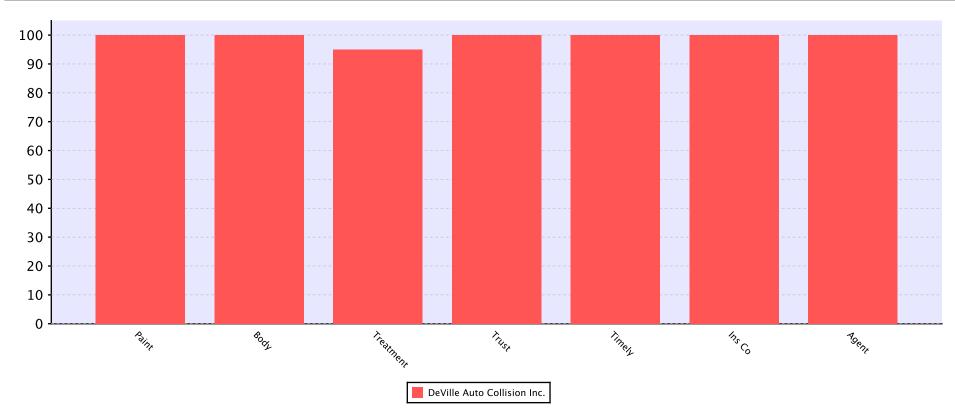
Performance Feedback Location Review



2009-08-01 through 2009-08-31





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 %	ı	
			Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent
Arnone, Angelo (#4511) - Chose E	Body Shop Becaus	е	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Blank
Chose Body Shop Because	Family Friend		A friend r	ecommend	led this sho	op.				
Insurance Company:	Allstate Insurance									
			Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent
Brech, Todd/Elizabeth (#4429) - C	Compliment Survey		Yes	Yes	10	Yes	Yes		N/A	N/A
Compliment	Body		Everythin	ig was fine.						
Insurance Company:	None									
			Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent
Burns, Bill (#4523) - Chose Body	Shop Because Su	vey	N/A	Yes	10	Yes	Blank	Agent Not Specified	N/A	Blank
Chose Body Shop Because	Family Friend		A friend r	ecommend	led this sho	op.				
Compliment	Body Shop		They wer	e very frien	ndly.					
Insurance Company:	None									
			Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent
Carroll, Tom & Linda (#4564) - Ch	ose Body Shop Be	ecause	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Family Friend		A friend r	ecommend	led the sho	p.				
Chose Body Shop Because	Repeat Customer		I am a re	peat custon	ner.					
Chose Body Shop Because	Location		I chose th	nis shop be	cause of its	s location.				
Compliment			The peop	ole at the sh	nop were g	reat.				
Compliment	Delivery Date		The shop	was very f	ast.					
Rec Ins Co	Claims Office		The insu	ance comp	any was v	ery fast and	courteous.			
Insurance Company:	Tower									
			Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent
Frost, Barbara (#4556) - Chose B	ody Shop Because		Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Family Friend		A friend r	ecommend	led this sho	op.				
• •	None					-				

		Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent
Giallorenzo, Patrick (#4440) - Cl	hose Body Shop Because	Yes	Yes	8	Yes	Yes	Agent Not Specified	Yes	Blank
Chose Body Shop Because	Dealership	The dea	alership whe	ere I bought	the car rec	ommended t	his shop.		
Compliment	Body	They di	d a great job).					
Insurance Company:	None								
		Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent
Gilmore, Kelly (#4473) - Chose	Body Shop Because	Yes	Yes	10	Yes	Yes		N/A	Blank
Chose Body Shop Because	• •	I know	the owner at	t the shop.					
Compliment	Body	They di	id a good job).					
Insurance Company:	None	,	,						
		Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent
Habib, Nat (#4529) - Chose Boo	ly Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified		Yes
Trabib, Trat (# 1020) - G11000 B00	y onep Beedade Carrey	. 00	100	10	100	100	, igoni rioi opoomod	100	100
Chose Body Shop Because	Family Friend	I heard	about this s	hop through	n positive w	ord of mouth	l.		
Rec Body Shop	Body Shop	I would	absolutely r	ecommend	this shop to	other peopl	le.		
Insurance Company:	State Farm Insurance Comp	any							
		Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent
Hanna, Aida (#4487) - Chose Bo	ody Shop Because Survey	Blank	Blank	10	Yes	Yes		Blank	Blank
Chose Body Shop Because	Other	I just wa	alked into th	e shop, and	d met Charle	es.			
Compliment	Cust Serv Rep	Charles	and David	were wonde	erful. God b	less and tha	ank you for your service	S.	
Insurance Company:									
		Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent
Ka, Lee (#4482) - Chose Body S	Shop Because Survey	Yes	Yes	8	Yes	Blank	Maurizio Sgroi Allstate Insurance	Blank	Blank
Chose Body Shop Because	Ins Co Recommend	The ins	urance com	pany recom	nmended thi	s shop.			
Compliment	Body	Everyth	ning was fine).					
Insurance Company:	Allstate Insurance								
		Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent
Mandart, Rosemarie (#4532) - C	Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Blank
Chose Body Shop Because	Repeat Customer	I am a r	repeat custo	mer at this	shop.				
Chose Body Shop Because Comment	Repeat Customer Delivery Date		repeat custo a little bit lon		•				
		It took a	•	ger but it w	•				

Oxendine, Edward (#4492) - Cho	ose Body Shop Because	Paint Yes	Body Yes	Treatment	Trust Yes	Timely Yes	Agent Name	Ins Co Yes	Agent Blank			
Chose Body Shop Because	• •	I am a re	peat custon	ner at this s	shop.							
Insurance Company:	None				- 1							
		Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent			
Pennachio, Adam (#4485) - Cho	se Body Shon Because	Yes	Yes	10	Yes	Yes	Agent Not Specified		Yes			
Termacino, Adam (#4405) - One	ise body onop because	103	103	10	103	103	Agent Not opcomed	103	103			
Chose Body Shop Because	Repeat Customer	I am a re	peat custon	ner at this s	shop.							
Insurance Company:	Geico											
		Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent			
Quinones, Catherine (#4461) - C	Chose Body Shop Because	Yes	Yes	8	Yes	Yes		Yes	Blank			
Chose Body Shop Because	Family Friend	A friend i	ecommend	ed this sho	p.							
Compliment	Body	Everything was fine.										
Insurance Company:	Allstate Insurance	-										
		Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent			
Rachlin, Dana (#4530) - Chose I	Body Shop Because Survey	Yes	Yes	10	Yes	Yes	<u></u>	Yes	Yes			
Chose Body Shop Because		A friend recommended this shop.										
Compliment	Body	The quality of the work absolutely met my expectations.										
Insurance Company:	None		.,		,,	,						
		B-1/		-	T	T	A		•			
Raths, Otto & Linda (#4472) - Ch	nana Padu Shan Pagayan	Paint Yes	Body Yes	Treatment 10	Trust Yes	Timely Yes	Agent Name	Ins Co Blank	Agent Blank			
Chose Body Shop Because	•			-		168		DIALIK	DIALIK			
•	·		peat custon		тор.							
Compliment	Body	They ala	a wonderfu	ii job.								
Insurance Company:	None											
		Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent			
Samaritano, Charles (#4514) - C	Chose Body Shop Because	Yes	Yes	9	Yes	Yes	Agent Not Specified	Yes	Yes			
Chose Body Shop Because	Family Friend	A friend i	ecommend	ed this sho	D.							
Compliment					lone at DeVil	le Auto Coll	ision.					
Insurance Company:	Allstate Insurance	,	.g p									
		Daint	Dardi.	T	T	Time also	A north Name	les Cs	A			
Sangoedolce, Joe (#4559) - Cho	see Rody Shop Recause	Paint Yes	Body Yes	Treatment 9	Trust Yes	Timely Yes	Agent Not Specified	Ins Co NI/Δ	Agent N/A			
Sangueudice, Jue (#4559) - Chi	ose body shop because	169	169	J	169	169	Agent Not Specified	IN/A	14/73			
Chose Body Shop Because	Family Friend	A friend i	ecommend	ed this sho	p.							
Insurance Company:	None											

		Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent
Sutton, Charles (#4508) - Chos	e Body Shop Because	Yes	Yes	9	Yes	Yes		Yes	Yes
Chose Body Shop Because	Family Friend	A friend	d recomme	nded this sh	ор.				
Compliment		The sho	op was ver	y profession	al.				
Compliment	Body Shop	DeVille	Auto Collis	sion is a goo	d busines	s.			
Rec Body Shop	Body Shop	I would	definitely r	ecommend I	DeVille Au	uto Collision.			
Insurance Company:	None								
		Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent
Tuzzo, Annette (#4484) - Chose	e Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Blank
Chose Body Shop Because	Employee	I know	someone a	it the shop.					
Compliment	Body	They di	id a great jo	ob.					
Insurance Company:	Allstate Insurance								