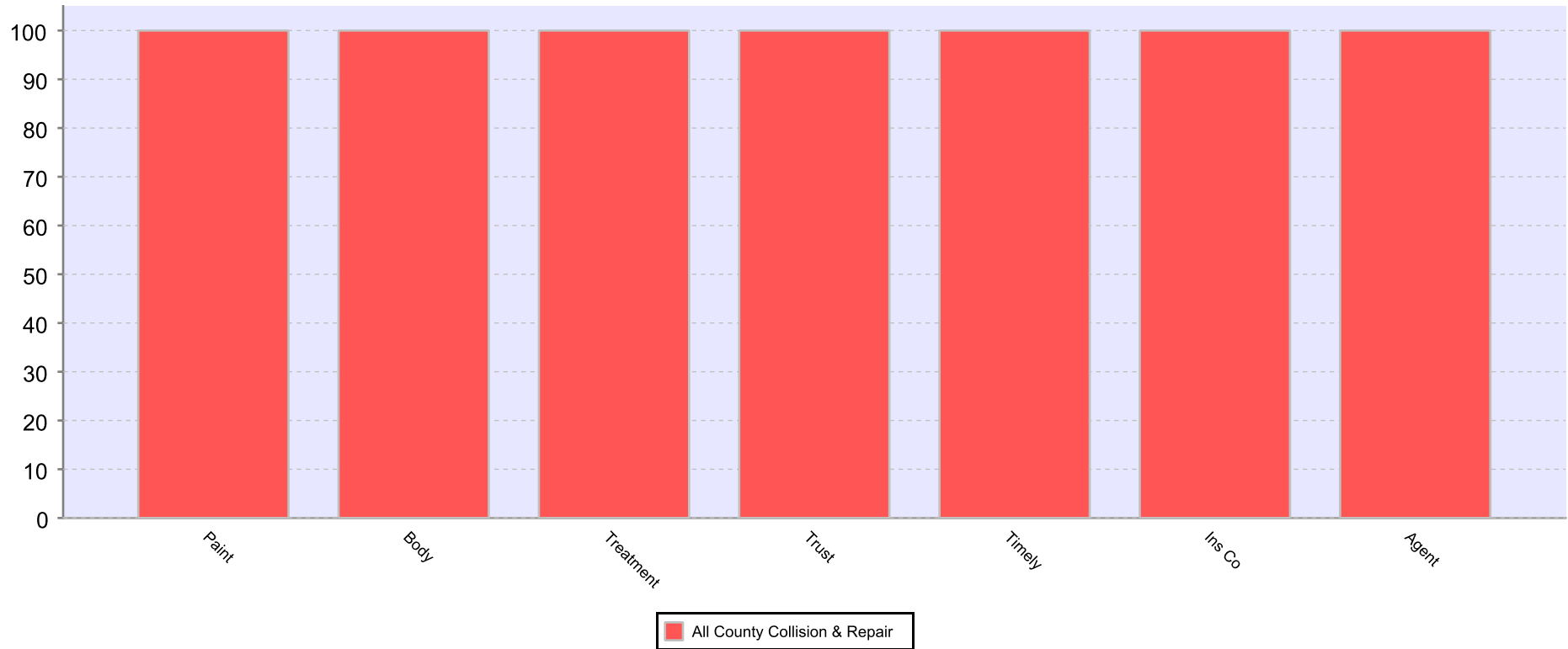


Performance Feedback Location Review Report



2007-11-26 through 2007-12-02

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
All County Collision & Repair	7	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %



	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
All County Collision & Repair	7	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %

	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Agent Name</u>	<u>Ins Co</u>	<u>Agent</u>
Benlock, Marie (#15139) - Mail Survey	Blank	Yes	10	Yes	Yes	Agent Not Specified	Blank	Yes
Chose Body Shop Because	Repeat Customer I am a repeat customer at this shop.							
Insurance Company:	*Unknown Insurance*							

	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Agent Name</u>	<u>Ins Co</u>	<u>Agent</u>
Earnshaw, William (#15061) - Mail Survey	Yes	Yes	10	Yes	Blank	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Other This shop is a client of Bowen Radson Semoth (I work there).							
Comment	Delivery Date I didn't really have any expectations as to when my vehicle would be completed.							
Insurance Company:	State Farm Insurance Company							

	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Agent Name</u>	<u>Ins Co</u>	<u>Agent</u>
Mcallister, Herbert (#15268) - Mail Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Repeat Customer I am a repeat customer at this shop.							
Rec Agent	Other The agents let you know if there is a difference or problems that are happening in the insurance world.							
Insurance Company:	Allstate Insurance							

	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Agent Name</u>	<u>Ins Co</u>	<u>Agent</u>
Philliams, Jerry (#15224) - Mail Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	N/A
Chose Body Shop Because	Location I chose this shop because of its location.							
Compliment	Body Shop Everyone was outstanding.							
Insurance Company:	Usaa							

	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Agent Name</u>	<u>Ins Co</u>	<u>Agent</u>
Renken, Renate (#15029) - Mail Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Blank	Yes
Chose Body Shop Because	Family Friend A friend recommended this shop.							
Comment	Ins Co I don't know much about this insurance company because it is located in Michigan.							
Rec Agent	Other Allstate is very helpful and nice.							
Insurance Company:	*Unknown Insurance*							

	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Agent Name</u>	<u>Ins Co</u>	<u>Agent</u>
Tyree, Chris (#15245) - Mail Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Repeat Customer I am a repeat customer at this shop. I think we need a preferred customer card. I have been there 2 times in one year. Hopefully we won't see you for a while. Have a great Thanksgiving.							
Insurance Company:	*Unknown Insurance*							

All County Collision & Repair

2007-11-26 through 2007-12-02

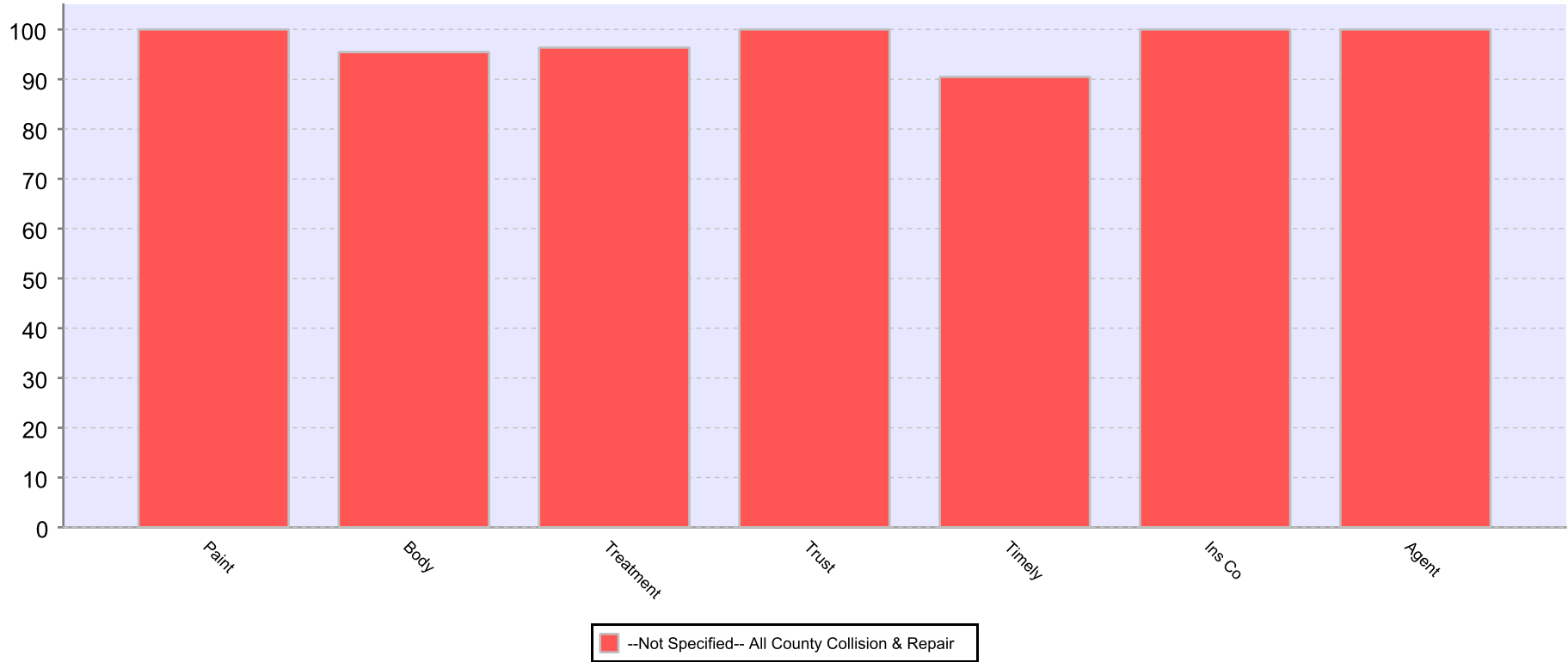
	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Agent Name</u>	<u>Ins Co</u>	<u>Agent</u>
Williams, Donald (#15167) - Mail Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Insurance Company:	State Farm Insurance Company							

Performance Feedback Paint Technician Review



2007-11-01 through 2007-11-30

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
All County Collision & Repair									
--Not Specified-- (22)	22	98.5 %	100.0 %	95.5 %	96.4 %	100.0 %	90.5 %	100.0 %	100.0 %



--Technician Not Specified-- All County Collision & Repair

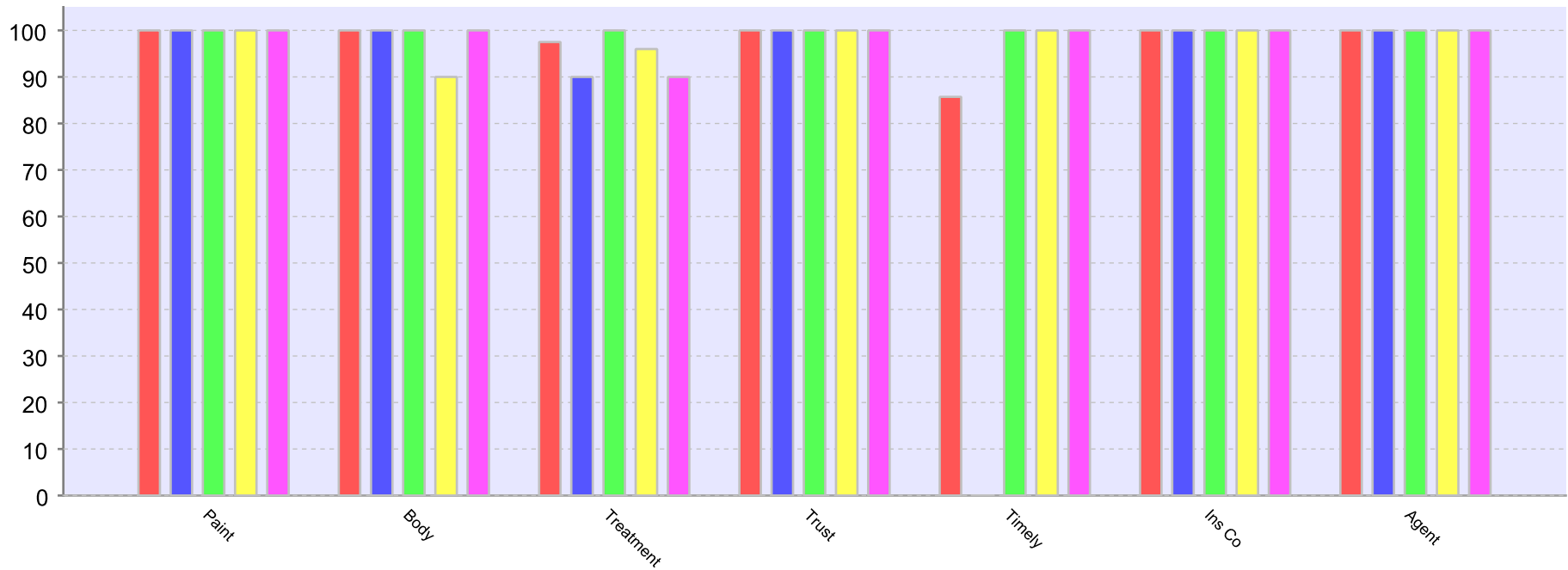
	<u>Surveys</u>	<u>CSI %</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Adams, John (#362)			Yes	Yes	9	Yes	No	Yes	Yes
Armstrong, James (#15059)			Yes	Yes	9	Yes	Yes	Blank	Blank
Azzam, Alice (#15109)			Yes	Yes	10	Yes	Yes	Yes	Yes
Babcock, Gladys (#15070)			Yes	Yes	8	Yes	No	Yes	Yes
Benlock, Marie (#15139)			Blank	Yes	10	Yes	Yes	Blank	Yes
Cummings, Shacaria (#14883)			Yes	Yes	8	Yes	Yes	N/A	N/A
Earnshaw, William (#15061)			Yes	Yes	10	Yes	Blank	Yes	Yes
Gehring, Charles (#14885)			Yes	Yes	10	Yes	Yes	Yes	Yes
Getford, Carl (#14974)			Yes	Yes	10	Yes	Yes	Blank	Yes
Hubbard, Madeline (#15124)			Yes	Yes	10	Yes	Yes	Yes	Yes
Klebs, Alice (#15208)			Yes	Yes	9	Yes	Yes	Blank	Blank
Longest, Linda (#332)			Yes	Yes	9	Yes	Yes	Yes	Yes
Mcallister, Herbert (#15268)			Yes	Yes	10	Yes	Yes	Yes	Yes
Meehling, Margaret (#14429)			Yes	Yes	10	Yes	Yes	Yes	Yes
Philliams, Jerry (#15224)			Yes	Yes	10	Yes	Yes	Yes	N/A
Renken, Renate (#15029)			Yes	Yes	10	Yes	Yes	Blank	Yes
Rogers, Mary (#14778)			Yes	Yes	10	Yes	Yes	Yes	Yes
Santens, Ryan (#14855)			Yes	Yes	10	Yes	Yes	Yes	Yes
Streets, Betty (#15153)			Yes	Yes	10	Yes	Yes	N/A	Yes
Tyree, Chris (#15245)			Yes	Yes	10	Yes	Yes	Yes	Yes
Veraghen, Melissa (#14860)			Yes	No	10	Yes	Yes	Yes	Yes
Williams, Donald (#15167)			Yes	Yes	10	Yes	Yes	Yes	Yes

Performance Feedback Estimator Review Report



2007-11-01 through 2007-11-30

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
All County Collision & Repair									
--Not Specified-- (8)	8	100.0 %	100.0 %	100.0 %	97.5 %	100.0 %	85.7 %	100.0 %	100.0 %
Jeremy Jeremy (10)	10	96.6 %	100.0 %	90.0 %	96.0 %	100.0 %	100.0 %	100.0 %	100.0 %
Joann Hill (1)	1	100.0 %	100.0 %	100.0 %	90.0 %	100.0 %	0.0 %	100.0 %	100.0 %
Rich Demarco (1)	1	100.0 %	100.0 %	100.0 %	90.0 %	100.0 %	100.0 %	100.0 %	100.0 %
Richard De (2)	2	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %
Totals:	22	98.5 %	100.0 %	95.5 %	96.4 %	100.0 %	90.5 %	100.0 %	100.0 %



■ --Not Specified-- All County Collision & Repair	■ Joann Hill All County Collision & Repair	■ Richard De All County Collision & Repair	■ Jeremy Jeremy All County Collision & Repair
■ Rich Demarco All County Collision & Repair			

Performance Feedback Estimator Review Report

2007-11-01 through 2007-11-30

--Estimator Not Specified-- All County Collision & Repair

	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Babcock, Gladys (#15070)	Yes	Yes	8	Yes	No	Yes	Yes
Earnshaw, William (#15061)	Yes	Yes	10	Yes	Blank	Yes	Yes
Getford, Carl (#14974)	Yes	Yes	10	Yes	Yes	Blank	Yes
Mcallister, Herbert (#15268)	Yes	Yes	10	Yes	Yes	Yes	Yes
Meehling, Margaret (#14429)	Yes	Yes	10	Yes	Yes	Yes	Yes
Philliams, Jerry (#15224)	Yes	Yes	10	Yes	Yes	Yes	N/A
Renken, Renate (#15029)	Yes	Yes	10	Yes	Yes	Blank	Yes
Rogers, Mary (#14778)	Yes	Yes	10	Yes	Yes	Yes	Yes

Jeremy Jeremy All County Collision & Repair

	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Armstrong, James (#15059)	Yes	Yes	9	Yes	Yes	Blank	Blank
Azzam, Alice (#15109)	Yes	Yes	10	Yes	Yes	Yes	Yes
Benlock, Marie (#15139)	Blank	Yes	10	Yes	Yes	Blank	Yes
Cummings, Shacaria (#14883)	Yes	Yes	8	Yes	Yes	N/A	N/A
Gehring, Charles (#14885)	Yes	Yes	10	Yes	Yes	Yes	Yes
Hubbard, Madeline (#15124)	Yes	Yes	10	Yes	Yes	Yes	Yes
Klebs, Alice (#15208)	Yes	Yes	9	Yes	Yes	Blank	Blank
Santens, Ryan (#14855)	Yes	Yes	10	Yes	Yes	Yes	Yes
Veraghen, Melissa (#14860)	Yes	No	10	Yes	Yes	Yes	Yes
Williams, Donald (#15167)	Yes	Yes	10	Yes	Yes	Yes	Yes

Joann Hill All County Collision & Repair

	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Adams, John (#362)	Yes	Yes	9	Yes	No	Yes	Yes

Performance Feedback Estimator Review Report2007-11-01 through 2007-11-30

Rich Demarco**All County Collision & Repair**

	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Longest, Linda (#332)	Yes	Yes	9	Yes	Yes	Yes	Yes

Richard De**All County Collision & Repair**

	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Streets, Betty (#15153)	Yes	Yes	10	Yes	Yes	N/A	Yes
Tyree, Chris (#15245)	Yes	Yes	10	Yes	Yes	Yes	Yes

Performance Feedback Insurance Review Report



2007-11-01 through 2007-11-30

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
All County Collision & Repair									
Unknown Insurance (8)	8	100.0 %	100.0 %	100.0 %	95.0 %	100.0 %	100.0 %	100.0 %	100.0 %
Allstate Insurance (2)	2	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %
Metlife (2)	2	100.0 %	100.0 %	100.0 %	90.0 %	100.0 %	50.0 %	100.0 %	100.0 %
SAFECO INSURANCE COMPANY (1)	1	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %		100.0 %
State Farm (1)	1	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %
State Farm Insurance Company (6)	6	94.4 %	100.0 %	83.3 %	96.7 %	100.0 %	80.0 %	100.0 %	100.0 %
TRAVELERS OF FLORIDA (1)	1	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %
Usaa (1)	1	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	
Totals:	22	98.5 %	100.0 %	95.5 %	96.4 %	100.0 %	90.5 %	100.0 %	100.0 %

Performance Feedback Insurance Review Report

2007-11-01 through 2007-11-30

Unknown Insurance

All

	<u>Surveys</u>	<u>CSI %</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Armstrong, James (#15059)			Yes	Yes	9	Yes	Yes	Blank	Blank
Benlock, Marie (#15139)			Blank	Yes	10	Yes	Yes	Blank	Yes
Cummings, Shacaria (#14883)			Yes	Yes	8	Yes	Yes	N/A	N/A
Klebs, Alice (#15208)			Yes	Yes	9	Yes	Yes	Blank	Blank
Renken, Renate (#15029)			Yes	Yes	10	Yes	Yes	Blank	Yes
Santens, Ryan (#14855)			Yes	Yes	10	Yes	Yes	Yes	Yes
Streets, Betty (#15153)			Yes	Yes	10	Yes	Yes	N/A	Yes
Tyree, Chris (#15245)			Yes	Yes	10	Yes	Yes	Yes	Yes

Allstate Insurance

All

	<u>Surveys</u>	<u>CSI %</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Mcallister, Herbert (#15268)			Yes	Yes	10	Yes	Yes	Yes	Yes
Rogers, Mary (#14778)			Yes	Yes	10	Yes	Yes	Yes	Yes

Metlife

All

	<u>Surveys</u>	<u>CSI %</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Adams, John (#362)			Yes	Yes	9	Yes	No	Yes	Yes
Longest, Linda (#332)			Yes	Yes	9	Yes	Yes	Yes	Yes

SAFECO INSURANCE

All

	<u>Surveys</u>	<u>CSI %</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Getford, Carl (#14974)			Yes	Yes	10	Yes	Yes	Blank	Yes

State Farm

All

	<u>Surveys</u>	<u>CSI %</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Gehring, Charles (#14885)			Yes	Yes	10	Yes	Yes	Yes	Yes

State Farm Insurance Company All

	<u>Surveys</u>	<u>CSI %</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Azzam, Alice (#15109)			Yes	Yes	10	Yes	Yes	Yes	Yes

Performance Feedback Insurance Review Report2007-11-01 through 2007-11-30

State Farm Insurance Company All

	<u>Surveys</u>	CSI %	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Babcock, Gladys (#15070)			Yes	Yes	8	Yes	No	Yes	Yes
Earnshaw, William (#15061)			Yes	Yes	10	Yes	Blank	Yes	Yes
Hubbard, Madeline (#15124)			Yes	Yes	10	Yes	Yes	Yes	Yes
Veraghen, Melissa (#14860)			Yes	No	10	Yes	Yes	Yes	Yes
Williams, Donald (#15167)			Yes	Yes	10	Yes	Yes	Yes	Yes

TRAVELERS OF FLORIDA All

	<u>Surveys</u>	CSI %	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Meehling, Margaret (#14429)			Yes	Yes	10	Yes	Yes	Yes	Yes

Usaa All

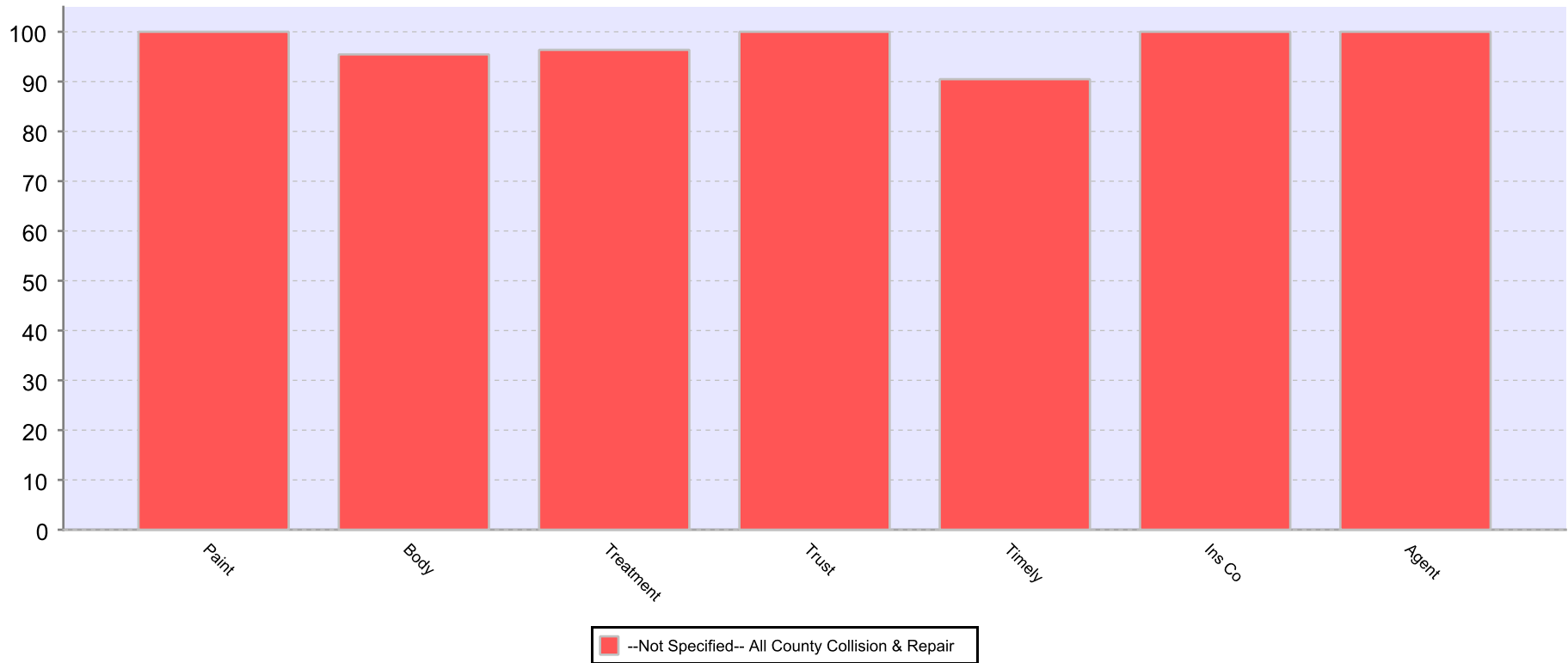
	<u>Surveys</u>	CSI %	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Philliams, Jerry (#15224)			Yes	Yes	10	Yes	Yes	Yes	N/A

Performance Feedback Body Technician Review



2007-11-01 through 2007-11-30

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
All County Collision & Repair									
--Not Specified-- (22)	22	98.5 %	100.0 %	95.5 %	96.4 %	100.0 %	90.5 %	100.0 %	100.0 %



Performance Feedback Body Technician Review

2007-11-01 through 2007-11-30

--Technician Not Specified-- All County Collision & Repair

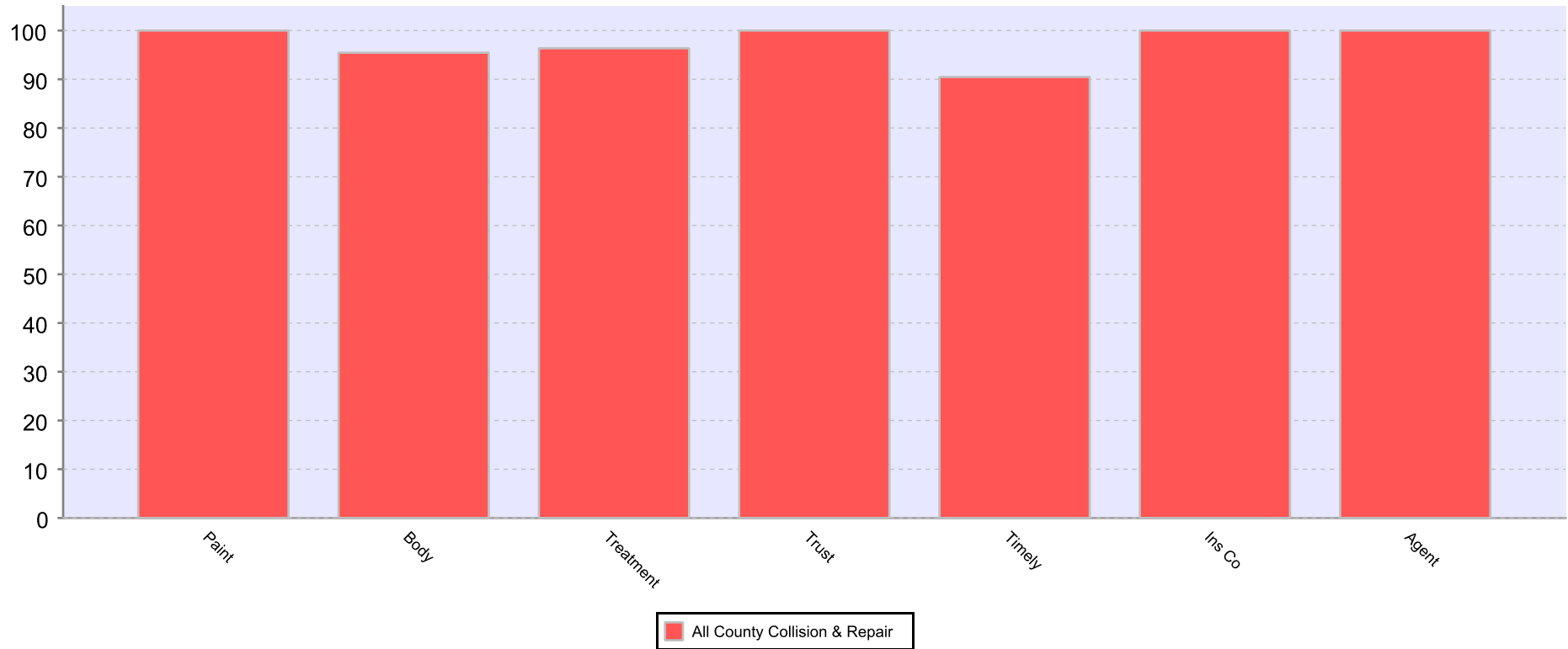
	Paint	Body	Treatment	Trust	Timely	Ins Co	Agent
Adams, John (#362)	Yes	Yes	9	Yes	No	Yes	Yes
Armstrong, James (#15059)	Yes	Yes	9	Yes	Yes	Blank	Blank
Azzam, Alice (#15109)	Yes	Yes	10	Yes	Yes	Yes	Yes
Babcock, Gladys (#15070)	Yes	Yes	8	Yes	No	Yes	Yes
Benlock, Marie (#15139)	Blank	Yes	10	Yes	Yes	Blank	Yes
Cummings, Shacaria (#14883)	Yes	Yes	8	Yes	Yes	N/A	N/A
Earnshaw, William (#15061)	Yes	Yes	10	Yes	Blank	Yes	Yes
Gehring, Charles (#14885)	Yes	Yes	10	Yes	Yes	Yes	Yes
Getford, Carl (#14974)	Yes	Yes	10	Yes	Yes	Blank	Yes
Hubbard, Madeline (#15124)	Yes	Yes	10	Yes	Yes	Yes	Yes
Klebs, Alice (#15208)	Yes	Yes	9	Yes	Yes	Blank	Blank
Longest, Linda (#332)	Yes	Yes	9	Yes	Yes	Yes	Yes
Mcallister, Herbert (#15268)	Yes	Yes	10	Yes	Yes	Yes	Yes
Meehling, Margaret (#14429)	Yes	Yes	10	Yes	Yes	Yes	Yes
Philliams, Jerry (#15224)	Yes	Yes	10	Yes	Yes	Yes	N/A
Renken, Renate (#15029)	Yes	Yes	10	Yes	Yes	Blank	Yes
Rogers, Mary (#14778)	Yes	Yes	10	Yes	Yes	Yes	Yes
Santens, Ryan (#14855)	Yes	Yes	10	Yes	Yes	Yes	Yes
Streets, Betty (#15153)	Yes	Yes	10	Yes	Yes	N/A	Yes
Tyree, Chris (#15245)	Yes	Yes	10	Yes	Yes	Yes	Yes
Veraghen, Melissa (#14860)	Yes	No	10	Yes	Yes	Yes	Yes
Williams, Donald (#15167)	Yes	Yes	10	Yes	Yes	Yes	Yes

Performance Feedback Location Review Report



2007-11-01 through 2007-11-30

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
All County Collision & Repair	22	98.5 %	100.0 %	95.5 %	96.4 %	100.0 %	90.5 %	100.0 %	100.0 %



	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
All County Collision & Repair	22	98.5 %	100.0 %	95.5 %	96.4 %	100.0 %	90.5 %	100.0 %	100.0 %

		<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Agent Name</u>	<u>Ins Co</u>	<u>Agent</u>
Adams, John (#362) - Mail Survey		Yes	Yes	9	Yes	No	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Ins Co Recommend	The insurance company recommended this shop.							
Complaint	Delivery Date	I was told the repairs would take 3 days and it took 5.							
Compliment	Paint	I wanted it to look like new and it was.							
Compliment	Body	My vehicle looks good.							
Rec Agent	Other	The agent took care of us.							
Rec Ins Co	Claims Office	The insurance company was prompt.							
Insurance Company:	Metlife								

		<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Agent Name</u>	<u>Ins Co</u>	<u>Agent</u>
Armstrong, James (#15059) - Mail Survey		Yes	Yes	9	Yes	Yes	Agent Not Specified	Blank	Blank
Chose Body Shop Because	Family Friend	A friend recommended this shop.							
Insurance Company:	*Unknown Insurance*								

		<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Agent Name</u>	<u>Ins Co</u>	<u>Agent</u>
Azzam, Alice (#15109) - Mail Survey		Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Ins Co Recommend	The insurance company recommended this shop.							
Compliment	Delivery Date	I was pleased by the promptness of their timing.							
Compliment	Rental car	Everything worked out well, especially the availability of the rental car at the office.							
Compliment		Everyone was helpful, and polite.							
Rec Agent	Other	My agent is helpful, and personally concerned.							
Rec Ins Co	Claims Office	To me they have been very helpful, and concerned about me.							
Insurance Company:	State Farm Insurance Company								

		<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Agent Name</u>	<u>Ins Co</u>	<u>Agent</u>
Babcock, Gladys (#15070) - Mail Survey		Yes	Yes	8	Yes	No	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Ins Co Recommend	The insurance company recommended this shop.							
Comment	Delivery Date	I thought the repair time was going to be 4 days, however, it took 12 days. This was because they had to order a part for the bumper that they thought they could repair, but had to replace instead.							
Comment	Cust Serv Rep	It would have been nice if Jerry had looked a little closer at the bumper.							
Compliment		Everyone was very nice.							
Insurance Company:	State Farm Insurance Company								

	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Agent Name</u>	<u>Ins Co</u>	<u>Agent</u>
Benlock, Marie (#15139) - Mail Survey	Blank	Yes	10	Yes	Yes	Agent Not Specified	Blank	Yes
Chose Body Shop Because	Repeat Customer I am a repeat customer at this shop.							
Insurance Company:	*Unknown Insurance*							
Cummings, Shacaria (#14883) - Phone Survey	Yes	Yes	8	Yes	Yes	Agent Not Specified	N/A	N/A
Chose Body Shop Because	Family Friend A relative recommended this shop.							
Insurance Company:	*Unknown Insurance*							
Earnshaw, William (#15061) - Mail Survey	Yes	Yes	10	Yes	Blank	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Other This shop is a client of Bowen Radson Semoth (I work there).							
Comment	Delivery Date I didn't really have any expectations as to when my vehicle would be completed.							
Insurance Company:	State Farm Insurance Company							
Gehring, Charles (#14885) - Mail Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Repeat Customer I am a repeat customer at this shop.							
Compliment	Body Shop I am satisfied with all aspects of the service.							
Insurance Company:	State Farm							
Getford, Carl (#14974) - Mail Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Blank	Yes
Comment	Ins Co The insurance company could be better.							
Compliment	Body Shop They are the best.							
Insurance Company:	SAFECO INSURANCE COMPANY							
Hubbard, Madeline (#15124) - Mail Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Location I chose this shop because of its location.							
Insurance Company:	State Farm Insurance Company							
Klebs, Alice (#15208) - Mail Survey	Yes	Yes	9	Yes	Yes	Agent Not Specified	Blank	Blank
Chose Body Shop Because	Family Friend Almand service and towing recommended this shop.							
Compliment	Body Shop I was impressed by the quality of workmanship. I had no disappointments. Everything was very good.							
Insurance Company:	*Unknown Insurance*							

	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Agent Name</u>	<u>Ins Co</u>	<u>Agent</u>
Longest, Linda (#332) - Mail Survey	Yes	Yes	9	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Agent Recommendation The insurance agent recommended this shop.							
Compliment	Body Shop No person or company is perfect.							
Compliment	Body Shop The car was exceptionally clean inside and out. They did a wonderful detailing of the car. Thank you.							
Insurance Company:	Metlife							
Mcallister, Herbert (#15268) - Mail Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Repeat Customer I am a repeat customer at this shop.							
Rec Agent	Other The agents let you know if there is a difference or problems that are happening in the insurance world.							
Insurance Company:	Allstate Insurance							
Meehling, Margaret (#14429) - Mail Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Location I chose this shop because of its location.							
Comment	Delivery Date You always want the work done quickly. Part of the problem with my job was that parts needed to be approved and the adjuster was very busy.							
Compliment	Body The shop did a great job; you can't tell the car was damaged.							
Compliment	The shop has a great team; they are all easy to work with and just super.							
Compliment	Body The color matches perfectly; you cannot tell the car was hit.							
Rec Agent	Cust Serv Rep My agent is easy to work with.							
Rec Body Shop	Body Shop I have already told a few people and showed my daughter's dad the good work they did.							
Rec Ins Co	Claims Office Travelers was easy to do business with.							
Insurance Company:	TRAVELERS OF FLORIDA							
Philliams, Jerry (#15224) - Mail Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	N/A
Chose Body Shop Because	Location I chose this shop because of its location.							
Compliment	Body Shop Everyone was outstanding.							
Insurance Company:	Usaa							
Renken, Renate (#15029) - Mail Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Blank	Yes
Chose Body Shop Because	Family Friend A friend recommended this shop.							
Comment	Ins Co I don't know much about this insurance company because it is located in Michigan.							
Rec Agent	Other Allstate is very helpful and nice.							
Insurance Company:	*Unknown Insurance*							

	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Agent Name</u>	<u>Ins Co</u>	<u>Agent</u>
Rogers, Mary (#14778) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because Location	I live near the shop.							
Insurance Company: Allstate Insurance								
Santens, Ryan (#14855) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because Location	I chose this shop because of its location.							
Comment Body	There is a little crack that is getting bigger. I need to take it back. Other than that, everything was OK. It isn't a complaint.							
Compliment Body Shop	I was satisfied with everything and the fact that they use another company to do quality assurance makes it even better.							
Insurance Company: *Unknown Insurance*								
Streets, Betty (#15153) - Mail Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	Yes
Chose Body Shop Because Repeat Customer	I am a repeat customer at this shop.							
Compliment Paint	It was a very good job. It looked like a brand new vehicle.							
Compliment Body Shop	The secretary and the person who gave me the estimate were very nice. I was satisfied with the body work and the employees.							
Insurance Company: *Unknown Insurance*								
Tyree, Chris (#15245) - Mail Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because Repeat Customer	I am a repeat customer at this shop. I think we need a preferred customer card. I have been there 2 times in one year. Hopefully we won't see you for a while. Have a great Thanksgiving.							
Insurance Company: *Unknown Insurance*								
Veraghen, Melissa (#14860) - Phone Survey	Yes	No	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because Repeat Customer	I am a repeat customer at this shop.							
Complaint Parts	The tire that they replaced kept going flat on me and I had to replace it already.							
Insurance Company: State Farm Insurance Company								
Williams, Donald (#15167) - Mail Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because Family Friend	A friend recommended this shop.							
Insurance Company: State Farm Insurance Company								