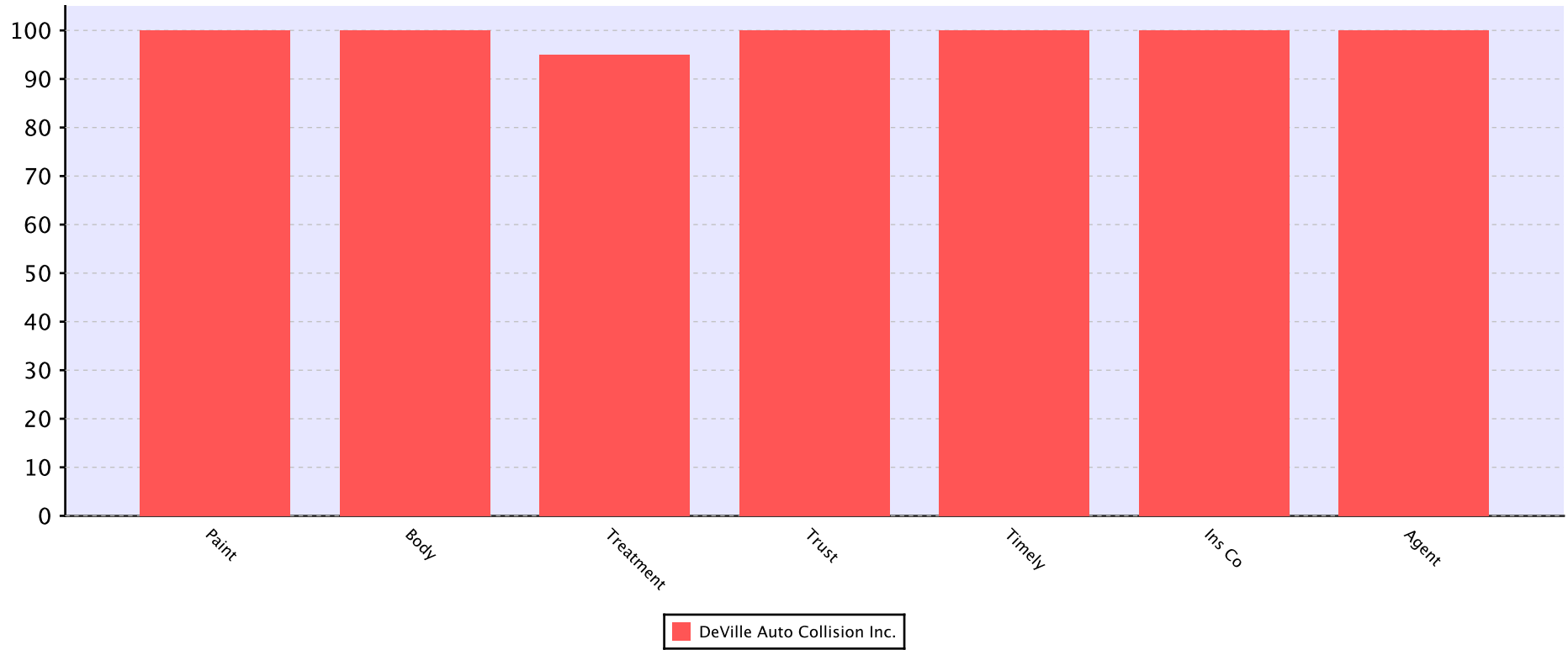


# Performance Feedback Location Review



2009-08-01 through 2009-08-31

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	20	100.0 %	100.0 %	100.0 %	95.0 %	100.0 %	100.0 %	100.0 %	100.0 %



	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVile Auto Collision Inc.	20	100.0 %	100.0 %	100.0 %	95.0 %	100.0 %	100.0 %	100.0 %	100.0 %

	<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>
Arnone, Angelo (#4511) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Blank
<b>Chose Body Shop Because</b>	Family Friend	A friend recommended this shop.						
<b>Insurance Company:</b>	Allstate Insurance							
Brech, Todd/Elizabeth (#4429) - Compliment Survey	Yes	Yes	10	Yes	Yes		N/A	N/A
<b>Compliment</b>	Body	Everything was fine.						
<b>Insurance Company:</b>	None							
Burns, Bill (#4523) - Chose Body Shop Because Survey	N/A	Yes	10	Yes	Blank	Agent Not Specified	N/A	Blank
<b>Chose Body Shop Because</b>	Family Friend	A friend recommended this shop.						
<b>Compliment</b>	Body Shop	They were very friendly.						
<b>Insurance Company:</b>	None							
Carroll, Tom & Linda (#4564) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
<b>Chose Body Shop Because</b>	Family Friend	A friend recommended the shop.						
<b>Chose Body Shop Because</b>	Repeat Customer	I am a repeat customer.						
<b>Chose Body Shop Because</b>	Location	I chose this shop because of its location.						
<b>Compliment</b>		The people at the shop were great.						
<b>Compliment</b>	Delivery Date	The shop was very fast.						
<b>Rec Ins Co</b>	Claims Office	The insurance company was very fast and courteous.						
<b>Insurance Company:</b>	Tower							
Frost, Barbara (#4556) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
<b>Chose Body Shop Because</b>	Family Friend	A friend recommended this shop.						
<b>Insurance Company:</b>	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>
Giallorenzo, Patrick (#4440) - Chose Body Shop Because	Yes	Yes	8	Yes	Yes	Agent Not Specified	Yes	Blank
<b>Chose Body Shop Because</b>	Dealership		The dealership where I bought the car recommended this shop.					
<b>Compliment</b>	Body		They did a great job.					
<b>Insurance Company:</b>	None							
Gilmore, Kelly (#4473) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes		N/A	Blank
<b>Chose Body Shop Because</b>	Employee		I know the owner at the shop.					
<b>Compliment</b>	Body		They did a good job.					
<b>Insurance Company:</b>	None							
Habib, Nat (#4529) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
<b>Chose Body Shop Because</b>	Family Friend		I heard about this shop through positive word of mouth.					
<b>Rec Body Shop</b>	Body Shop		I would absolutely recommend this shop to other people.					
<b>Insurance Company:</b>	State Farm Insurance Company							
Hanna, Aida (#4487) - Chose Body Shop Because Survey	Blank	Blank	10	Yes	Yes		Blank	Blank
<b>Chose Body Shop Because</b>	Other		I just walked into the shop, and met Charles.					
<b>Compliment</b>	Cust Serv Rep		Charles and David were wonderful. God bless and thank you for your services.					
<b>Insurance Company:</b>								
Ka, Lee (#4482) - Chose Body Shop Because Survey	Yes	Yes	8	Yes	Blank	Maurizio Sgroi Allstate Insurance	Blank	Blank
<b>Chose Body Shop Because</b>	Ins Co Recommend		The insurance company recommended this shop.					
<b>Compliment</b>	Body		Everything was fine.					
<b>Insurance Company:</b>	Allstate Insurance							
Mandart, Rosemarie (#4532) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Blank
<b>Chose Body Shop Because</b>	Repeat Customer		I am a repeat customer at this shop.					
<b>Comment</b>	Delivery Date		It took a little bit longer but it was OK.					
<b>Compliment</b>	Body		They did a great job.					
<b>Insurance Company:</b>	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>
Oxendine, Edward (#4492) - Chose Body Shop Because <b>Chose Body Shop Because</b> Repeat Customer <b>Insurance Company:</b> None	Yes	Yes	9	Yes	Yes		Yes	Blank
I am a repeat customer at this shop.								
Pennachio, Adam (#4485) - Chose Body Shop Because <b>Chose Body Shop Because</b> Repeat Customer <b>Insurance Company:</b> Geico	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
I am a repeat customer at this shop.								
Quinones, Catherine (#4461) - Chose Body Shop Because <b>Chose Body Shop Because</b> Family Friend <b>Compliment</b> Body <b>Insurance Company:</b> Allstate Insurance	Yes	Yes	8	Yes	Yes		Yes	Blank
A friend recommended this shop. Everything was fine.								
Rachlin, Dana (#4530) - Chose Body Shop Because Survey <b>Chose Body Shop Because</b> Family Friend <b>Compliment</b> Body <b>Insurance Company:</b> None	Yes	Yes	10	Yes	Yes		Yes	Yes
A friend recommended this shop. The quality of the work absolutely met my expectations.								
Raths, Otto & Linda (#4472) - Chose Body Shop Because <b>Chose Body Shop Because</b> Repeat Customer <b>Compliment</b> Body <b>Insurance Company:</b> None	Yes	Yes	10	Yes	Yes		Blank	Blank
I am a repeat customer at this shop. They did a wonderful job.								
Samaritano, Charles (#4514) - Chose Body Shop Because <b>Chose Body Shop Because</b> Family Friend <b>Compliment</b> <b>Insurance Company:</b> Allstate Insurance	Yes	Yes	9	Yes	Yes	Agent Not Specified	Yes	Yes
A friend recommended this shop. Everything was professionally done at DeVille Auto Collision.								
Sangoedolce, Joe (#4559) - Chose Body Shop Because <b>Chose Body Shop Because</b> Family Friend <b>Insurance Company:</b> None	Yes	Yes	9	Yes	Yes	Agent Not Specified	N/A	N/A
A friend recommended this shop.								

	<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>
Sutton, Charles (#4508) - Chose Body Shop Because	Yes	Yes	9	Yes	Yes		Yes	Yes
<b>Chose Body Shop Because</b> Family Friend	A friend recommended this shop.							
<b>Compliment</b>	The shop was very professional.							
<b>Compliment</b> Body Shop	DeVille Auto Collision is a good business.							
<b>Rec Body Shop</b> Body Shop	I would definitely recommend DeVille Auto Collision.							
<b>Insurance Company:</b> None								
<hr/>								
	<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>
Tuzzo, Annette (#4484) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Blank
<b>Chose Body Shop Because</b> Employee	I know someone at the shop.							
<b>Compliment</b> Body	They did a great job.							
<b>Insurance Company:</b> Allstate Insurance								