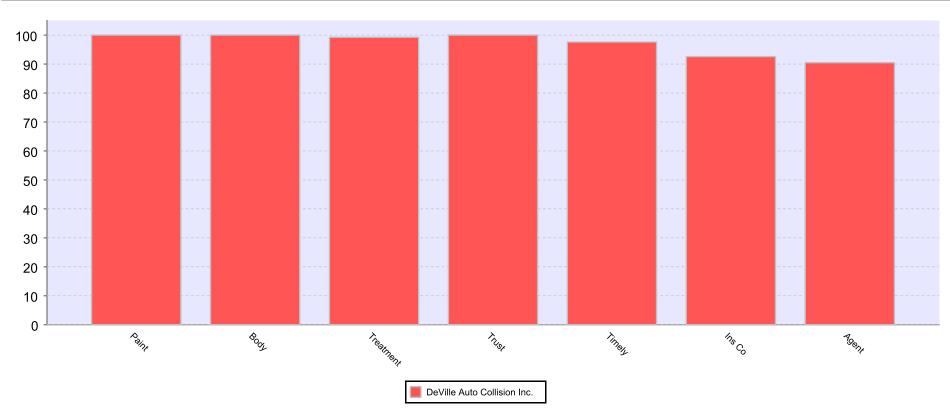
Performance Feedback Location Review Report



2007-10-01 through 2007-12-31





2007-10-01 through 2007-12-31

					_							
eVille Auto Collision Inc.	Surveys 42	100.0 %	*Paint 100.0 %	*Body 100.0 %	Treatment 99.3 %	*Trust 100.0 %	Timely 97.6 %		Agent 90.5 %			
Sville Auto Collision Inc.		100.0 70	100.0 70	100.0 70	33.3 70	100.0 /0	37.0 70	32.0 /0	30.3 /0			
			Paint	Body	Treatment	Trust	Timely	Agent Name		Ins Co	Agent	
Battaglia**, Jack (#13286) - Pho	ne Survey		Yes	Yes	10	Yes	No	Agent Not S	Specified	Yes	N/A	
Chose Body Shop Because	Other		Scotty's	Automotive	in Richmo	nd told me a	bout the sho	p.				
Complaint	Delivery Date		The repa	irs took a lit	ttle longer t	than I would	have liked.					
Insurance Company:	GEICO INSURAN	CE COMPA	ANY									
			Paint	Body	Treatment	Trust	Timely	Agent Name		Ins Co	Agent	
Blanco, William (#13318) - Phon	e Survey		Yes	Yes	10	Yes	Yes	Agent Not S	Specified	N/A	N/A	
Chose Body Shop Because	Family Friend		A friend i	eferred me	to DeVille	Auto Collisio	on.					
Insurance Company:	None											
			Paint	Body	Treatment	Trust	Timely	Agent Name		Ins Co	Agent	
Bouwmans, Heather & Greg (#1	3386) - Phone Surv	ey	Yes	Yes	10	Yes	Yes	Inc.		Yes	Yes	
								TheLimeriA	gency			
Chose Body Shop Because		nd	The insu	rance comp	any recom	mended this	shop.					
Insurance Company:	Travelers											
			Paint	Body	Treatment	Trust	Timely	Agent Name		Ins Co	Agent	
Cassone, Karen (#13382) - Phoi	ne Survey		Yes	Yes	10	Yes	Yes	Agent Not S	Specified	Blank	Blank	
Bring Back	Body			-		repairs, but	they do kno	w about it.				
Chose Body Shop Because	Repeat Customer		I am a re	peat custor	ner at this	shop.						
Compliment	Body Shop		The shop	does good	d work, the	y are good p	eople.					
Insurance Company:	Geico											
			Paint	Body	Treatment	Trust	Timely	Agent Name		Ins Co	Agent	
astellano, Richie (#13327) - Ma	ail Survey		Yes	Yes	10	Yes	Yes	Agent Not S	Specified	Blank	Blank	
Chose Body Shop Because	Family Friend		A friend i	recommend	led this sho	p.						
Compliment	Body Shop		Your sho	p is the bes	st David. K	Geep up the g	good work.					
Insurance Company:	None											
			Paint	Body	Treatment	Trust	Timely	Agent Name		Ins Co	Agent	
Claypoole, David (#13433) - Pho	one Survey		Yes	Yes	10	Yes	Yes	Agent Not S	Specified	N/A	Blank	
Chose Body Shop Because	Repeat Customer		I am a re	peat custor	ner at this	shop.						
Compliment	Body		Everythir	ng exceede	d my exped	ctations.						
Insurance Company:	None											

		Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent
Cohen, Seth (#13324) - Phone S	Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified		N/A
Chose Body Shop Because	•		l recommen			163	Agent Not Specified	IN/A	IV/A
•	•	Ameno	riecommen	iueu iilis siii	υρ.				
Insurance Company:	None								
		Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	<u>Agent</u>
Deitch, Jack (#13425) - Phone S	Survey	Yes	Yes	Blank	Yes	Yes	Agent Not Specified	Blank	Blank
Insurance Company:	Allstate Insurance								
		Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent
Dempsey, Maria (#13404) - Mail	l Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because		A friend	l recommen	ded this sho	op.				
Insurance Company:	Geico								
		Batas	B. I.	-	-	T	A Marrie		A
Edulatain Ctaurant (#42205) DI	0	Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent NI/A
Edelstein, Stewart (#13385) - Ph	•	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
Chose Body Shop Because	·	I am a r	epeat custo	mer at this	snop.				
Insurance Company:	USAA								
		Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent
Edelstein, Stewart (#133851) - F	Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Other	My hus	band heard	of them.					
Compliment	Body Shop	They ar	e wonderfu	l.					
Insurance Company:	*Unknown Insurance*								
		Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent
Edelstein, Stewart (#133852) - F	Phone Survey	Yes	Yes	9	Yes	Yes	Agent Not Specified		Yes
Chose Body Shop Because	· · · · · · · · · · · · · · · · · · ·	I am a r	epeat custo	mer at this	shop.		, igoni i tot opodinod		
Compliment	Body		tremely sati						
Insurance Company:	None	ramox	definery odd	oned with th	ion work.				
moditation company.	110110								
("	•	Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent
Faver, Denise (#122522) - Phon	•	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	•	A friend	l recommen	ded this sho	op.				
Insurance Company:	*Unknown Insurance*								
		Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent
Federico, Richard (#133581) - P		Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
,	hone Survey	163	100						
Chose Body Shop Because	•		ily and frien	ds recomm	ended this	shop.			
,	•	My fam	ily and frien			shop. urned out ve			

		Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent
Gilmartin, Patricia (#13255) - Ph	none Survey	Yes	Yes	9	Yes	Yes	Agent Not Specified		Yes
Chose Body Shop Because	•		urance com	-			, igoni rioi oposiilod	. 00	
Compliment	Body		ing was goo	•		oop.			
Insurance Company:	HIGHPOINT INSURANCE	Lvoryan	iiig was goo	· u.					
modrance company.	THOTH OHT INCORANCE								
Oald Mars 9 Daalla (#40004)	Diament O	Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent N/A
Gold, Marc & Rosile (#13384) -	·	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
Chose Body Shop Because	·	The dea	alership whe	re I bought	the car reco	ommended t	his shop.		
Insurance Company:	None								
		Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent
Golterman, Bill (#) - Mail Survey	1	Blank	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Family Friend	A fellow	/ Rotarian re	commende	ed this shop.				
Insurance Company:									
		Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent
Kaminski, Joseph (#126011) - F	Phone Survey	Yes	Yes	9	Yes	Yes	Agent Not Specified	N/A	Yes
Chose Body Shop Because	· ·	A friend	l recommend	ded this sho	op.		,		
Insurance Company:	None								
		Paint	De de	T	Tours	T:	Agent Name	Ins Co	A
Konsky, Simon (#13411) - Phon	ne Survey	Yes	Body Yes	Treatment 10	Trust Yes	Timely Yes	Agent Not Specified		Agent Blank
Chose Body Shop Because	•		recommend	-		163	Agent Not Specified	Dialik	Dialik
	None	IVIY SUIT	recommend	ieu iilis silo	μ.				
Insurance Company:	None								
	_	Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent
Kouroupos, Keith (#13274) - Ph	•	Yes	Yes	10	Yes	Yes	Agent Not Specified	No	No
Chose Body Shop Because	Internet Ad	I found	this shop on	the interne	et.				
Insurance Company:	Allstate Insurance								
		Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent
Langan, Diane (#13258) - Mail S	Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	N/A
Chose Body Shop Because	Repeat Customer	I am a r	repeat custo	mer at this	shop.				
Chose Body Shop Because	Family Friend	A family	y member re	commende	d the shop.				
Comment	Ins Agent	I wasn't	t in contact v	vith my age	nt.				
Compliment	Paint	Great jo	ob.						
Compliment	Body	Great jo							
Compliment	Body Shop	•	ere kind and	were very	helpful.				
Compliment		,		,	•				
-		I have a	already reco	mmended t	he shop.				
Compliment Compliment	Body Shop Body Shop		already reco			nice and pro	ofessional: especially w	vhen vou r	need help. They couldn't do enough for you.

		Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent
Lapenna, Paul (#13319) - Phone	e Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified		Yes
Chose Body Shop Because	•			nded this sho		100	Agont Not opcomed	. 00	
Compliment	Body Shop			a good com					
Insurance Company:	Allstate Insurance	· · · · · · · ·	ino onopio	a good com	pany.				
modranice company.	7 motate modrance								
Lineri Dob (#12207) Dhona Cu	III (O) (Paint Voc	Body Yes	Treatment 10	Trust Yes	<u>Timely</u> Yes	Agent Name	Ins Co	Agent Yes
Licari, Bob (#13397) - Phone Su	•	Yes		-		res	Agent Not Specified	res	res
Chose Body Shop Because	Repeat Customer		•	tomer at this	•				
Compliment	AU I	They at	re excellen	t people and	have exce	ellent service.			
Insurance Company:	Allstate Insurance								
		Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	<u>Agent</u>
Menoni, Adam (#13251) - Phone	e Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Comment	Body Shop	I don't r	emember	how I heard a	about DeV	ille Auto Colli	sion Inc.		
Insurance Company:	*Unknown Insurance*								
		Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent
Montalto, Nick (#127541) - Phor	ne Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	N/A
Chose Body Shop Because	Repeat Customer	We've l	been using	DeVille Auto	Collision	for years.			
Insurance Company:	Kemper Insurance								
		Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent
Nuzzi, Frances (#13288) - Phon	e Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
Chose Body Shop Because	Family Friend	A family	y member i	recommende	d this sho	p.			
Insurance Company:	None								
		Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent
Nuzzi, Frances (#132881) - Mail	l Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	No	N/A
Chose Body Shop Because	Family Friend	A friend	d recomme	nded this sho	op.				
Insurance Company:	None								
		Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent
Ortiz, Margie (#13316) - Mail Su	ırvey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Family Friend	A friend	d recomme	nded this sho	op.				
Comment	Paint	Touch	up was nee	eded on the h	nood upon	pick up.			
Compliment							esponded quickly.		
Insurance Company:	Allstate Insurance			·					

		Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent
Panarello, Michael (#13368) - Ma	ail Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	No
Chose Body Shop Because	Family Friend	A friend I	recommend	ded this sho	pp.				
Compliment		Everyone	e was very	nice.					
Insurance Company:	RESPONCE INSURANCE CO)							
		Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent
Pillarella, Jo-Ann & Andrew (#12	5971) - Mail Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	Yes
Chose Body Shop Because	Family Friend	A friend i	recommend	ded this sho	pp.				
Compliment	Body Shop	I would re	ecommend	the shop.					
Compliment	Body Shop	The staff	is kind, frie	endly, court	eous and eff	cient.			
Insurance Company:	None								
		Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent
Richards, Patricia (#13413) - Phe	one Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	N/A
Chose Body Shop Because	Repeat Customer	I am a re	peat custor	mer at this	shop.				
Compliment	Body Shop	They we	re delightfu	l and extre	mely helpful.				
Insurance Company:	The Hartford								
		Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent
Rotondo, Joseph (#13349) - Pho	ne Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Blank	Blank
Chose Body Shop Because	Internet Ad	I found that I met	nem on the the owner,	Internet, ar Charlie, I k	nd recognize new that De	d their name /ille Auto Co	e. I remembered that the place to	ney had a v	very good rep, so I went in to see them. As soo ar fixed.
Compliment	Body Shop	They we	nt above ar	nd beyond i	my expectati	ons!			
Insurance Company:	None								
		Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent
Sarachelli, Rino (#13406) - Phor	e Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Repeat Customer	I am a re	peat custor	mer at this	shop long tin	ne ago.			
Compliment	Body	They did	a great job						
Insurance Company:	None								
		Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent
Satiri, Steve (#13407) - Phone S	urvey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because Insurance Company:	Family Friend scottsdale insurance	A friend i	recommend	ded this sho	p.				

Scaran Oil Service, (#13391) - N Chose Body Shop Because	•	Paint Yes A friend r	Body Yes recommend	Treatment 10 ed this sho	<u>Trust</u> Yes p.	<u>Timely</u> Yes	Agent Not Specified	Ins Co Yes	Agent Yes
Insurance Company:	*Unknown Insurance*								
		Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent
Simmonds, Claire (#13273) - Ph	one Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Family Friend	My son re	ecommende	ed this sho	O.				
Compliment	Body	They did	an excellen	nt job.					
Insurance Company:	LIBERTY MUTUAL INSURAN	CE COMP	PANY						
		Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent
Stein, Sally (#13333) - Phone Su	ırvey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	N/A
Chose Body Shop Because	Family Friend	A friend r	ecommend	ed this sho	p.				
Rec Body Shop	Body Shop	I recomm	end the sho	op all the ti	me.				
Insurance Company:	None								
		Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent
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 r	ecommend	ed this sho	p.				
Insurance Company:	*Unknown Insurance*								
		Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent
Thompson, Wetzel (#13291) - Pl	none Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Family Friend	A friend v	who is a me	chanic rec	ommended t	nis shop.			
Comment	Ins Co	I had a m	ninor issue v	with the ins	urance abou	t the rental of	car, but overall things	went smoo	thly.
Compliment	Body	So far, th	e workman	ship seems	to be excell	ent. I have I	nad no problems.		
Compliment		I was trea	ated nicely a	at the shop					
Insurance Company:	GEICO INSURANCE COMPA	NY							
		Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent
Volpe, Tom&andrea (#13398) - N	Mail Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Blank
Chose Body Shop Because	Internet Ad	I found th	is shop on	the interne	t. Their web	site is www	.devilleauto.com.		
Compliment	Body		t staff at De			ne loop with	updates on my repair	job. The e	nd result was some of the BEST body work I
Insurance Company:	ADIRONDACK INSURANCE								

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		Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent
Walsh, Steve (#13374) - Phone S	Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
Chose Body Shop Because	Other	I use this	shop through	gh work.					
Insurance Company:	*Unknown Insurance*								
		Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent
Wilkins, Rosalind (#128471) - Ph	one Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	N/A
Chose Body Shop Because	Chose Body Shop Because Other		r recommer	nded the sh	пор.				
Insurance Company:	Geico								