and the paint met my expectations, and then some.						
Compliment	Body Shop	Fifth Dimension was fantastic.						
Rec Body Shop	Body Shop	I always do recommend this shop to others.						
Insurance Company:	State Farm Insurance Company							
Osterbur, Marsha (#2100) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Dealership	The dealership where I bought the car recommended this shop.						
Comment	Body	I'm thinking that the latch doesn't work correctly. I may call the shop for an adjustment.						
Compliment		The shop's front-line team member were excellent. So much valuable customer service. They seem to have been trained by Ritz Carlton.						
Insurance Company:	Ccountry Insurance							

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	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Overmyer, Maxey (#1688) - Phone Survey	Agent Not Specified	Yes	Yes	9	Yes	Yes	Yes	Yes
Chose Body Shop Because	Yellow Page Ad	I chose this shop from the yellow pages.						
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Comment	Body	The only complaint that I had was that it attracted the birds. I don't know if they were attracted to the paint smell, but for the first week the would sit on the sides and the mirrors and do their business. That was my only complaint, even though there is really nothing the shop could have done about it.						
Compliment	Body Shop	I was very well satisfied with the work that was done.						
Insurance Company:	Metlife							
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Palazzolo, Carla (#1933) - Mail Survey		Yes	Yes	10	Yes	Yes	Yes	N/A
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Insurance Company:								
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Palazzolo, Carla (#2832) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	N/A	Blank
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Compliment	Body Shop	I received excellent service from this shop, as always.						
Insurance Company:								
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Parra, Jeremy (#5aa83ef1) - Phone Survey		Yes	Yes	8	Yes	Yes	N/A	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Insurance Company:								
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Patrick, Daniel (#1013) - Phone Survey		Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Insurance Company:	Country Insurance							
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Perrine, Lindsey (#2838) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	N/A	N/A
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Compliment	Delivery Date	The body shop had impeccable timing.						
Compliment	Body Shop	Thanks again to the body shop for a job well done.						
Insurance Company:	Customer Pay							

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	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Perrine, Loren (#1540) - Mail Survey		Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	I was referred by another satisfied customer.						
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Compliment	Body Shop	Thank you Fifth Dimension. I will recommend you to others and will return in the event that I decide to engage in a battle with a utility company again.						
Compliment	Delivery Date	The repairs were finished much more quickly than expected.						
Compliment	Body	The body was exemplary.						
Compliment	Cust Serv Rep	Aleena was very helpful.						
Compliment	Paint	The paint was beautiful.						
Not Rec Ins Co	Other	The insurance gave me a rough start but a good finish.						
Rec Agent	Other	I experienced an initial headache with regard to the windshield but the situation was rectified.						
Insurance Company:	State Farm Insurance Company							
<hr/>								
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Proksn, Corrie (#1919) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Agent Recommendation	The insurance agent recommended this shop.						
Compliment		I would rate the staff a ten across the board.						
Rec Body Shop	Body Shop	I would definitely recommend this shop to others.						
Insurance Company:	Cincinnati Insurance							
<hr/>								
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Pruiett, Steve (#967) - Phone Survey		Yes	Yes	10	Yes	Yes	N/A	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Insurance Company:	Customer Pay							
<hr/>								
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Rear, David (#1715) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Dealership	The dealership where I bought the car recommended this shop.						
Complaint	Body Shop	The only problem that we had was with the decal. My son is deciding if he wants to do about it.						
Compliment	Body Shop	The staff are good people to work with.						
Insurance Company:	American Family Insurance							
<hr/>								
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Richards, Ernest (#2597) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Dealership	The dealership where I bought the car recommended this shop.						
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Insurance Company:	Goodville Mutual Casualty Company							

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	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Roach, Rebecca (#2059) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	No	N/A
Chose Body Shop Because	Dealership	The dealership where I bought the car recommended this shop.						
Insurance Company:	Farmers							
Robbins, Jared (#2051) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Dealership	The dealership where I bought the car recommended this shop.						
Insurance Company:	Country Insurance							
Robinson, Andy (#2385) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Dealership	The dealership where I bought the car recommended this shop.						
Suggestion	Body Shop	This shop was not a premier shop through State Farm Insurance. I think it would be great if they were to be affiliated with State Farm.						
Insurance Company:	State Farm Insurance Company							
Rojas, Luis (#722) - Phone Survey	Agent Not Specified	No	Yes	7	No	No	Yes	Yes
Chose Body Shop Because	Print Media Ad	I saw an ad for this shop.						
Insurance Company:	American Family Insurance							
Rosenbeck, Tyler (#3003) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Complaint	Body Shop	There is a high amount of wind noise coming from the front of the car.						
Insurance Company:	Country Insurance							
Rouse, Patrick (#3023) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Agent Recommendation	The insurance agent recommended this shop.						
Compliment	Delivery Date	The job was finished the day they said it would be.						
Compliment		The shop personnel are always extremely professional. Thank you.						
Insurance Company:	Farm Bureau Insurance							
Rowe, Barry (#2418) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Dealership	The dealership where I bought the car recommended this shop.						
Compliment	Body Shop	I was very satisfied with everything.						
Insurance Company:	State Farm Insurance Company							

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	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Saam, David (#c5644ec5) - Phone Survey		Yes	Yes	8	Yes	Yes	No	N/A
Chose Body Shop Because	Location	I chose this shop because of its location.						
Insurance Company:	Country Insurance							
Samson, Jean (#f8c47288) - Phone Survey		Yes	Yes	10	Yes	Yes	Yes	No
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Compliment	Paint	The paint matched perfectly.						
Compliment	Body Shop	I thought that the shop was really great.						
Compliment		My dad had come with me to pick up my car. The staff took the time to give him a tour of the shop. I thought that was great. They really went above and beyond.						
Insurance Company:	State Farm Insurance Company							
Santarelli, Rachel (#2726) - Mail Survey	Agent Not Specified	Yes	Yes	9	Yes	Yes	N/A	N/A
Chose Body Shop Because	Other	This shop is one of my customers.						
Insurance Company:	Customer Pay							
Schluter, Lori (#94f9d3b0) - Mail Survey		Yes	Yes	10	Yes	Yes	Yes	No
Chose Body Shop Because	Dealership	The dealership where I bought the car recommended this shop.						
Insurance Company:	Farmers							
Scoggin, Ed (#2792) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	N/A	N/A
Chose Body Shop Because	Family Friend	I heard of this shop through word of mouth.						
Chose Body Shop Because	Location	I know of this shop because of it's location.						
Chose Body Shop Because	TV Ad	I saw a television ad for this shop.						
Chose Body Shop Because	Print Media Ad	I saw a print ad for this shop.						
Insurance Company:	Customer Pay							
Sebens, Brian (#2488) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	N/A	Yes
Chose Body Shop Because	Radio Ad	I heard a radio ad for this shop.						
Insurance Company:	Customer Pay							

	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Seten, Leah (#728) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Blank	Yes
Chose Body Shop Because	Dealership	The dealership where I bought the car recommended this shop.						
Insurance Company:	Selective Insurance Company							
Shafer, Wayne (#1880) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Dealership	The dealership where I bought the car recommended this shop.						
Insurance Company:	State Farm Insurance Company							
Shaw, Robin (#1649) - Mail Survey	Agent Not Specified	Yes	Yes	9	Yes	Yes	Yes	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Insurance Company:	Country Insurance							
Smith, Barbara (#ebe8d310) - Phone		Yes	Yes	8	Yes	No	Yes	Blank
Chose Body Shop Because	Family Friend	My brother recommended this shop.						
Complaint	Delivery Date	The shop underestimated the time that the work took. That was a big issue for me because I had to find rides back and forth to work everyday.						
Complaint	Ins Agent	I don't know if I would recommend my agent to others. I couldn't ever get a hold of him, and his secretary wasn't very nice either.						
Compliment		I didn't have any problems with the staff. Everyone was great.						
Compliment	Body Shop	The quality of the work was fine.						
Insurance Company:	Country Insurance							
Smith, Betty (#23f1671b) - Phone Survey		Yes	Yes	Blank	Yes	Yes	Blank	Blank
Comment	Body Shop	The weather has been awful so I haven't gotten a good look at the vehicle yet, but for the most part the work meets my expectations.						
Comment	Body Shop	Customer declined to answer the rest of the survey questions.						
Insurance Company:	Auto Owners Insurance							
Smith, Jennifer (#5197) - Mail Survey	Agent Not Specified	Yes	Yes	9	Blank	Yes	Yes	Blank
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Complaint	Detail	I didn't expect my car to be detailed, but many of the interior parts were covered in dust. I was not happy that my car was left dirtier than it was when I brought it in.						
Compliment	Delivery Date	The job was done early.						
Compliment	Body Shop	I knew this job was to repair an exterior part, which looks great.						
Maybe Rec Body Shop	Detail	I'm not sure if I'd recommend this shop. The outside of my vehicle looks great, but the inside was left dusty.						
Insurance Company:	Brown Hobbs McMurry							

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	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Spencer, Jim (#1512) - Phone Survey		Yes	Yes	8	Yes	Yes	N/A	Yes
Chose Body Shop Because	Dealership	The Harley dealership where I bought the car recommended this shop.						
Compliment		The staff were very friendly and very helpful.						
Insurance Company:	Customer Pay							
Stalker, Eula (#2068) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	N/A
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Compliment	Body Shop	The time the work took more than met my expectations. The work was done faster than the shop expected.						
Compliment	Body Shop	I was very pleased, and I was very comfortable working with the staff there.						
Insurance Company:	The Hartford							
Stauffer, Robert (#1493) - Mail Survey		Yes	Yes	10	Yes	Yes	No	Yes
Chose Body Shop Because	Dealership	The dealership where I bought the car recommended this shop.						
Chose Body Shop Because	Other	Tim Walters at Shelby Dodge recommended this shop.						
Compliment	Body Shop	Great job at a fair price. Thank you.						
Insurance Company:	Customer Pay							
Stewart, Diana (#1470) - Phone Survey		Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Compliment	Delivery Date	The work got done quicker than I thought that it would.						
Compliment		I was very pleased with the staff.						
Insurance Company:	Geico							
Sullivan, Gary (#819) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	N/A	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Insurance Company:	Customer Pay							
Thompson, Mark (#446f0083) - Phone		Yes	Yes	9	Yes	Yes	Yes	Yes
Chose Body Shop Because	Dealership	The dealership where I bought the car recommended this shop.						
Compliment	Delivery Date	The time the work took exactly as the shop described.						
Insurance Company:	Country Insurance							

	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Tolentino, Filmer (#1943) - Phone Survey	Agent Not Specified	Yes	Yes	8	Yes	Yes	Blank	Yes
Chose Body Shop Because	Ins Co Recommend	The insurance company recommended this shop.						
Comment	Ins Co	I don't know if I would recommend the insurance that paid for the repairs.						
Insurance Company:	Customer Pay							
<hr/>								
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Truax, James (#939) - Phone Survey		Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Insurance Company:	State Farm Insurance Company							
<hr/>								
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Umland, Rosemarie (#1958) - Phone	Agent Not Specified	Yes	Yes	10	Yes	Yes	Blank	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Compliment		The staff were very professional. I would rate them the best.						
Compliment	Ins Co	It was not our insurance that paid, but they did a great job.						
Insurance Company:	Geico							
<hr/>								
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Umland, Rosemarie (#4523) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Chose Body Shop Because	Yellow Page Ad	I chose this shop from the yellow pages.						
Chose Body Shop Because	TV Ad	I saw a television ad for this shop.						
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Compliment	Ins Co	The insurance company made sure everything was done right.						
Rec Agent	Cust Serv Rep	I would recommend my agent. He has always taken care of us.						
Suggestion	Body Shop	The drive on the side of the building is muck. It needs some gravel.						
Insurance Company:	Geico							
<hr/>								
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Umland, Steve (#7fea277c) - Phone Survey		Yes	Yes	10	Yes	Yes	N/A	N/A
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Comment	Paint	The shop was supposed to mix up a little bit of touch up paint. Scott said that he would save us some, but when we went to pick up the vehicle there was none. Scott was not in that day.						
Insurance Company:	Customer Pay							

	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Van Buskirk, Rod (#1330) - Phone Survey		Yes	Yes	8	Yes	Yes	Yes	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Insurance Company:	SECURA Insurance Company							
Varadharajan, Anupama (#2147) - Phone	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Ins Co Recommend	The insurance company recommended this shop.						
Compliment	The shop made everything very easy. The staff were very knowledgeable, and efficient. They were just very easy to work with.							
Insurance Company:	Metlife							
Vaughan, Matt (#2474) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	No	Yes	Yes
Chose Body Shop Because	Ins Co Recommend	The insurance company recommended this shop.						
Comment	Delivery Date	The repair time was poor but it was not the shop's fault. They couldn't locate a hood. It was Dodge's fault there was the delay.						
Rec Body Shop	Body Shop	I would absolutely recommend this shop.						
Insurance Company:	Country Insurance							
Wakefield, Fred (#1782) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Dealership	The dealership where I bought the car recommended this shop.						
Compliment	Body Shop	The quality of the work was excellent.						
Insurance Company:	Farmers							
Wang, Henry (#b60d5580) - Phone Survey		Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Ins Co Recommend	The insurance company recommended this shop.						
Insurance Company:	Metlife							
Weisman, Doug (#2944) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Dealership	The dealership where I bought the car recommended this shop.						
Compliment	Body Shop	The complete process, from the insurance agent to the repair facility, was very good.						
Compliment	The shop's communication was excellent. We were very pleased with the service.							
Compliment	Delivery Date	The repairs were made in a timely fashion.						
Insurance Company:	Erie Insurance Group							

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	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Whalen, Paul (#d01a7d25) - Mail Survey		Yes	Yes	10	Yes	Yes	Blank	Blank
Insurance Company:	Customer Pay							
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Whalen, Paul (#1914) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Chose Body Shop Because	Location	I chose this shop because of its location.						
Insurance Company:	Metlife							
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Wilsley, Thomas (#861ac21c) - Mail Survey		Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Compliment	Body Shop	Appreciate the attention to detail inside and out.						
Insurance Company:	Country Insurance							
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Winkler, Anthony (#2177) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Blank	Blank
Chose Body Shop Because	Internet Ad	I found this shop on the internet.						
Compliment	Body Shop	The shop did a great job.						
Insurance Company:	Customer Pay							
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Wisniewski, Ashley (#2101) - Phone	Agent Not Specified	Yes	Yes	Blank	Yes	No	Yes	Yes
Chose Body Shop Because	Ins Co Recommend	The insurance company recommended this shop.						
Complaint	Cust Service	I was upset that the shop did not call me to let me know that the car would not be ready.						
Complaint	Delivery Date	The work took longer than we had expected, and the shop didn't even call to let me know.						
Insurance Company:	Country Insurance							
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Wright, Steve (#2403) - Phone Survey	Agent Not Specified	Yes	Yes	Blank	Yes	Yes	N/A	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Compliment	Body Shop	This shop does absolutely the best work.						
Compliment	Body Shop	Everything was the best of the best. I cannot say anything better than that.						
Compliment		The staff is fantastic.						
Insurance Company:	Customer Pay							

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	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Yang, Junho (#2851) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Blank	Blank	Blank
Comment	Detail	The rear seat did get a little dirty.						
Compliment	Cust Serv Rep	Person at the desk was very friendly.						
Compliment	Body Shop	It was a nice job overall.						
Insurance Company:	Country Insurance							
Yang, Xisheng (#1489) - Phone Survey		Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Compliment	Body Shop	So far I have not found anything wrong with the repairs. The shop did a pretty good job.						
Insurance Company:	Customer Pay							
Young, John (#2046) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Blank
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Compliment	Body Shop	This shop did an excellent job.						
Insurance Company:	Cincinnati Insurance							
Young, John (#2171) - Phone Survey	Agent Not Specified	Yes	Yes	9	Yes	Yes	N/A	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Chose Body Shop Because	Dealership	The dealership where I bought the car recommended this shop.						
Compliment	Body Shop	Fifth Dimension does a good job for me.						
Insurance Company:	Customer Pay							
Young, Sue (#3041) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Ins Co Recommend	The insurance adjuster recommended this shop.						
Chose Body Shop Because	Dealership	The dealership recommended this shop.						
Insurance Company:	Cincinnati Insurance							
Zelinsky, Charles (#66d6ab1d) - Phone		Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Dealership	The dealership where I bought the car recommended this shop.						
Compliment	Body Shop	We were just very well pleased.						
Insurance Company:	State Farm Insurance Company							

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	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Zelinsky, Charles (#1560) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Dealership	The dealership where I bought the car recommended this shop.						
Insurance Company:	State Farm Insurance Company							
Zelinsky, Charles (#2527) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Insurance Company:	Country Insurance							
Zenil, Javier & Darcelina (#1097) - Phone		Yes	Yes	10	Yes	No	Yes	Yes
Chose Body Shop Because	Location	I chose this shop because of its location.						
Complaint	Delivery Date	The work took about a week longer than I had expected. This was difficult for me because I did not have another means of transportation.						
Compliment		The staff were very professional, efficient, and they gave good service.						
Rec Agent	Cust Serv Rep	I would definitely recommend my agent. She is a good person.						
Suggestion	Body Shop	My only suggestion is for the shop to work on their delivery date. It should be closer to the estimated time.						
Insurance Company:	Westfield Companies							
Zhang, Feini (#2716) - Phone Survey	Agent Not Specified	Yes	Yes	6	Yes	N/A	Yes	N/A
Chose Body Shop Because	Internet Ad	I found this shop on the internet.						
Comment	Delivery Date	The repairs took longer than I expected.						
Insurance Company:	Progressive							
Zhang, Feini (#2831) - Phone Survey	Agent Not Specified	Yes	Yes	8	Blank	Yes	Blank	N/A
Chose Body Shop Because	Internet Ad	I found this shop on the internet.						
Comment	Ins Co	I think I would recommend the insurance company that paid for the repairs.						
Rec Body Shop	Body Shop	I would probably recommend Fifth Dimension Collision Repair.						
Insurance Company:	Customer Pay							
Ziegler, Adam (#82dfea47) - Phone Survey		Yes	Yes	10	Yes	No	Blank	Yes
Chose Body Shop Because	Family Friend	A friend, Steve Allen recommended this shop.						
Comment	Ins Co	As far as recommending the insurance company that paid for the repairs, I would say I am at a 5 out of 10. I don't know if I would recommend them.						
Complaint	Delivery Date	The work took a little longer than I thought that it would take, but it sounded like there was in issue with parts or something. It shouldn't have taken as long as it did.						
Rec Body Shop	Body Shop	I would definitely recommend this shop to others.						
Insurance Company:	Country Insurance							

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	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Zindars, James & Kristy (#2138) - Phone	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Insurance Company:	American Family Insurance							
