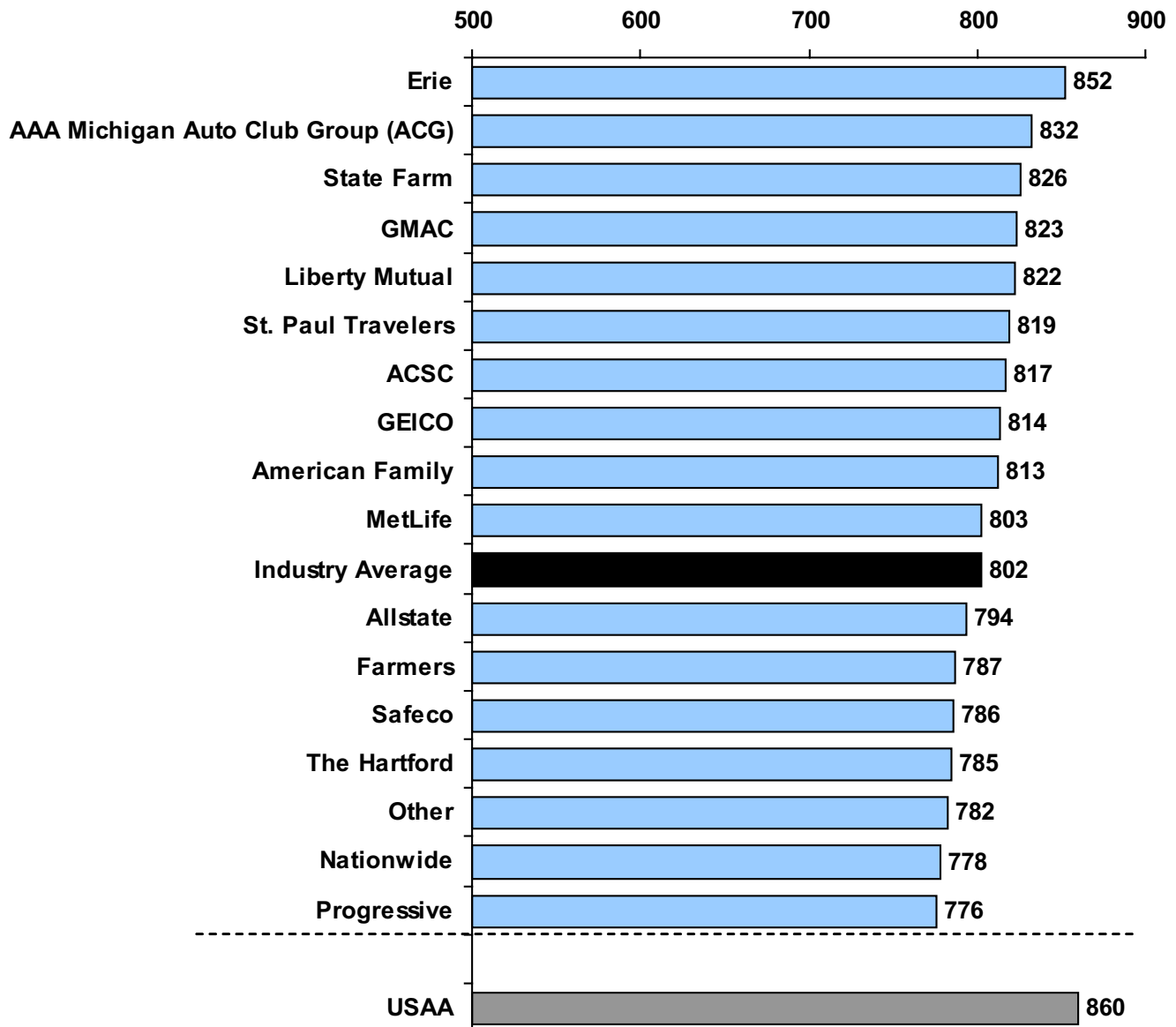


# J.D. Power and Associates 2005 Collision Repair Satisfaction Study<sup>SM</sup>

## Collision Repair Satisfaction Ranking

(Based on a 1,000-point scale)



Note: USAA is an insurance provider open only to the U.S. military community and their families and therefore is not included in the rankings.

Included in the study, but not ranked due to insufficient sample size, are: AIG, Allied, Amica Mutual, CSAA, Encompass, Mercury and 21<sup>st</sup> Century.

Source: J.D. Power and Associates 2005 Collision Repair Satisfaction Study<sup>SM</sup>

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