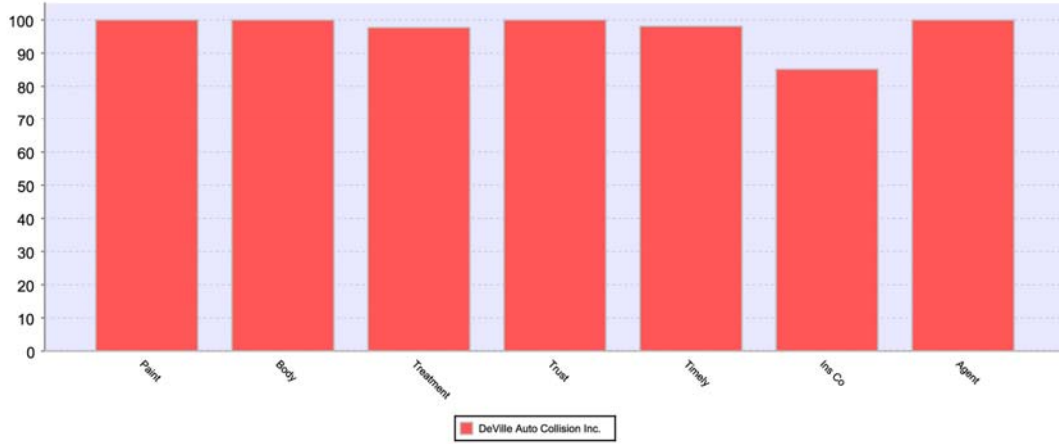


Performance Feedback Location Review Report



2006-10-01 through 2006-12-31

DeVille Auto Collision Inc.	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
	53	100.0 %	100.0 %	100.0 %	97.7 %	100.0 %	98.1 %	85.2 %	100.0 %



	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent	
DeVile Auto Collision Inc.	53	100.0 %	100.0 %	100.0 %	97.7 %	100.0 %	98.1 %	85.2 %	100.0 %	
<hr/>										
Jennifer (#12781) - Phone Survey			Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent
			Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
Chose Body Shop Because	Family Friend		I was referred by a friend.							
Insurance Company:	None									
<hr/>										
Liugi (#12814) - Phone Survey			Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent
			Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Family Friend		I heard about the body shop from a friend of mine.							
Compliment	Body Shop		I have no complaints. Everything was perfect.							
Insurance Company:	Allstate Insurance									
<hr/>										
Robert (#12733) - Mail Survey			Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent
			Yes	Yes	9	Yes	Yes	Agent Not Specified	N/A	N/A
Chose Body Shop Because	Employee		I am friends with the owners of the body shop.							
Compliment	Repairs		Keep up the good work.							
Insurance Company:	None									
<hr/>										
Carmela (#12803) - Phone Survey			Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent
			Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Family Friend		A friend recommended the body shop.							
Insurance Company:	RESPONCE INSURANCE CO									
<hr/>										
Denise (#12792) - Phone Survey			Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent
			Yes	Yes	10	Yes	Yes	Agent Not Specified	No	Yes
Chose Body Shop Because	Employee		Our neighbor's son works there.							
Not Rec Ins Co	Other		They didn't want to pay the claim. It took two months for them to pay. Plus, I had to hire an attorney.							
Insurance Company:	GEICO INSURANCE COMPANY									
<hr/>										
Anna (#12732) - Phone Survey			Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent
			Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
Chose Body Shop Because	Family Friend		A friend recommended the body shop.							
Insurance Company:	INTERBORO									

	Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent
Marie (#12678) - Phone Survey Chose Body Shop Because Family Friend Insurance Company: None	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
My daughter, Jennifer, knows Dave and she recommended the repair shop.								
Pat & Johnny (#12777) - Mail Survey Chose Body Shop Because Repeat Customer Insurance Company: None	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
I have had a previous good experience at this shop before.								
John (#12718) - Phone Survey Chose Body Shop Because Employee Insurance Company: None	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
I am friends with the owner of the body shop.								
Joseph (#12702) - Mail Survey Chose Body Shop Because Family Friend Insurance Company: AUTOONE	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
A friend recommended this shop.								
Neftal (#12705) - Phone Survey Chose Body Shop Because Family Friend Complaint Delivery Date Complaint Ins Co Insurance Company: NEW YORK CENTRAL MUTUAL	Yes	Yes	10	Yes	Yes	Agent Not Specified	No	Blank
The body shop was recommended by a friend. The delay from the insurance company caused the repairs to take longer. The insurance company still has not paid for the repairs.								
Joseph (#12861) - Phone Survey Chose Body Shop Because Internet Ad Insurance Company: *Unknown Insurance*	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	N/A
We found them on the Internet.								
Keith (#5912) - Phone Survey Chose Body Shop Because Employee Insurance Company: None	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
I was comfortable with the person that worked on my car.								
Richard (#12730) - Phone Survey Chose Body Shop Because Repeat Customer Compliment Cust Serv Rep Insurance Company: GEICO INSURANCE COMPANY	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
I am a repeat customer of the body shop. David was great to work with.								

	Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent
Nicholas (#12750) - Phone Survey	Yes	Yes	9	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Repeat Customer I am a repeat customer of the body shop.							
Insurance Company:	GEICO INSURANCE COMPANY							
Stephen (#12756) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Print Media Ad I chose the body shop from advertisements.							
Insurance Company:	None							
John (#5867) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
Chose Body Shop Because	Dealership The dealership recommended the body shop.							
Insurance Company:	None							
Debbie (#12741) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
Chose Body Shop Because	Repeat Customer I am a repeat customer of the body shop.							
Insurance Company:	None							
Vasilios (#955202) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Other A lawyer recommended the body shop.							
Insurance Company:	STATE FARM INSURANCE COMPANIES							
Elizabeth (#12752) - Mail Survey	Yes	Yes	8	Yes	No	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Family Friend A friend recommended this shop to me.							
Complaint	Delivery Date They took a whole month to do the repairs.							
Insurance Company:	GEICO INSURANCE COMPANY							
Michael & Donna (#12747) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Family Friend A friend recommended the body shop.							
Insurance Company:	Allstate Insurance							
Aliese (#12820) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	N/A
Chose Body Shop Because	Employee My niece worked for plaza auto and they always use DeVille.							
Chose Body Shop Because	Repeat Customer I have been back to DeVille a number of times.							
Insurance Company:	GEICO INSURANCE COMPANY							

	Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent
Aliese (#2697) - Web Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Insurance Company:	Geico Insurance Co							
Anthony (#12799) - Mail Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	Yes
Chose Body Shop Because	Family Friend I chose this shop because I heard good things about them.							
Insurance Company:	None							
Marc (#12802) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
Chose Body Shop Because	Repeat Customer I am a repeat customer of the body shop.							
Insurance Company:	None							
Marc (#2674) - Web Survey	Yes	Blank	10	Yes	Yes	Agent Not Specified	Blank	Blank
Compliment	Paint Superb color match and even application.							
Compliment	Body N/A							
Compliment	This was my second experience with DeVille and the service was even better than the first time.							
Compliment	Without question.							
Compliment	David is a superb businessman and a gentleman. Hi to Mom.							
Insurance Company:	None							
Tauni (#12775) - Mail Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Blank
Chose Body Shop Because	Family Friend A friend recommended this shop.							
Insurance Company:	GEICO INSURANCE COMPANY							
Jennifer & John (#12716) - Phone Survey	Yes	Yes	8	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Ins Co Recommend The insurance company recommended the body shop.							
Insurance Company:	GEICO INSURANCE COMPANY							
Dr. Joshua (#12181) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
Chose Body Shop Because	Repeat Customer I have been there before.							
Insurance Company:	*Unknown Insurance*							

	Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent
Dr. Joshua (#12850) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
Chose Body Shop Because Repeat Customer								
Not Rec Ins Co Other								
Insurance Company: *Unknown Insurance*								
John (#12564) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
Chose Body Shop Because Dealership								
Insurance Company: *Unknown Insurance*								
Jospeh (#12812) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
Chose Body Shop Because Family Friend								
Insurance Company: None								
Gina & Joe (#12641) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
Chose Body Shop Because Repeat Customer								
Insurance Company: None								
Sussie (#12832) - Phone Survey	Yes	Yes	9	Yes	Yes	Agent Not Specified	N/A	N/A
Chose Body Shop Because Location								
Insurance Company: None								
Anne (#12745) - Phone Survey	N/A	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
Chose Body Shop Because Repeat Customer								
Chose Body Shop Because Family Friend								
Insurance Company: None								
Bret (#12496) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
Chose Body Shop Because Employee								
Insurance Company: None								
Nick (#12754) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
Chose Body Shop Because Repeat Customer								
Insurance Company: None								

	Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent
Donald (#12787) - Mail Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Blank
Chose Body Shop Because	Family Friend A friend recommended this shop.							
Insurance Company:	GEICO INSURANCE COMPANY							
Sandra (#12809) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	No	Yes
Chose Body Shop Because	Ins Co Recommend The insurance company recommended the body shop.							
Insurance Company:	GEICO INSURANCE COMPANY							
Vito (#5901) - Mail Survey	Yes	Blank	9	Yes	Yes	Agent Not Specified	Blank	Blank
Chose Body Shop Because	Other Jerry Dimond, in truck sales, recommended this shop.							
Insurance Company:	None							
Mislin (#12763) - Phone Survey	Yes	Yes	8	Yes	Yes	Agent Not Specified	N/A	N/A
Chose Body Shop Because	Family Friend A friend recommended the body shop.							
Insurance Company:	None							
Francesco (#12776) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
Chose Body Shop Because	Family Friend My nephew recommended the body shop.							
Insurance Company:	None							
Richard (#12851) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
Chose Body Shop Because	Other I took the car over there when I purchased it to have insurance photos taken. While I was there I asked them how much it would be to repair a couple of scratches. They were reasonable so I had it done there.							
Insurance Company:	None							
Drew (#12782) - Mail Survey	Yes	Yes	9	Yes	Yes	Agent Not Specified	Yes	Blank
Chose Body Shop Because	Family Friend I was referred to this shop by my boss.							
Chose Body Shop Because	Repeat Customer I chose this shop because of past experience with David around the rotary.							
Comment	Delivery Date If it had not been for the delay with the parts coming in, everything would have been done on time.							
Compliment	Paint Everything matched and looked good.							
Compliment	Body I could not tell there was an accident.							
Compliment	Cust Serv Rep Everyone was nice and all my calls were returned.							
Rec Body Shop	Body Shop Everything went well and everyone was helpful.							
Rec Ins Co	Other Everything seemed to go smoothly with the insurance company.							
Suggestion	Body Shop I know space is limited, but a bigger waiting room would be nice. I felt I was getting in your way.							
Insurance Company:	GEICO INSURANCE COMPANY							

	Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent
Joseph (#12779) - Mail Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Repeat Customer I am a repeat customer of the body shop.							
Insurance Company:	PROGRESSIVE INSURANCE COMPANIES							
Jerry (#12664) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	No	Yes
Chose Body Shop Because	Location I drove by the body shop.							
Insurance Company:	Allstate Insurance							
Bob (#12793) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Repeat Customer I am a repeat customer of the body shop.							
Insurance Company:	PROGRESSIVE INSURANCE COMPANIES							
Mark (#12743) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
Chose Body Shop Because	Other The person who hit me recommended the body shop.							
Insurance Company:	None							
Albert (#12804) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
Chose Body Shop Because	Repeat Customer I am a repeat customer of the body shop.							
Insurance Company:	None							
Allan (#12699) - Phone Survey	Yes	Yes	9	Yes	Yes	Agent Not Specified	N/A	N/A
Chose Body Shop Because	Other I bought a detail package at a silent auction from DeVille.							
Chose Body Shop Because	Family Friend My son recommended the body shop.							
Insurance Company:	"Unknown Insurance"							
Norman (#12785) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Repeat Customer I am a repeat customer of the body shop.							
Insurance Company:	None							
Florence (#897901) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Family Friend A friend recommended the body shop.							
Insurance Company:	STATE FARM INSURANCE COMPANIES							

DeVile Auto Collision Inc.

2006-10-01 through 2006-12-31

	<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>
Raymond (#12748) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	N/A
Chose Body Shop Because	Family Friend	My father had used the body shop before.						
Insurance Company:	State Farm Insurance Company							
