

<b>2011 Surveys Cookie Advantage</b>									
<b>Customer Survey Replies</b>									
<b>We ask our customers to rate us from Excellent to Poor in 5 categories below.</b>									
<b>We also ask our customers how they found us and if they will recommend us.</b>									
<b>Please see responses below from the customer completed surveys</b>									
Name	Initial Contact	Website	Videos/Pictures	Finance Process	Overall	Locate Us	Will you recommend us	Salesperson	Comments
Harold Goblish	EXCELLENT	EXCELLENT	GOOD	N/A	EXCELLENT	INTERNET	yes	M. Powers	Picked up at two places, Pella & Cherokee both very nice & accomodating
Jim Kennedy	EXCELLENT	EXCELLENT	GOOD	EXCELLENT	EXCELLENT	INTERNET	yes	K. GRABER	Everyone treated me fairly
Roger A Garber	EXCELLENT	EXCELLENT	EXCELLENT	EXCELLENT	EXCELLENT	INTERNET	yes	D. Carpenter	
Michael D Marean	EXCELLENT	EXCELLENT	EXCELLENT	N/A	EXCELLENT	LOCATION	yes	D. Carpenter	
David Kuhlman	EXCELLENT	EXCELLENT	EXCELLENT	EXCELLENT	EXCELLENT	INTERNET	yes	D. Carpenter	
Jim Meeks	EXCELLENT	N/A	GOOD	N/A	EXCELLENT	INTERNET	yes	D. Carpenter	felt items were presented well. Purchase process went well. Happy with combine great value.
Dallas Klaassen	GOOD	GOOD	EXCELLENT	GOOD	GOOD	INTERNET	yes	G. Mohr	
Michael D Marean	EXCELLENT	N/A	GOOD	N/A	EXCELLENT	LOCATION	n/a	D. Carpenter	
Ray Greff	EXCELLENT	EXCELLENT	EXCELLENT	EXCELLENT	EXCELLENT	INTERNET	yes	D. Aberle	Good Cookies!
Bernie Binstock	EXCELLENT	EXCELLENT	EXCELLENT	EXCELLENT	EXCELLENT	INTERNET	yes	D. Aberle	thanks for the cookies
Delmar Dietz	EXCELLENT	EXCELLENT	EXCELLENT	EXCELLENT	EXCELLENT		yes	D. Aberle	
Randy Allen	EXCELLENT	EXCELLENT	EXCELLENT	GOOD	EXCELLENT		yes	D. Carpenter	
Mike Walker	EXCELLENT	EXCELLENT	EXCELLENT	EXCELLENT	EXCELLENT	PREVIOUS CUSTOMER	yes	D. Aberle	Don is great to deal with
Manny Benavides	EXCELLENT	EXCELLENT	EXCELLENT	N/A	EXCELLENT		yes	D. Aberle	
Pete Haverhals	EXCELLENT	EXCELLENT	EXCELLENT	N/A	EXCELLENT	INTERNET	yes	G. Mohr	
John Lammi	EXCELLENT	EXCELLENT	EXCELLENT	EXCELLENT	EXCELLENT	NEWSPAPER /INTERNET	yes	D. Aberle	Don was fantastic to work with once again!!
Dan Melchert	EXCELLENT	EXCELLENT	GOOD	GOOD	GOOD	INTERNET	yes	D. Aberle	
Buddy Fonseca	EXCELLENT	AVERAGE	AVERAGE	EXCELLENT	GOOD	PREVIOUS CUSTOMER	yes	D. Aberle	Enjoyed working with Don & Kelly availability of equip was a small problem.
Jon Melchert	EXCELLENT	EXCELLENT	EXCELLENT	EXCELLENT	EXCELLENT			D. Aberle	
Dave Gibson	EXCELLENT	EXCELLENT	EXCELLENT	N/A	EXCELLENT	REFERRAL	yes	D. Aberle	Thanks for all your help.
Robert Fleckenstein	EXCELLENT	EXCELLENT	EXCELLENT	EXCELLENT	EXCELLENT	INTERNET	yes	D. Aberle	Very Good service & communication
Randy Gervais	EXCELLENT	GOOD	EXCELLENT	GOOD	EXCELLENT	NEWSPAPER	yes	D. Aberle	
Amos Brelmann	GOOD	EXCELLENT	GOOD	N/A	EXCELLENT	INTERNET	yes	D. Aberle	needed a better detailed description of used equipment
Doug Lustig	EXCELLENT	EXCELLENT	GOOD	EXCELLENT	EXCELLENT	PREVIOUS CUSTOMER	yes	D. Aberle	thanks for the cookies
Dean Haselhorst	EXCELLENT	GOOD	EXCELLENT	EXCELLENT	EXCELLENT	INTERNET	yes	M. Powers	everyone was very helpful Thank you
Joey Wald	EXCELLENT	EXCELLENT	EXCELLENT	GOOD	GOOD	INTERNET	yes	D. Aberle	
Andrew Zastrow	GOOD	GOOD	GOOD	GOOD	GOOD	INTERNET	yes	G. Mohr	
Rex Zastrow	GOOD	GOOD	GOOD	GOOD	GOOD	INTERNET	yes	G. Mohr	
Wally Bakke	GOOD	EXCELLENT	EXCELLENT	EXCELLENT	EXCELLENT			D. Carpenter	

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Jim Combes	EXCELLENT	EXCELLENT	EXCELLENT	N/A	EXCELLENT	INTERNET	yes	D. Carpenter	
Russell Kronback	EXCELLENT	EXCELLENT	EXCELLENT	N/A	GOOD	REFERRAL	yes	D. Carpenter	Delivery of Baler that late not good. 11:30pm no unloading dock. Lose the snooch.
Eugene Marsili	GOOD	N/A	GOOD	EXCELLENT	EXCELLENT	PREVIOUS CUSTOMER	yes	G. Mohr	
Will Kruse	EXCELLENT	EXCELLENT	EXCELLENT	N/A	EXCELLENT	INTERNET	yes	D. Carpenter	
David Howe	EXCELLENT	EXCELLENT	EXCELLENT	N/A	EXCELLENT			D. Carpenter	We always appreciate working with Titan.
Barry Kylstad	EXCELLENT	EXCELLENT	EXCELLENT	EXCELLENT	EXCELLENT	employee	yes	C. Kylstad	
Gary Hoxeng	EXCELLENT	GOOD	EXCELLENT	N/A	EXCELLENT		yes	G. Mohr	
Scott Golding	EXCELLENT	EXCELLENT	EXCELLENT	EXCELLENT	EXCELLENT	INTERNET	yes	G. Mohr	
Charles D Tutko	EXCELLENT	EXCELLENT	EXCELLENT	N/A	EXCELLENT	INTERNET	yes	D. Carpenter	Item was as advertised
Bryan Landsverk	EXCELLENT	EXCELLENT	EXCELLENT	EXCELLENT	EXCELLENT	INTERNET	yes	M. Crompton	Very Good personal service
Greg Jochem	EXCELLENT	EXCELLENT	EXCELLENT	EXCELLENT	EXCELLENT	INTERNET	yes	D. Carpenter	
David Bjorge	EXCELLENT	EXCELLENT	EXCELLENT	N/A	EXCELLENT	PREVIOUS CUSTOMER	yes	D. Aberle	Keep up the good work
Bill Radermacher	EXCELLENT	EXCELLENT	EXCELLENT	EXCELLENT	EXCELLENT	INTERNET	yes	D. Aberle	You were great to work with, Don you are a fun guy.
Andrew Leroux	EXCELLENT	GOOD	GOOD	N/A	EXCELLENT	INTERNET	yes	D. Aberle	Great Job
Morris J Linn	EXCELLENT	EXCELLENT	EXCELLENT	N/A	EXCELLENT	INTERNET	yes	G. Mohr	Put a dealership in western SD other than a construcion dealership.
Rex Schumacher	GOOD	GOOD	GOOD	GOOD	EXCELLENT	PREVIOUS CUSTOMER	yes	G. Mohr	
Shane Eddy	EXCELLENT	EXCELLENT	EXCELLENT	N/A	EXCELLENT	INTERNET	yes	D. Carpenter	my experience with Titan was very good. We drove 400 miles to look at a combine & was very impressed with the condition of the machine when we arrived. It was just as Dan told us it would be.
Baker Family Farms	EXCELLENT	EXCELLENT	EXCELLENT	N/A	EXCELLENT	INTERNET	yes	G. Mohr	We are very pleased that you are so honest the combine's look just like the pictures, hard to find people like that
Tyler Ploionski	EXCELLENT	EXCELLENT	EXCELLENT	EXCELLENT	EXCELLENT	INTERNET	yes	D. Aberle	Excellent start to finish, please open stores closer to PA!!
Brad Sparke	EXCELLENT	GOOD	EXCELLENT	GOOD	GOOD	FRIEND OF DON'S	yes	D. Aberle	
David Pittman	EXCELLENT	EXCELLENT	EXCELLENT	EXCELLENT	EXCELLENT	INTERNET	yes	D. Carpenter	It was a pleasure doing business with you thanks again
Glenn Schreiner	GOOD	GOOD	GOOD	EXCELLENT	EXCELLENT	INTERNET	yes	D. Aberle	
Richard Conrad	EXCELLENT	n/a	EXCELLENT	EXCELLENT	EXCELLENT	INTERNET	yes	D. Aberle	
Jeff Yost	EXCELLENT	EXCELLENT	EXCELLENT	EXCELLENT	EXCELLENT	INTERNET	yes	D. Aberle	
Ron Rath	EXCELLENT	EXCELLENT	EXCELLENT	EXCELLENT	EXCELLENT	INTERNET	yes	D. Carpenter	
Lynn Sullivan	EXCELLENT	EXCELLENT	EXCELLENT	N/A	EXCELLENT	PREVIOUS CUSTOMER	yes	D. Carpenter	
Bill Franzen	EXCELLENT	EXCELLENT	EXCELLENT	EXCELLENT	EXCELLENT	INTERNET	yes	D. Aberle	you guys were great went over and above thanks so much Merry Christmas
Jeff Yost	EXCELLENT	EXCELLENT	EXCELLENT	EXCELLENT	EXCELLENT	INTERNET	yes	D. Aberle	thanks for the cookies
Tom Verdoorn	EXCELLENT	EXCELLENT	EXCELLENT	EXCELLENT	EXCELLENT	INTERNET	yes	G. Mohr	
Paul P Tormaschy	EXCELLENT		GOOD	cash	EXCELLENT	newspaper	yes	D. Aberle	hire nice good honest people and titan will grow
Dean Bosse	GOOD	EXCELLENT	EXCELLENT	N/A	EXCELLENT	INTERNET	yes	M. Crompton	Send more cookies they are delicious
Bob L Johnson Johnson Farms	EXCELLENT	EXCELLENT	EXCELLENT	EXCELLENT	EXCELLENT	PREVIOUS CUSTOMER	yes	D. Aberle	
Ron Howard	EXCELLENT	EXCELLENT	GOOD	n/a	EXCELLENT	INTERNET	yes	D. Aberle	
Sam Fousek	EXCELLENT	EXCELLENT	EXCELLENT	EXCELLENT	EXCELLENT		yes	G. Mohr	
Leon Schoenrock	EXCELLENT	GOOD	GOOD	N/A	EXCELLENT	INTERNET	yes	D. Carpenter	my friend Dale Schweer suggested I look at your web site he bought a 9380 from your Moorhead location last year
Scott Thompson	EXCELLENT	EXCELLENT	GOOD	EXCELLENT	GOOD	INTERNET	yes	D. Aberle	

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Steve Hubl	GOOD	GOOD	GOOD	n/a	GOOD	INTERNET		G. Mohr	I can't recommend until I get my 5400 Drill
Bob Mizera	GOOD	GOOD	EXCELLENT	N/A	GOOD	INTERNET	yes	D. Aberle	Send more Cookies
Jeff Krahlung	EXCELLENT	EXCELLENT	EXCELLENT	GOOD	EXCELLENT	INTERNET	yes	G. Mohr	
Gary Zicafoose	EXCELLENT	GOOD	GOOD	AVERAGE	GOOD	INTERNET	yes	D. Carpenter	
Robert Johnson	GOOD	GOOD	AVERAGE	N/A	EXCELLENT	INTERNET	yes	G. Mohr	very good experience. Helpful courteous and customer svc was terrific. Followed up with thank you cookies. Don't get that everywhere! Thank You!!
Ken Dahl	EXCELLENT	EXCELLENT	EXCELLENT	EXCELLENT	EXCELLENT	PREVIOUS CUSTOMER	yes	D. Aberle	Don is great to work with
Jon Melchert	EXCELLENT	EXCELLENT	GOOD	EXCELLENT	EXCELLENT	PREVIOUS CUSTOMER	yes	D. Aberle	The Titan Outlet Stores have GREAT customer service and actually care. Some of the other Titan Stores need to take lessons from you guys!
Lyle D Weiss	EXCELLENT	EXCELLENT	EXCELLENT	EXCELLENT	EXCELLENT	INTERNET	yes	M. Crompton	
Richard Hanson	EXCELLENT	EXCELLENT	EXCELLENT	EXCELLENT	EXCELLENT	INTERNET	yes	M. Powers	Cody (Mandan) Don A (Moorhead) Mike Y (Kulm) ALL GOOD!!!
Bob Martin	EXCELLENT	n/a	EXCELLENT	n/a	EXCELLENT	PREVIOUS CUSTOMER	yes	D. Aberle	
Lyle Weiss	EXCELLENT	EXCELLENT	EXCELLENT	EXCELLENT	EXCELLENT	INTERNET	yes	M. Crompton	
Harvey Mattern	EXCELLENT	GOOD	GOOD	GOOD	GOOD	INTERNET	yes	D. Aberle	Good job, keep doing what your doing
Michael Eggleston	EXCELLENT	EXCELLENT	EXCELLENT	EXCELLENT	EXCELLENT	INTERNET	yes	D. Aberle	
Sylvan Byker	EXCELLENT	GOOD	GOOD	N/A	GOOD	INTERNET	yes	M. Crompton	
Sue Eisenbraun	EXCELLENT	GOOD	GOOD	N/A	EXCELLENT	INTERNET	yes	D. Aberle	
Jeff Thomas	EXCELLENT	EXCELLENT	EXCELLENT	N/A	EXCELLENT	INTERNET	yes	D. Carpenter	Daniel was a great guy to work with
Wayne Miller	EXCELLENT	GOOD	GOOD	EXCELLENT	EXCELLENT	NEWSPAPER	yes	D. Aberle	
Dan Crispell	EXCELLENT	EXCELLENT	EXCELLENT	N/A	EXCELLENT	INTERNET	yes	G. Mohr	
P. Erickson	GOOD	GOOD	GOOD	GOOD	GOOD	INTERNET	yes		
Paul Swenhaugen	EXCELLENT	EXCELLENT	EXCELLENT	EXCELLENT	EXCELLENT	INTERNET	yes	D. Carpenter	
Joe Van de Riet	GOOD	EXCELLENT	EXCELLENT	EXCELLENT	GOOD	INTERNET	yes	D. Aberle	
Michael Arth	EXCELLENT	EXCELLENT	EXCELLENT	EXCELLENT	EXCELLENT	INTERNET	yes	G. Mohr	
Jack Sundet	GOOD	GOOD	AVERAGE	GOOD	GOOD	INTERNET	yes	D. Carpenter	did not like the Titan on the internet pictures
Gordon Thostenson	EXCELLENT	EXCELLENT	EXCELLENT	N/A	EXCELLENT	INTERNET	yes	D. Carpenter	Great Service-Shipped on time too! Will recommend to others, too bad your so far away! Albert Lea store let me use their trailer-Great!
Dale Menze	EXCELLENT	EXCELLENT	EXCELLENT	N/A	EXCELLENT	INTERNET	yes	M. Crompton	
R. Zastrow	GOOD	GOOD	GOOD	GOOD	GOOD		yes	M. Powers	