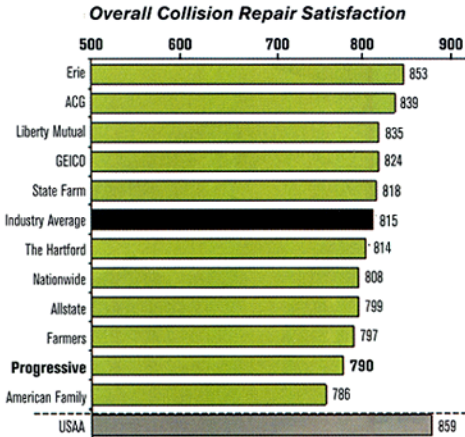


**J.D. Power and Associates
2004 Collision Repair Satisfaction Index Study™**



While Progressive is quick to claim high CSI within the ranks of their policyholders using their concierge level of service, surveys such as this would tell us otherwise.