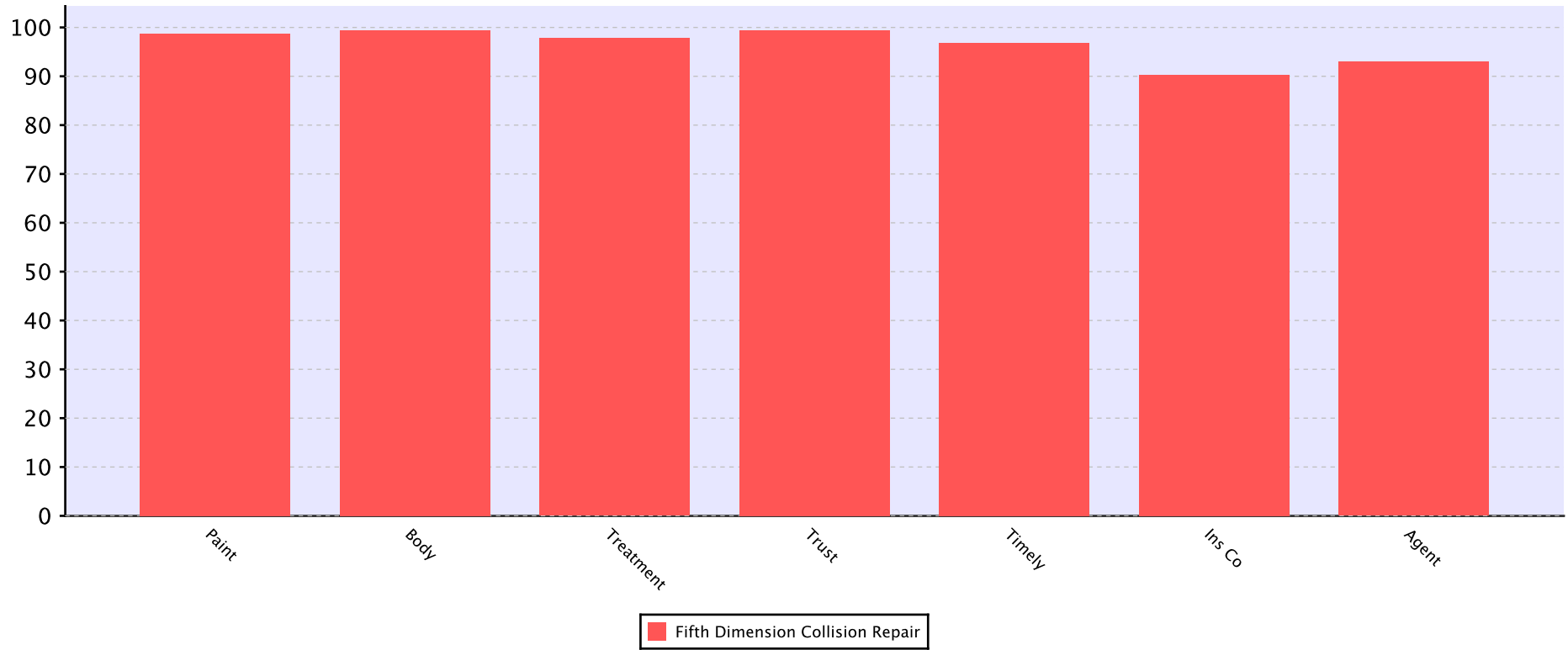


Performance Feedback Location Review



2010-01-01 through 2010-12-31

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
Fifth Dimension Collision Repair	165	99.2 %	98.8 %	99.4 %	97.8 %	99.4 %	96.9 %	90.3 %	93.0 %



	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
Fifth Dimension Collision Repair	165	99.2 %	98.8 %	99.4 %	97.8 %	99.4 %	96.9 %	90.3 %	93.0 %

	<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>
Alleman, Lloyd (#248) - Phone Survey		Yes	Yes	10	Yes	Yes	Yes	No
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Insurance Company:	Auto Owners							

	<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>
Allen, Kimothy (#371) - Phone Survey		Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Other	I deliver mail to this body shop.						
Chose Body Shop Because	Other	Sheldy Motors recommended this body shop.						
Compliment	Body Shop	The repair work was wonderful.						
Compliment		I appreciated the detail on the inside of my car.						
Compliment	Cust Serv Rep	The young girl in the customer service front office was very helpful and positive.She had my rental car all ready for me.						
Compliment	Cust Serv Rep	Ingrid was very friendly, helpful and positive in explaining the computer screens and the repair process.Ingrid was fabulous and very informative.						
Compliment	Delivery Date	The time frame more than met my expectations.						
Rec Ins Co	Claims Office	Indiana handled the claim in a fine manner.						
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>
Anderson, Nancy (#539) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	My boss' friend had repairs done at this shop, and he was very pleased.						
Comment	Delivery Date	The job took an extra day because they weren't happy with the color match. This was fine because it tells me that if they weren't happy, then I wouldn't be happy. It says a lot for the shop that they would redo it rather than excuse it.						
Compliment	Paint	My vehicle looks like new.						
Compliment	Body	My vehicle looks like it just rolled off the lot.						
Compliment		The shop crew answered all of my questions, and they didn't treat me like an idiot.						
Rec Agent	Other	The girls at Mike Ying's office are extremely kind, informative and helpful.						
Rec Body Shop	Body Shop	I would most definitely recommend this shop because of the very friendly staff and quality work.						
Rec Ins Co	Other	State Farm was extremely friendly and understanding of my needs. I had even lost the original check and they were able to send me another one on the day I needed it without any problem.						
Insurance Company:	State Farm Insurance Company							

Fifth Dimension Collision Repair

2010-01-01 through 2010-12-31

	<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>
Andres, Jason And Sandra (#554) - Mail	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							
Arends, Stephanie (#746) - Phone Survey		Yes	Yes	9	Yes	Yes	N/A	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Insurance Company:	Customer Pay							
Averbuch, Aaron (#825) - Mail 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:	Cincinnati Insurance							
Baird, Justin (#3) - Phone Survey		Yes	Yes	10	Yes	Yes	Blank	Yes
Chose Body Shop Because	Other	I selected this shop based on word of mouth from others.						
Comment	Ins Co	I might recommend the insurance company. They were "so-so."						
Compliment	Body	The repairs exceeded my expectations.						
Rec Body Shop	Body Shop	I would definitely recommend this repair facility.						
Insurance Company:	Customer Pay							
Barakat, Shouroq (#935) - Mail Survey		Yes	Yes	9	Yes	Yes	No	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Compliment	Paint	The paint really looks good and matches the original color.						
Insurance Company:	Strickland Insurance Group							
Batcha, Tamilselvam (#298) - Phone		Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Dealership	The dealership where I bought the car recommended this shop.						
Insurance Company:	SECURA Insurance Company							
Bloom, Bryan (#467) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Not Rec Ins Co	The person who was at fault in the accident,their insurance company did not pay the claim. I had to file a claim with my insurance company. I would not recommend the other insurance company.							
Insurance Company:	Cincinnati Insurance							

Fifth Dimension Collision Repair

2010-01-01 through 2010-12-31

<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>
Bohlen, Ruby (#363) - Phone Survey	Yes	Yes	8	Yes	Yes	N/A	Yes
Chose Body Shop Because	Dealership The dealership where I bought the car recommended this shop.						
Insurance Company:	Customer Pay						
Bohlen, Ruby (#783) - Phone Survey	Yes	Yes	9	Yes	Yes	Yes	N/A
Chose Body Shop Because	Repeat Customer I am a repeat customer at this shop.						
Comment	Body Shop When I picked the car up the repair price was higher then the original quote.						
Insurance Company:	Cincinnati Insurance						
Borbely, Tim (#208) - Phone Survey	Yes	Yes	10	Yes	Yes	N/A	Yes
Chose Body Shop Because	Dealership The dealership where I bought the car recommended this shop.						
Compliment	I would like to rate them at a 20. They were all great to me.						
Insurance Company:	Customer Pay						
Box, Jaquta (#234) - Mail Survey	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Other The person that hit my car is boss.						
Compliment	Paint The blend is superb.						
Compliment	Body Shop The car looks brand new. The car repairs is more than I expected. I love it.						
Compliment	Body Shop The shop did a great job. I am very happy						
Compliment	Body Shop The shop more than met my expectations.						
Compliment	Body Shop Everyone was very professional, nice, and the facility is very professional as well.						
Rec Ins Co	Other The insurance company did beautiful work.						
Insurance Company:	Westfield Insurance						
Bradbury, Steve (#152) - Mail Survey	Yes	Yes	10	Yes	Yes	N/A	N/A
Chose Body Shop Because	Location I chose this shop because of the location.						
Chose Body Shop Because	TV Ad I saw a television ad for this shop.						
Chose Body Shop Because	Repeat Customer We are repeat customers at this shop.						
Comment	Ins Co We paid for the repairs ourselves.						
Compliment	Body Shop Excellent care was given on the vehicle.						
Compliment	Delivery Date It was done in a good time.						
Compliment	Body Shop We both have older cars and wanted them fixed and they are the best quality and was excellent.						
Insurance Company:	Customer Pay						

Fifth Dimension Collision Repair

2010-01-01 through 2010-12-31

	<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>
Brennan-Pomatto, Teresa (#149) - Phone		Yes	Yes	10	Yes	Yes	Blank	No
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Comment	Body Shop	There was a part that the shop couldn't fix because of previous damage to the vehicle, but that wasn't their fault.						
Comment	Ins Co	I am not yet done dealing with the insurance company.						
Compliment	Body Shop	I thought the repair work done by this shop was very good.						
Insurance Company:	State Farm Insurance Company							
Bright, Eunice (#932) - Phone Survey		Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Other	We had gotten a few estimates from different shops and determined that this shop was the best one.						
Compliment	Delivery Date	The time that the work took was excellent.						
Compliment	Body Shop	The work was taken care of very well, we were very pleased.						
Rec Body Shop	Body Shop	I certainly would recommend this shop to others.						
Insurance Company:	Country Insurance							
Brown, Jim (#122) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Internet Ad	I found this shop on the internet.						
Compliment	Body Shop	The service at this shop was very good. I would use them again.						
Insurance Company:	Customer Pay							
Brown, Mike (#177) - 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:	Farmers							
Bruce, Susan & Chip (#62) - Phone Survey		Yes	Yes	10	Yes	Blank	N/A	Yes
Chose Body Shop Because	Dealership	The dealership where I bought the car recommended this shop.						
Comment	Delivery Date	The repairs took longer than I thought, but we didn't really need it so that was ok.						
Insurance Company:	Customer Pay							
Burgoyne, Pam And Jeff (#726) - Mail	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop. I used the shop to repair a friend's car I accidentally backed into.						
Compliment	Body Shop	The shop was very professional, clean, thoughtful, and I felt that the team truly had our best interest in mind. Thank you for a great experience.						
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>
Burkhardt, Jane & Richard (#812) - Mail		Yes	Yes	10	Yes	Yes	Yes	N/A
Chose Body Shop Because	Dealership	The Subaru dealership where I bought the car recommended this shop.						
Compliment		The shop was outstanding, nice people in the office. They were very efficient and friendly. No time waiting, amazingly good.						
Insurance Company:	Travelers							
Burwash, Richard (#381) - Phone Survey		Yes	Yes	9	Yes	Yes	Yes	Yes
Chose Body Shop Because	Ins Co Recommend	The insurance company recommended this shop.						
Insurance Company:	Country Insurance							
Cain, Steve (#69) - 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	Cust Serv Rep	The body tech was great.						
Insurance Company:	Travelers							
Cain, Tom (#765) - 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.						
Compliment	Body Shop	On a scale of 1-10 I would rate the quality of the repairs at a 20.						
Compliment	Delivery Date	The time the work took was incredible.						
Compliment		I would rate the staff a 12 on a scale of 1-10. They were excellent.						
Rec Body Shop	Body Shop	I would absolutely recommend this shop to others. I always do.						
Insurance Company:	Grange Insurance Companies							
Calloway, Jason (#446) - Phone Survey		Yes	Yes	8	Yes	Yes	Yes	Yes
Chose Body Shop Because	Location	I chose this shop because of its location.						
Insurance Company:	Erie Insurance Group							
Carr, Howard (#241) - Phone Survey		Yes	Yes	10	Yes	Yes	N/A	N/A
Chose Body Shop Because	Dealership	The dealership where I bought the car recommended this shop.						
Insurance Company:	Customer Pay							

Fifth Dimension Collision Repair

2010-01-01 through 2010-12-31

	<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>
Carrillo, Pam (#626) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	TV Ad	I saw a television ad for this shop.						
Compliment	Paint	The paint looks brand new. I can't see a blend anywhere.						
Compliment	Body	It looks like there was never a dent.						
Compliment	Body Shop	I was totally satisfied with Fifth Dimension.						
Compliment	Delivery Date	Four days is great.						
Compliment	Body Shop	I loved Fifth Dimension. I can't imagine anything they could do to make the experience better. I wont go anywhere else.						
Rec Agent	Other	The agent is very helpful.						
Rec Ins Co	Other	I like my insurance company very much.						
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>
Chalk, Eric (#316) - Phone Survey		Yes	Yes	10	Yes	Yes	No	Yes
Chose Body Shop Because	Ins Co Recommend	The insurance company recommended this shop.						
Compliment	Body Shop	The quality of work was outstanding.The repair was great.						
Not Rec Ins Co	Other	I have not looked into their policies or rates.						
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>
Chow, Debbie (#828) - Phone Survey		Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Other	This shop repairs our work vehicles.						
Insurance Company:	Cincinnati 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>
Claiborne, George (#20) - Phone Survey		Yes	Yes	10	Yes	Yes	Blank	Blank
Chose Body Shop Because	Family Friend	A friend recommended 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>
Clarke, Chet (#399) - Mail Survey		Yes	N/A	10	Yes	Yes	N/A	N/A
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Compliment	Body Shop	I was very satisfied.						
Insurance Company:	Customer Pay							

Fifth Dimension Collision Repair

2010-01-01 through 2010-12-31

	<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>
Clarke, Chet (#532) - Phone 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 shop did a very good job, excellent.						
Insurance Company:	Customer Pay							
Cler, Greg (#163) - Phone Survey		Yes	Yes	10	Yes	Yes	N/A	Yes
Chose Body Shop Because	Other	The service manager, George, at Worden Martin recommended this body shop.						
Chose Body Shop Because	Repeat Customer	I have used this body shop in the past.						
Rec Body Shop	Body Shop	I have already recommended this body shop to a friend as this is a first class operation at Fifth Dimension Collision.						
Insurance Company:	Customer Pay							
Cohen, Blair & Jessica (#821) - Mail Survey		Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Repeat Customer	My husband had something painted on his Corvette at this shop and he was very happy.						
Compliment		Thank you, Fifth Dimension Collision Repair.						
Rec Agent	Cust Serv Rep	I would recommend my insurance agent, Mary McAnally.						
Insurance Company:	State Farm Insurance Company							
Combs, David (#777) - Phone Survey		Yes	Yes	10	Yes	Yes	N/A	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Compliment	Delivery Date	The time the work took very much met my expectations.						
Compliment	Body Shop	I don't think this shop has anything to improve on.						
Rec Body Shop	Body Shop	I have already recommended this shop to my friends.						
Insurance Company:	Customer Pay							
Cope, William (#740) - Phone Survey		Yes	Yes	8	Yes	Yes	Yes	Blank
Chose Body Shop Because	Dealership	The dealership where I bought the car recommended this shop.						
Compliment		The body shop staff was very good.						
Insurance Company:	Progressive							
Cougill, Glen (#114) - Phone Survey		Yes	Yes	10	Yes	Yes	Yes	Yes
Insurance Company:								

Fifth Dimension Collision Repair

2010-01-01 through 2010-12-31

	<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>
Covington, Tina (#526) - 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.						
Compliment	Body Shop	Everything with the shop was very smooth.						
Insurance Company:	Country Insurance							
Cox, Earl (#70) - Phone Survey	Agent Not Specified	Yes	Yes	9	Yes	Yes	No	No
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Compliment	Body Shop	The shop did a great job.						
Insurance Company:	Indiana Insurance Company							
Cross, Ronnie (#1023) - Mail Survey		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 like new.						
Compliment	Body	I can't tell where it was fixed.						
Compliment	Body Shop	You people did a very good job.						
Insurance Company:	Pekin Insurance Company							
Crossman, Bob (#1084) - Mail Survey		Yes	Yes	10	Yes	Yes	No	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Chose Body Shop Because	Other	I work for an auto dealership who uses this shop and their work is always top notch.						
Compliment	Body Shop	Fifth Dimension is a clean facility and they are very knowledgeable and friendly to deal with.						
Not Rec Ins Co	Other	This damage was caused by a client of the insurance company that paid the bill. I dealt with an automated phone system and had trouble contacting them.						
Rec Agent	Convenience	My agent answers his phone and was very helpful through this. Steve Lacine is my agent.						
Insurance Company:	American Family Insurance							
Cullen, Daniel (#101) - Phone Survey		Yes	Yes	10	Yes	Yes	N/A	N/A
Comment	Ins Co	The repair was less than my deductible.						
Compliment	Body	I don't remember.						
Insurance Company:	Customer Pay							

Fifth Dimension Collision Repair

2010-01-01 through 2010-12-31

		<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>
Dahl, Randy (#958) - Mail Survey			Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Dealership	The dealership where I bought the car recommended this shop.							
Compliment	Paint	It is an older car and the paint matches the older paint.							
Compliment	Body Shop	I can't tell they repaired the car.							
Compliment	Body Shop	They handled everything.							
Compliment	Body Shop	The claims service was excellent and handled everything without me having to be involved.							
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>
Davis, Grace (#77) - Mail Survey		Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	No
Chose Body Shop Because	Other	My spouse brought another vehicle in for some repairs.							
Compliment	Delivery Date	The timing exceeded my expectations.							
Compliment		This shop has excellent service and staff.							
Not Rec Agent	Betterment	I had been with Allstate for 20 years. I had never met this agent who replaced my agent who retired. I'm going to be switching to State Farm.							
Rec Body Shop	Body Shop	I would highly recommend this shop.							
Insurance Company:	Progressive								
		<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>
Davis, Scot (#6) - Phone Survey			Yes	Yes	10	Yes	Yes	N/A	Yes
Chose Body Shop Because	Employee	I know the owner of the 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>
Dodds, Merredith & Alan (#61) - Phone		Agent Not Specified	Yes	Yes	10	Yes	Blank	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.							
Comment	Delivery Date	The shop found some more repairs that needed to be done so it took a little longer than expected.							
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>
Doty, Barbara (#841) - Phone Survey			Yes	Yes	10	Yes	No	No	N/A
Chose Body Shop Because	Employee	I know someone at the shop.							
Comment	Body Shop	My dad looked the car over and had a few complaints, but nothing major.							
Complaint	Delivery Date	I would have liked the time to be shorter because I ended up having to pay for a rental car.							
Not Rec Ins Co	Claims Office	I would probably not recommend the insurance company that paid for the repairs. Their prices are too high, and I am currently shopping around for other insurance.							
Insurance Company:	Allstate Insurance								

Fifth Dimension Collision Repair

2010-01-01 through 2010-12-31

		<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>
Drysedale, Thomas (#785) - Mail Survey			Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Internet Ad	I found this shop on the internet.							
Compliment	Paint	The paint looks great and matches well.							
Compliment	Body Shop	You cannot tell there was a collision.							
Compliment	Delivery Date	It was exactly the quoted amount of days.							
Rec Ins Co	Other	I had no problems with the payment from the insurance company.							
Insurance Company:	Erie 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>
Duffield, Becky (#54) - Mail Survey			Yes	Yes	10	Yes	Yes	N/A	Yes
Chose Body Shop Because	Internet Ad	I found this shop on the internet.							
Compliment		Customer service at this shop was good.							
Compliment	Body Shop	I was very happy with this body shop. All of my expectations were met.							
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>
Eheart, Kurt (#406) - Mail Survey			Yes	Yes	10	Yes	Yes	Blank	Blank
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.							
Compliment		The shop personnel were fantastic - it was great to work with 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>
Feres, Wendell (#383) - Phone Survey			Yes	Yes	10	Yes	Yes	N/A	Yes
Compliment	Body Shop	The quality of the repair exceeded my expectations.							
Compliment	Body Shop	The shop did a great job.							
Compliment		Great customer service.							
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>
Franklin, Eva (#63) - Mail Survey			Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.							
Compliment		This shop has an excellent staff. They are always friendly. They are a great group of people.							
Compliment	Body Shop	This shop seems to care about the work they do and they want it done right.							
Compliment	Delivery Date	The repairs were done one day before they had promised.							
Rec Agent	Convenience	Perry Ford with American family is excellent. He's a great agent.							
Rec Body Shop	Body Shop	I would recommend this shop to anyone.							
Rec Ins Co	Body Shop	American Family is excellent on getting claims taken care of and paid.							
Insurance Company:	American Family Insurance								

Fifth Dimension Collision Repair

2010-01-01 through 2010-12-31

	<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>
Frick, Tammy (#525) - 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:	Geico							
Gaumer, David (#848) - Phone Survey	Agent Name	Yes	Yes	Blank	Yes	Yes	N/A	N/A
Chose Body Shop Because	Location	I chose this shop because of its location.						
Compliment	Body Shop	Everything was great on the vehicle.						
Compliment	Body Shop	If I ever need anything else I will be back.						
Rec Body Shop	Body Shop	I would absolutely recommend this shop to others.						
Insurance Company:	Customer Pay							
Gilliland, Butch And Kaaren (#647) - Mail	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Blank
Chose Body Shop Because	Other	I know Scott Miller's reputation.						
Compliment	Paint	The paint looks like new.						
Compliment	Body	It looks like the damage never happened.						
Compliment	Body Shop	I am very happy.						
Insurance Company:	Country Insurance							
Gordon, Bob & Jody (#649) - Mail 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							
Gossett, James (#505) - 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:	Pekin Insurance Company							
Grabiel, Richard & Susan (#788) - Mail	Agent Name	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Dealership	An employee of Worden-Martin Subaru recommended your shop.						
Chose Body Shop Because	Dealership	The dealership where I bought the car recommended this shop.						
Compliment	Delivery Date	They actually finished the job ahead of schedule.						
Insurance Company:	Country Insurance							

Fifth Dimension Collision Repair

2010-01-01 through 2010-12-31

	<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>
Grant, Zachary (#13) - Phone Survey		Yes	Yes	10	Yes	No	Yes	Yes
Chose Body Shop Because	Dealership	The dealership where I bought the car recommended this shop.						
Comment	Delivery Date	It took a little longer than I thought.						
Insurance Company:	Allstate Insurance							
Grant, Zachary (#568) - 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							
Grotrian, Dave & Tracy (#794) - Phone		Yes	Yes	9	Yes	Yes	N/A	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Rec Body Shop	Body Shop	I sure would recommend this shop to others. In fact, I already have.						
Insurance Company:	Customer Pay							
Grotrian, Dave & Tracy (#873) - Phone		Yes	Yes	9	Yes	Yes	N/A	No
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Insurance Company:	Customer Pay							
Hall, Kerry (#749) - Phone Survey		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:	Customer Pay							
Hamer, John & Ramona (#82) - Phone	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							
Harmon, Dan (#238) - 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:	Country Insurance							

Fifth Dimension Collision Repair

2010-01-01 through 2010-12-31

<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>
Harmon, Lee (#121) - Mail Survey	Blank	Blank	10	Yes	Yes	Blank	Blank
Chose Body Shop Because TV Ad	I saw a television ad for this shop.						
Chose Body Shop Because Radio Ad	I heard this shop on a radio ad.						
Insurance Company: Customer Pay							
Harris, Larry (#102) - Phone Survey	Yes	Yes	10	Yes	Yes	N/A	N/A
Chose Body Shop Because Other	My friends recommended this shop.						
Compliment	I liked the professional approach the shop took with me.						
Compliment Body Shop	I was very pleased with the work.						
Insurance Company: Customer Pay							
Haynes, Marvin (#52) - Phone Survey	Yes	Yes	10	Yes	Yes	N/A	Yes
Chose Body Shop Because Employee	I know someone at the shop.						
Chose Body Shop Because TV Ad	I saw a television ad for this shop.						
Insurance Company: Customer Pay							
Hemming, Sean (#454) - 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.						
Insurance Company: Customer Pay							
Hempel, Linda (#421) - Phone Survey	Yes	Yes	8	Yes	Yes	Yes	Yes
Chose Body Shop Because Other	The tow truck driver recommended this body shop.						
Insurance Company: State Farm Insurance Company							
Hesterberg, Todd (#214) - Phone Survey	Yes	Yes	10	Yes	Yes	Yes	N/A
Chose Body Shop Because Family Friend	A friend recommended this shop.						
Compliment Body Shop	The repair exceeded my expectations.						
Compliment Body Shop	The shop people were super friendly.						
Compliment	There was super customer service, they gave me updates throughout the repair not just when my car was one.						
Compliment Body Shop	I have recommended this shop to some of my customers already.						
Insurance Company: Progressive							

Fifth Dimension Collision Repair

2010-01-01 through 2010-12-31

<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>
Higgins, Harvey (#350) - Phone Survey	Yes	Yes	10	Yes	Yes	Yes	No
Chose Body Shop Because	Location						
Insurance Company:	Nationwide						
<hr/>							
Hinton, Chad (#619) - Phone Survey	Yes	Yes	10	Yes	Yes	N/A	Yes
Chose Body Shop Because	Family Friend						
Insurance Company:	Customer Pay						
<hr/>							
Hinton, Leon (#367) - Phone Survey	Yes	Yes	9	Yes	Yes	N/A	Yes
Chose Body Shop Because	TV Ad						
Insurance Company:	Customer Pay						
<hr/>							
Hurt, Tina (#963) - Phone Survey	Yes	Yes	10	Yes	Yes	N/A	Yes
Chose Body Shop Because	Family Friend						
Compliment	Ins Agent						
Compliment	The staff was just great.						
Compliment	Body						
Rec Body Shop	Body Shop						
Insurance Company:	Customer Pay						
<hr/>							
Igoe, Mark (#380) - Phone Survey	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	TV Ad						
Insurance Company:	Selective Insurance Company						
<hr/>							
Johnson, Larry (#478) - Phone Survey	Yes	Yes	10	Yes	Yes	N/A	No
Chose Body Shop Because	Repeat Customer						
Compliment	The shop even cleaned my car, I wasn't expecting that.						
Insurance Company:	Customer Pay						

Fifth Dimension Collision Repair

2010-01-01 through 2010-12-31

	<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>
Johnson, Lisa And Timothy (#542) - Phone	Agent Not Specified	Yes	Yes	10	Yes	No	Yes	Yes
Complaint	Parts	The repair took longer because parts had to be ordered. The first set of headlights arrived broken and a second set had to be ordered.						
Compliment		The shop had great service.						
Compliment	Body Shop	I would recommend this shop to others and go back there myself.						
Insurance Company:	State Auto Insurance Companies							
Karagiannakis, Jon (#76) - Phone Survey	Agent Not Specified	N/A	Yes	10	Yes	Yes	Blank	Blank
Chose Body Shop Because	Internet Ad	I found this shop on the internet.						
Compliment	Body Shop	Everything was wonderful.						
Compliment		The was one of the most friendly shops I have been to.						
Compliment	Delivery Date	It was done the same day.						
Insurance Company:	Customer Pay							
Kim, Byungmin (#916) - 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:	Safe Auto Insurance							
Knox, Ethan (#205) - Phone Survey		Yes	Yes	8	Blank	Yes	N/A	Yes
Chose Body Shop Because	Internet Ad	I found this shop on the internet.						
Maybe Rec Body Shop	Body Shop	I don't live in Champaign anymore, but I would probably recommend the shop to someone who does live in the area.						
Insurance Company:	Customer Pay							
Kohl, Anja (#210) - Mail Survey		Yes	Yes	10	Yes	Yes	Yes	Blank
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Insurance Company:	West Bend Mutual Insurance Company							
Kramer, Karl (#84) - 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	This is the 3rd time I have used this shop and they do excellent work.						
Insurance Company:	State Farm Insurance Company							

Fifth Dimension Collision Repair

2010-01-01 through 2010-12-31

	<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>
Krukewitt, Kent (#162) - Mail Survey		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	Internet Ad	I found this shop on the internet.						
Comment	Paint	There's one place that will need to be buffed out, but other than that, the color is an excellent match.						
Insurance Company:	Country Insurance							
Lamle, John (#197) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	N/A	N/A
Chose Body Shop Because	Family Friend	Others recommended this shop.						
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Chose Body Shop Because	Location	I chose the shop for its location.						
Compliment	Body Shop	The shop provided excellent service and repairs.						
Insurance Company:	Customer Pay							
Lash, Elmer (#293) - Phone Survey		Yes	Yes	10	Yes	Yes	N/A	N/A
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Compliment	Body Shop	I was totally thrilled with the whole experience. It was an excellent job. It was very professional.						
Insurance Company:	Customer Pay							
Legg, Lydia (#996) - Mail 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 Auto Insurance Companies							
Madden, Joe (#332) - Mail Survey		Yes	Yes	10	Yes	Yes	Blank	Blank
Chose Body Shop Because	Dealership	The dealership where I bought the car recommended this shop.						
Insurance Company:	Customer Pay							
Madigan, David (#593) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Blank
Chose Body Shop Because	Location	I chose this shop because of its location.						
Compliment	Paint	The paint was a good match.						
Compliment	Body	I cannot tell there was any work done.						
Compliment	Body Shop	The work was excellent and I was treated very well.						
Compliment	Delivery Date	The repairs were done earlier than expected.						
Rec Ins Co	Other	I had no problem with the insurance company whatsoever.						
Insurance Company:	Norris Tire							

Fifth Dimension Collision Repair

2010-01-01 through 2010-12-31

	<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>
Mahon**, Christine & Tom (#124) - Phone	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	No
Chose Body Shop Because	Dealership	The dealership where I bought the car recommended this shop.						
Compliment	Body Shop	This shop exceeded my expectations.						
Not Rec Agent	Betterment	I think this agent could do a better job in regard to providing convenience to his client.						
Insurance Company:	Country Insurance							
Maliawco, Richard (#21) - Phone Survey		Yes	Yes	9	Yes	Yes	N/A	Yes
Chose Body Shop Because	Internet Ad	I found this shop on the internet.						
Compliment	Body Shop	I was very pleased with the work the shop did. It was very professional.						
Insurance Company:	Customer Pay							
Martin, Howard And Jane (#297) - Mail		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	Other	Worden Martin, Inc. recommended this shop.						
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Comment	Ins Co	I have never had to use the insurance company before and hope they cover the expenses.						
Comment	Ins Co	We had another insurance company and Judy Myer with Wells Fargo recommended Cincinnati.						
Compliment	Paint	The paint was very good and the shop did an excellent job.						
Compliment	Body	I was so pleased with the body work. Great work was completed.						
Compliment	Cust Serv Rep	Aleena was so professional, friendly, and made you feel at ease.						
Compliment	Delivery Date	There was much damage to my car. I knew it was a big job to correct.						
Compliment	Body Shop	I did so appreciate Aleena calling to keep me informed of the progress. She was so kind and helpful. I really appreciate all the excellent work completed in your body shop. The car looks wonderful.						
Rec Body Shop	Body Shop	I would highly recommend this shop.						
Insurance Company:	Cincinnati Insurance							
Mcfall, Keith (#471) - 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	Internet Ad	A fruebd recinnebbed tgus sgio,						
Insurance Company:	Customer Pay							

Fifth Dimension Collision Repair

2010-01-01 through 2010-12-31

	<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>
Melloutis, Jordon (#708) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	N/A
Chose Body Shop Because	Dealership	The dealership where I bought the car recommended this shop.						
Complaint	Delivery Date	The repair did take longer then expected but this was due to an insurance issue.						
Insurance Company:	Chubb and Son Inc.							
Melnick, Arthur (#742) - 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:	Country Insurance							
Miller, Lester (#675) - 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:	Customer Pay							
Mitchell, Dustie And Jeff (#690) - Phone	Agent Not Specified	Yes	No	7	No	Yes	Yes	Yes
Chose Body Shop Because	Internet Ad	I found this shop on the internet.						
Complaint	Body	The driver side door does not align properly. I have taken the car back in and it is still not satisfactory. In fact I may trade my car off.						
Insurance Company:	Progressive							
Morgan, Scott (#59) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Blank	Blank
Chose Body Shop Because	Other	I heard about this shop by word of mouth.						
Insurance Company:	Customer Pay							
Morgan, Stanton (#734) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	TV Ad	I saw a TV ad for this shop.						
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.						
Chose Body Shop Because	Dealership	The dealership recommended this shop.						
Chose Body Shop Because	Employee	I know someone at the shop.						
Chose Body Shop Because	Agent Recommendation	The agent 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>
Mosely, Patrick (#930) - Phone Survey		Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Ins Co Recommend	The insurance company recommended this shop.						
Comment	Body Shop	I haven't had to get a chance to get a real good look at the car because my son has been driving it. I haven't heard any complaints from him, but he is only a teenage boy.						
Compliment	Delivery Date	There was about a 10 day delay in getting the vehicle started, but that was due to the insurance companies. Once the work got started, the shop did a good job.						
Rec Body Shop	Body Shop	I would absolutely recommend this shop to others. I would use them again if I needed to.						
Insurance Company:	American Service 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>
Nelson, Mark (#587) - 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:	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>
Nichols, Tony (#) - Mail Survey	Agent Not Specified	Yes	Yes	9	Yes	Yes	N/A	N/A
Chose Body Shop Because	Dealership	The dealership where I bought the car recommended this shop.						
Compliment	Body	We had PDR done on the passenger door and I was amazed at the repair.						
Compliment	Cust Serv Rep	I had questions about the estimate as well as questions about trying some work myself, and Ingrid was extremely helpful.						
Compliment	Delivery Date	PDR was only one day, just as I was told.						
Compliment		I was extremely impressed to receive our van washed and detailed in the price of my repair.						
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>
Nichols, Tony (#167) - Phone Survey		Yes	Yes	9	Yes	Yes	N/A	Yes
Chose Body Shop Because	Family Friend	A friend recommended 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>
Nickell, Jesse (#37) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Other	I saw this shop advertised in car shows.						
Compliment	Body Shop	I am very happy with this shop's repair work.						
Compliment	Cust Serv Rep	The man who was in charge of my vehicle went above and beyond what other shops would do. He took the extra step of making sure the repair work was done correctly, and everything was done right.						
Insurance Company:	Country Insurance							

Fifth Dimension Collision Repair

2010-01-01 through 2010-12-31

	<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>
Nie, Zhen (#689) - 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.						
Compliment	Body Shop	Everything about the repairs was fine.						
Insurance Company:	Customer Pay							
Noice, Jeane (#247) - Phone Survey		Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Employee	I know someone at the shop.						
Comment	Body	There is a piece that goes across the bottom of the windshield that still needs to be put back in, but I've spoken with Ingrid at the shop about it.						
Insurance Company:	State Farm Insurance Company							
Oakes, Brent (#11) - Mail Survey		Yes	Yes	10	Yes	Yes	No	Yes
Chose Body Shop Because	Other	I saw the owner's Dodge Vipers at car show.						
Compliment	Body Shop	Awesome job, it looked like it wasn't in an accident.						
Not Rec Ins Co	Claims Office	For repair pay I'd recommend the insurance company, but otherwise it is an internet company.						
Rec Agent	Cust Serv Rep	Terry Hill with Country Mutual is a great agent.						
Insurance Company:	Esurance							
Ozment, Mike (#261) - Phone Survey		Yes	Yes	10	Yes	Yes	N/A	Blank
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Compliment	Body Shop	The body shop did a very nice job.						
Insurance Company:	Customer Pay							
Palazzolo, Carla (#926) - Phone Survey		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	I have recommended this shop to others.						
Compliment		This shop has excellent service.						
Compliment	Body Shop	The shop did excellent work.						
Insurance Company:	Customer Pay							

Fifth Dimension Collision Repair

2010-01-01 through 2010-12-31

	<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>
Parr, Cameron & Susan (#693) - Phone	Agent Not Specified	Yes	Yes	9	Yes	Yes	Yes	Yes
Chose Body Shop Because	Agent Recommendation	The insurance agent recommended this shop.						
Compliment	Body Shop	I thought that everything was awesome.						
Compliment	Body Shop	This shop has really great service. You don't have to be too detailed with someone who has great service.						
Insurance Company:	Country Insurance							
Poe, Adam (#806) - Phone Survey		Yes	Yes	10	Yes	Yes	Blank	N/A
Chose Body Shop Because	Dealership	The dealership where I bought the car recommended this shop.						
Insurance Company:	Progressive							
Poignant, Laura (#309) - Mail Survey		Yes	Yes	10	Yes	Yes	N/A	N/A
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Compliment	Body Shop	Everyone was very professional and the car looked great. The detail was also nice.						
Insurance Company:	Customer Pay							
Ramp, Sally & Kenny (#147) - Phone		Yes	Yes	10	Yes	Yes	N/A	No
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Not Rec Agent	Not involved with claim	My insurance agent didn't back me up.						
Question	Body Shop	Since I've gotten my car back the radio does not work at all, I was wondering if since the shop had to work on the hood they forgot to connect the antennae cord back in.						
Insurance Company:	State Farm Insurance Company							
Ristanovic, Alex (#98) - Mail Survey		Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Dealership	The dealership where I bought the car recommended this shop.						
Compliment	Delivery Date	This shop works fast.						
Compliment	Body Shop	These guys are excellent. Small shop, but they work fast, are priced will, and do great work. I'm highly satisfied.						
Insurance Company:	Customer Pay							
Rovik, Steve (#282) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	N/A	Blank
Chose Body Shop Because	Other	The owner of the shop is a member of the Viper club with me.						
Compliment	Body Shop	The repairs exceeded my expectations. Keep up the great work.						
Insurance Company:	Customer Pay							

Fifth Dimension Collision Repair

2010-01-01 through 2010-12-31

	<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>
Rubarts, Cindy (#814) - 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:	Pekin Insurance Company							
Ruckert, Debbie (#290) - Phone Survey		Yes	N/A	10	Yes	Yes	N/A	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Compliment	Paint	Shawn Early did a wonderful with my paint art work on my car, a flaming base and martini glasses.						
Rec Body Shop	Body Shop	I drove 2 hours to go to this particular ship. I would definitely recommend it.						
Insurance Company:	Customer Pay							
Rumbelow, Robert (#159) - Mail Survey		Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Dealership	The dealership where I bought the car recommended this shop.						
Compliment		The shop staff was very professional and polite.						
Compliment	Body Shop	Many thanks to the body shop.						
Insurance Company:	Travelers							
Ruschmann, Carolyn (#46) - Mail Survey		Yes	Yes	10	Yes	Yes	Blank	Blank
Chose Body Shop Because	Other	I heard about this shop through word of mouth.						
Compliment	Paint	The body shop did a nice job on the paint.						
Compliment	Body Shop	The body shop did a good job.						
Compliment		The shop staff was friendly.						
Insurance Company:	Broadspire Insurance							
Schmidt, Matt (#614) - Mail Survey	Agent Not Specified	Blank	Yes	10	Yes	Yes	Blank	Blank
Chose Body Shop Because	Other	The body shop was recommended by a repair shop.						
Compliment	Body Shop	The repair looks very good, like nothing ever happened.						
Compliment		Everyone was really great. They were very helpful when my car broke down.						
Insurance Company:	Customer Pay							
Schuldt, Amanda (#514) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	No	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Insurance Company:	Country Insurance							

Fifth Dimension Collision Repair

2010-01-01 through 2010-12-31

	<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>
Scolari, John (#853) - Phone Survey		Yes	Yes	10	Yes	Yes	N/A	Yes
Chose Body Shop Because	Yellow Page Ad	I chose this shop from the yellow pages.						
Compliment	Body Shop	This is a body shop that knows about restoration specifically on older model cars.						
Insurance Company:	Customer Pay							
Scopel, Ed (#143) - Phone Survey		Yes	Yes	10	Yes	Yes	N/A	Blank
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Compliment	Body Shop	This body shop does good work.						
Compliment		This was a pleasant experience from beginning to end. I appreciated being taken care in a nice manner.						
Insurance Company:	Customer Pay							
Seeley, Joseph And Jan (#18) - Phone		Yes	Yes	10	Yes	N/A	Yes	Yes
Chose Body Shop Because	Dealership	The dealership where I bought the car recommended this shop.						
Insurance Company:	State Farm Insurance Company							
Sharabash, Hanady (#515) - 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.						
Insurance Company:	Customer Pay							
Shaw, Randy (#480) - 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:	Travelers							
Shirk, Andrew (#610) - Phone 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.						
Insurance Company:	Customer Pay							
Shubert, Ken (#204) - Phone Survey		Yes	Yes	10	Yes	Yes	N/A	Yes
Chose Body Shop Because	Dealership	The dealership where I bought the car recommended this shop.						
Compliment		The owner walked me completely through the process. Everyone there was awesome. I would definitely go back there again.						
Insurance Company:	Customer Pay							

Fifth Dimension Collision Repair

2010-01-01 through 2010-12-31

	<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>
Siddens, Donna (#799) - Mail Survey		Yes	Yes	10	Yes	Yes	No	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Compliment		The shop has A+ customer service.						
Compliment	Body Shop	The shop does A+ quality of work.						
Insurance Company:	Gallagher - Bassett							
Sides, Jonathan (#19) - Mail Survey		Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Other	I heard about this shop through word of mouth.						
Insurance Company:	Customer Pay							
Sims, David (#373) - Phone Survey	<u>Agent Name</u> Agent Not Specified	Yes	Yes	9	Yes	Yes	Yes	Yes
Chose Body Shop Because	Location	I chose this shop because of its location.						
Insurance Company:	Customer Pay							
Slade, Robert (#239) - Phone Survey	<u>Agent Name</u> Agent Not Specified	No	Yes	8	Yes	Yes	Yes	Yes
Chose Body Shop Because	Ins Co Recommend	The insurance company recommended this shop.						
Paint Complaint	Over Spray	There are little specks of paint on the pack fender, and there are paint blemishes.						
Insurance Company:	Auto Owners							
Sloan, Patrick (#681) - Phone Survey	<u>Agent Name</u> 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:	Customer Pay							
Smith, Dane & Brenda (#823) - Phone	<u>Agent Name</u>	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Ins Co Recommend	The insurance company recommended this shop.						
Compliment	Body Shop	The shop did a good job.						
Insurance Company:	Country Insurance							
Smith, Mark (#973) - Mail Survey	<u>Agent Name</u>	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Internet Ad	I found this shop on the internet.						
Insurance Company:	Pekin Insurance							

Fifth Dimension Collision Repair

2010-01-01 through 2010-12-31

<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>
Sollers, Ammie (#770) - Mail Survey	Yes	Yes	7	Yes	Yes	Yes	Yes
Chose Body Shop Because	Agent Recommendation The insurance agent 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>
Spaulding, Ernie (#904) - Mail Survey	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	Agent Recommendation The agent recommended this shop.						
Insurance Company:	Pekin 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>
Sprecker, Jay (#15) - Phone Survey	Yes	Yes	10	Yes	Yes	Yes	N/A
Chose Body Shop Because	Other I heard about this shop through word of mouth.						
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>
Stanley, Steve (#671) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	N/A
Chose Body Shop Because	Employee I know someone at the shop.						
Compliment	Body Shop This shop is a great place, employees are friendly.						
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>
Stoops, John (#92) - Mail Survey	Yes	Yes	Blank	Yes	Yes	Yes	Yes
Chose Body Shop Because	TV Ad I saw a television 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>
Strazinsky, Julie (#157) - Phone Survey	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend A friend recommended 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>
Strunk, Duane & Nancy (#251) - Phone	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes
Chose Body Shop Because	Repeat Customer I am a repeat customer at this shop.						
Compliment	I appreciated that the staff kept communication open which made the repair process work fine.						
Insurance Company:	State Farm Insurance Company						

Fifth Dimension Collision Repair

2010-01-01 through 2010-12-31

	<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>
Swanson, Mark (#78) - 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							
Swanson, T.J. (#44) - Phone Survey		Yes	Yes	10	Yes	Yes	N/A	Yes
Chose Body Shop Because	Internet Ad	I found this shop on the internet.						
Insurance Company:	Customer Pay							
Swift, Harry (#423) - Phone Survey		Yes	Yes	10	Yes	Yes	N/A	Yes
Chose Body Shop Because	Other	Dave at the Dodge garage recommended this body shop.						
Compliment	Body Shop	I am very satisfied with the repair.						
Compliment	Cust Serv Rep	The young girl in the front office was very helpful.						
Insurance Company:	Customer Pay							
Takeda, Kimberly (#220) - Mail Survey		Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Yellow Page Ad	I chose this shop from the yellow pages.						
Compliment	Paint	The paint was lovely, it was more than expected.						
Compliment		The shop was very friendly, professional, more than expected. I am very pleased.						
Insurance Company:	Customer Pay							
Tanner, John (#117) - 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	Other	I chose this shop through word of mouth.						
Insurance Company:	Auto Owners							
Thomas, Scott (#229) - Phone Survey		Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Insurance Company:	State Farm Insurance Company							

Fifth Dimension Collision Repair

2010-01-01 through 2010-12-31

	<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>
Tiberend, Bill (#408) - Phone Survey		Yes	Yes	9	Yes	No	No	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Not Rec Ins Co	Claims Office	The insurance company is worthless.						
Insurance Company:	Hanover Insurance							
Turner, Jeff (#813) - Phone Survey		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:	Customer Pay							
Waldrep, Sherry (#310) - Mail Survey		Yes	Yes	10	Yes	Yes	N/A	N/A
Chose Body Shop Because	Family Friend	A auto parts store employee recommended this shop.						
Compliment		Thank you for such excellent service.						
Compliment	Body Shop	It's as though I have a new vehicle.						
Compliment		I really appreciate your cleaning the car as well.						
Compliment	Body Shop	I'd definitely recommend the shop.						
Insurance Company:	Customer Pay							
Wallace, Jeff & Jill (#535) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	No	Yes	Yes
Chose Body Shop Because	Internet Ad	I found this shop on the internet.						
Comment	Body Shop	Please test all mechanical items before delivering back to customer. It took an extra day for door to be repaired since latch did not work after repair.						
Complaint	Delivery Date	The repair took an extra day and weekend beyond the estimate.						
Compliment	Body Shop	The shop did very good body work.						
Compliment		The shop has very good customer service.						
Insurance Company:	Country Insurance							
Warfel, William (#179) - 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:	Country Insurance							

Fifth Dimension Collision Repair

2010-01-01 through 2010-12-31

	<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>
Warmbier, Pat (#225) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Blank	Yes
Chose Body Shop Because	Internet Ad	I found this shop on the internet.						
Chose Body Shop Because	TV Ad	I saw an ad on TV for this shop.						
Compliment	Body Shop	This body shop provides superior service, fair estimate and quick turn-around time. I was 100 percent satisfied.						
Compliment		I appreciated being treated like a person and customer at this shop, not just a number.						
Insurance Company:	Auto Owners							
Weisenburg, Milton (#843) - Phone Survey		Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Ins Co Recommend	The insurance company recommended this shop.						
Compliment	Body Shop	I was very pleased with everything. The shop treated me well.						
Insurance Company:	Country Insurance							
Wierman, Justin (#10) - Phone Survey		Yes	Yes	10	Yes	Yes	N/A	Yes
Chose Body Shop Because	Location	I chose this shop because of its location.						
Compliment	Body Shop	I was very pleased with the results.						
Insurance Company:	Customer Pay							
Wiggs, David (#299) - Phone Survey		Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Chose Body Shop Because	Repeat Customer	I have had previous experience with this shop. They did a good job for me before so I wanted to keep my business with them.						
Insurance Company:	Progressive							
Wilson, Lela (#847) - Phone Survey		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	If something happens again, my car is coming right back to this body shop.						
Insurance Company:	Customer Pay							
Wisser, Kevin (#71) - Phone Survey	Agent Not Specified	No	Yes	10	Blank	Yes	Yes	Yes
Chose Body Shop Because	Location	I chose this shop because of its location.						
Complaint	Paint	I thought the car would look new and I don't think it does.						
Maybe Rec Body Shop	Body Shop	I might recommend this shop.						
Insurance Company:	Customer Pay							

Fifth Dimension Collision Repair

2010-01-01 through 2010-12-31

	<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>
Woodworth, Sharon (#513) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	TV Ad	I saw a television ad for this shop.						
Insurance Company:	Country Insurance							
Woolfson, Jacob (#642) - 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.						
Compliment	Body Shop	The body shop staff is very nice to deal with. They work very hard, and they do a good job.						
Insurance Company:	Customer Pay							
Yoon, Bob & Jessica (#53) - Phone Survey		Yes	Yes	10	Yes	Blank	N/A	Yes
Chose Body Shop Because	Dealership	The dealership where I bought the car recommended this shop.						
Comment	Delivery Date	It took awhile to get an appointment to bring the car in, but once it was in it was pretty fast.						
Insurance Company:	Customer Pay							
Young, John (#33) - 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.						
Insurance Company:	Customer Pay							
Zhant, Xuan (#361) - Mail Survey		Yes	Yes	10	Yes	Yes	N/A	N/A
Chose Body Shop Because	Internet Ad	I found this shop on the internet.						
Compliment	Body Shop	I am very satisfied with the repair work. It is hard to tell my car had a bad collision accident after they repaired it. I highly recommend them to all my friends.						
Insurance Company:	Customer Pay							