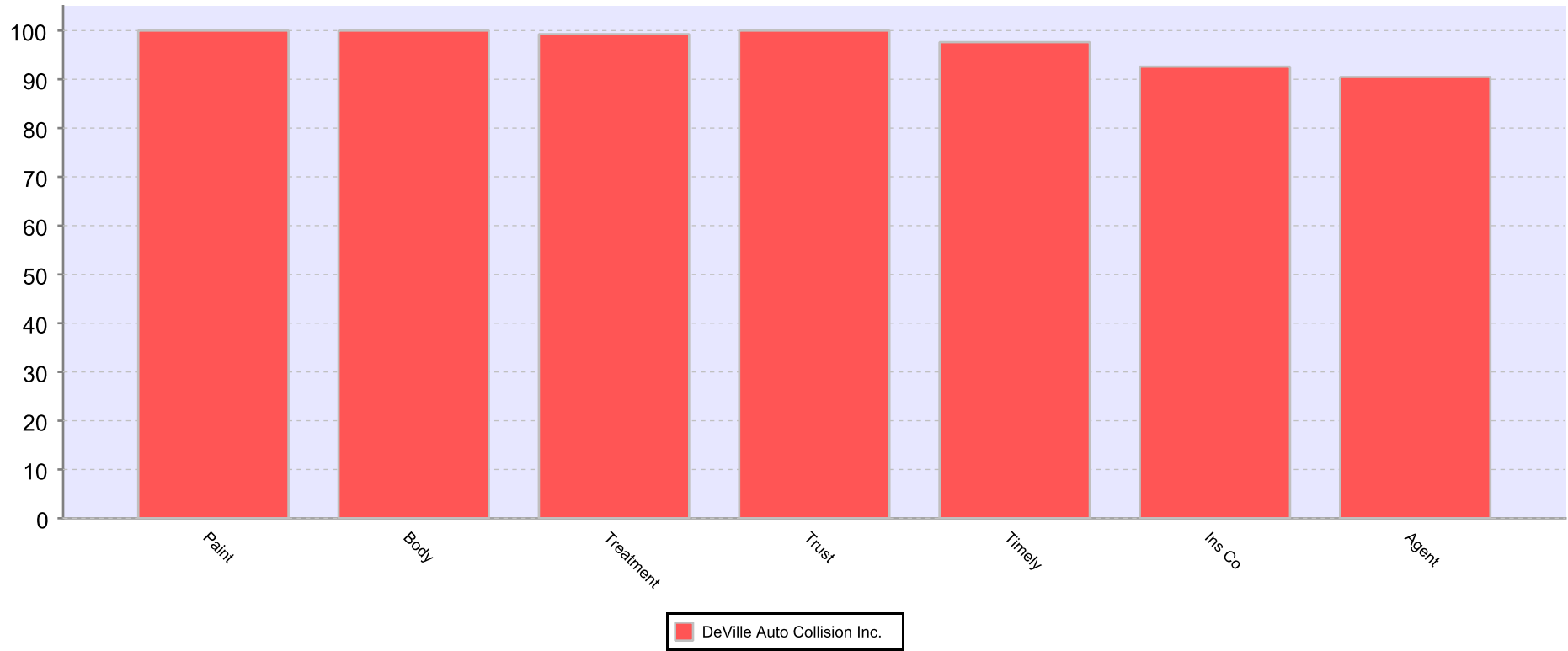


Performance Feedback Location Review Report



2007-10-01 through 2007-12-31

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	42	100.0 %	100.0 %	100.0 %	99.3 %	100.0 %	97.6 %	92.6 %	90.5 %



	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	42	100.0 %	100.0 %	100.0 %	99.3 %	100.0 %	97.6 %	92.6 %	90.5 %

		<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>
Battaglia**, Jack (#13286) - Phone Survey		Yes	Yes	10	Yes	No	Agent Not Specified	Yes	N/A
Chose Body Shop Because	Other	Scotty's Automotive in Richmond told me about the shop.							
Complaint	Delivery Date	The repairs took a little longer than I would have liked.							
Insurance Company:	GEICO 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>
Blanco, William (#13318) - Phone Survey		Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
Chose Body Shop Because	Family Friend	A friend referred me to DeVille Auto Collision.							
Insurance Company:	None								

		<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>
Bouwmans, Heather & Greg (#13386) - Phone Survey		Yes	Yes	10	Yes	Yes	Inc. TheLimeriAgency	Yes	Yes
Chose Body Shop Because	Ins Co Recommend	The insurance company recommended this shop.							
Insurance Company:	Travelers								

		<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>
Cassone, Karen (#13382) - Phone Survey		Yes	Yes	10	Yes	Yes	Agent Not Specified	Blank	Blank
Bring Back	Body	I have to bring it back for minor repairs, but they do know about it.							
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.							
Compliment	Body Shop	The shop does good work, they are good people.							
Insurance Company:	Geico								

		<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>
Castellano, Richie (#13327) - Mail Survey		Yes	Yes	10	Yes	Yes	Agent Not Specified	Blank	Blank
Chose Body Shop Because	Family Friend	A friend recommended this shop.							
Compliment	Body Shop	Your shop is the best David. Keep up the good work.							
Insurance Company:	None								

		<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>
Claypoole, David (#13433) - Phone Survey		Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	Blank
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.							
Compliment	Body	Everything exceeded my expectations.							
Insurance Company:	None								

	<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>
Cohen, Seth (#13324) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
Chose Body Shop Because Family Friend	A friend recommended this shop.							
Insurance Company: None								
Deitch, Jack (#13425) - Phone Survey	Yes	Yes	Blank	Yes	Yes	Agent Not Specified	Blank	Blank
Insurance Company: Allstate Insurance								
Dempsey, Maria (#13404) - 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: Geico								
Edelstein, Stewart (#13385) - 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 at this shop.							
Insurance Company: USAA								
Edelstein, Stewart (#133851) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because Other	My husband heard of them.							
Compliment Body Shop	They are wonderful.							
Insurance Company: *Unknown Insurance*								
Edelstein, Stewart (#133852) - Phone Survey	Yes	Yes	9	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because Repeat Customer	I am a repeat customer at this shop.							
Compliment Body	I am extremely satisfied with their work.							
Insurance Company: None								
Faver, Denise (#122522) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because Family Friend	A friend recommended this shop.							
Insurance Company: *Unknown Insurance*								
Federico, Richard (#133581) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because Family Friend	My family and friends recommended this shop.							
Compliment Body	The shop did extremely well; the repairs turned out very nice.							
Insurance Company: AIG								

	<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>
Gilmartin, Patricia (#13255) - Phone Survey	Yes	Yes	9	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Ins Co Recommend The insurance company recommended this shop.							
Compliment	Body Everything was good.							
Insurance Company:	HIGHPOINT INSURANCE							
Gold, Marc & Rosile (#13384) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
Chose Body Shop Because	Dealership The dealership where I bought the car recommended this shop.							
Insurance Company:	None							
Golterman, Bill (#) - Mail Survey	Blank	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Family Friend A fellow Rotarian recommended this shop.							
Insurance Company:								
Kaminski, Joseph (#126011) - Phone Survey	Yes	Yes	9	Yes	Yes	Agent Not Specified	N/A	Yes
Chose Body Shop Because	Family Friend A friend recommended this shop.							
Insurance Company:	None							
Konsky, Simon (#13411) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Blank	Blank
Chose Body Shop Because	Family Friend My son recommended this shop.							
Insurance Company:	None							
Kouroupos, Keith (#13274) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	No	No
Chose Body Shop Because	Internet Ad I found this shop on the internet.							
Insurance Company:	Allstate Insurance							
Langan, Diane (#13258) - Mail Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	N/A
Chose Body Shop Because	Repeat Customer I am a repeat customer at this shop.							
Chose Body Shop Because	Family Friend A family member recommended the shop.							
Comment	Ins Agent I wasn't in contact with my agent.							
Compliment	Paint Great job.							
Compliment	Body Great job.							
Compliment	Body Shop They were kind and were very helpful.							
Compliment	Body Shop I have already recommended the shop.							
Compliment	Body Shop The staff workers are very friendly, helpful, nice and professional; especially when you need help. They couldn't do enough for you.							
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>
Lapenna, Paul (#13319) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Family Friend A friend recommended this shop.							
Compliment	Body Shop I think this shop is a good company.							
Insurance Company:	Allstate Insurance							
Licari, Bob (#13397) - Phone 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	They are excellent people and have excellent service.							
Insurance Company:	Allstate Insurance							
Menoni, Adam (#13251) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Comment	Body Shop I don't remember how I heard about DeVille Auto Collision Inc.							
Insurance Company:	*Unknown Insurance*							
Montalto, Nick (#127541) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	N/A
Chose Body Shop Because	Repeat Customer We've been using DeVille Auto Collision for years.							
Insurance Company:	Kemper Insurance							
Nuzzi, Frances (#13288) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
Chose Body Shop Because	Family Friend A family member recommended this shop.							
Insurance Company:	None							
Nuzzi, Frances (#132881) - Mail Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	No	N/A
Chose Body Shop Because	Family Friend A friend recommended this shop.							
Insurance Company:	None							
Ortiz, Margie (#13316) - Mail Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Family Friend A friend recommended this shop.							
Comment	Paint Touch up was needed on the hood upon pick up.							
Compliment	Denise was very nice and helpful in all matters. She responded quickly.							
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>
Panarello, Michael (#13368) - Mail Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	No
Chose Body Shop Because Family Friend	A friend recommended this shop.							
Compliment	Everyone was very nice.							
Insurance Company: RESPONCE INSURANCE CO								
Pillarella, Jo-Ann & Andrew (#125971) - Mail Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	Yes
Chose Body Shop Because Family Friend	A friend recommended this shop.							
Compliment Body Shop	I would recommend the shop.							
Compliment Body Shop	The staff is kind, friendly, courteous and efficient.							
Insurance Company: None								
Richards, Patricia (#13413) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	N/A
Chose Body Shop Because Repeat Customer	I am a repeat customer at this shop.							
Compliment Body Shop	They were delightful and extremely helpful.							
Insurance Company: The Hartford								
Rotondo, Joseph (#13349) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Blank	Blank
Chose Body Shop Because Internet Ad	I found them on the Internet, and recognized their name. I remembered that they had a very good rep, so I went in to see them. As soon as I met the owner, Charlie, I knew that DeVille Auto Collision was the place to get my car fixed.							
Compliment Body Shop	They went above and beyond my expectations!							
Insurance Company: None								
Sarachelli, Rino (#13406) - Phone 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 long time ago.							
Compliment Body	They did a great job.							
Insurance Company: None								
Satiri, Steve (#13407) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because Family Friend	A friend recommended this shop.							
Insurance Company: scottsdale 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>
Scaran Oil Service, (#13391) - 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:	*Unknown Insurance*							
Simmonds, Claire (#13273) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Family Friend	My son recommended this shop.						
Compliment	Body	They did an excellent job.						
Insurance Company:	LIBERTY MUTUAL INSURANCE COMPANY							
Stein, Sally (#13333) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	N/A
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Rec Body Shop	Body Shop	I recommend the shop all the time.						
Insurance Company:	None							
Sutter, Ronald (#13231) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Insurance Company:	*Unknown Insurance*							
Thompson, Wetzel (#13291) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Family Friend	A friend who is a mechanic recommended this shop.						
Comment	Ins Co	I had a minor issue with the insurance about the rental car, but overall things went smoothly.						
Compliment	Body	So far, the workmanship seems to be excellent. I have had no problems.						
Compliment		I was treated nicely at the shop.						
Insurance Company:	GEICO INSURANCE COMPANY							
Volpe, Tom&andrea (#13398) - Mail Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Blank
Chose Body Shop Because	Internet Ad	I found this shop on the internet. Their web site is www.devilleauto.com.						
Compliment	Body	The great staff at De Ville Auto kept me in the loop with updates on my repair job. The end result was some of the BEST body work I have ever seen. They were professional.						
Insurance Company:	ADIRONDACK 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>
Walsh, Steve (#13374) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
Chose Body Shop Because Other	I use this shop through work.							
Insurance Company: *Unknown Insurance*								
Wilkins, Rosalind (#128471) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	N/A
Chose Body Shop Because Other	My realtor recommended the shop.							
Insurance Company: Geico								