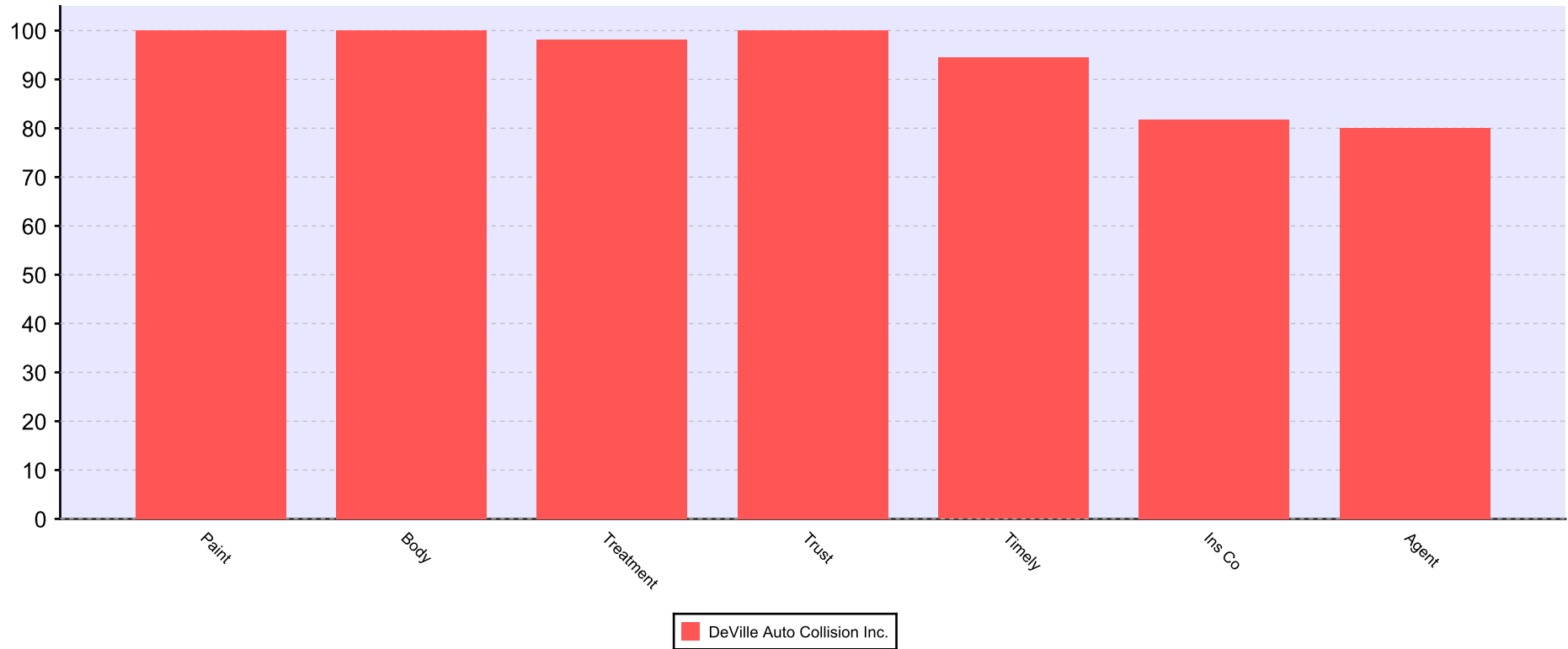


# Performance Feedback Location Review Report



2009-06-01 through 2009-06-30

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	18	100.0 %	100.0 %	100.0 %	98.2 %	100.0 %	94.4 %	81.8 %	80.0 %



	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent	
DeVille Auto Collision Inc.	18	100.0 %	100.0 %	100.0 %	98.2 %	100.0 %	94.4 %	81.8 %	80.0 %	
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			<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>
null (#4339) - Chose Body Shop Because Survey			Yes	Yes	10	Yes	No	Agent Not Specified	Yes	No
<b>Chose Body Shop Because</b> Other			I heard about this shop at a BNI Networking Meeting.							
<b>Complaint</b> Delivery Date			It took a little longer than expected.							
<b>Not Rec Agent</b> Other			He didn't give me rental coverage.							
<b>Insurance Company:</b> Liberty Mutual										
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			<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>
Abbruzzese, Dina & Mike (#4410) - Chose Body Shop Because Survey			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> None										
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			<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>
Bianco, Thomas (#4409) - Chose Body Shop Because Survey			Yes	Yes	10	Yes	Yes		Yes	Yes
<b>Chose Body Shop Because</b> Repeat Customer			I am a repeat customer at this shop.							
<b>Insurance Company:</b> State Farm Insurance Company										
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			<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>
Cibelli, Ray (#4388) - Chose Body Shop Because Survey			Yes	Yes	10	Yes	Yes		Yes	N/A
<b>Chose Body Shop Because</b> Repeat Customer			I am a repeat customer at this shop.							
<b>Comment</b> Delivery Date			The repair took a little longer than I expected but that was due to parts coming late.							
<b>Compliment</b> Paint			The paint job looks fantastic.							
<b>Insurance Company:</b> Geico										
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			<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>
Deitch, Jack (#4443) - Chose Body Shop Because Survey			Yes	Yes	Blank	Yes	Yes		Yes	Yes
<b>Chose Body Shop Because</b> Repeat Customer			I am a repeat customer at this shop.							
<b>Compliment</b>			It was great that the shop gave me a ride. They are great people.							
<b>Compliment</b> Delivery Date			They were done on time.							
<b>Insurance Company:</b> None										
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			<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>
Diana, Guiseppe & Nicola (#4375) - Compliment Survey			Yes	Yes	10	Yes	Yes	Agent Not Specified	Blank	Blank
<b>Compliment</b> Body			I don't know who recommended the shop. My husband is very happy with the service.							
<b>Insurance Company:</b> Unknown										

	<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>
Dunn, Michael (#4313) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Blank
<b>Chose Body Shop Because</b>	Location	I chose this shop because of its location.						
<b>Compliment</b>	Body	Everything was good.						
<b>Insurance Company:</b>	Allstate Insurance							
Ferrara, Chris & Santina (#4358) - Comment Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Blank
<b>Comment</b>	Body	The service was fine.						
<b>Insurance Company:</b>	Allstate Insurance							
Forster, Elizabeth (#4421) - Chose Body Shop Because Survey	Yes	Yes	9	Yes	Yes	Agent Not Specified	Yes	Blank
<b>Chose Body Shop Because</b>	Repeat Customer	I am a repeat customer at this shop.						
<b>Compliment</b>	Body	Everything was fine.						
<b>Insurance Company:</b>	Geico							
Garcia, Eddie (#4404) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Blank
<b>Chose Body Shop Because</b>	Location	I chose this shop because of its location.						
<b>Insurance Company:</b>	None							
Gelormino, Louis (#4343) - Compliment Survey	Yes	Yes	10	Yes	Yes	Insurance Center	No	Blank
<b>Compliment</b>	Body	I don't remember who recommended me the shop. The service was great.						
<b>Insurance Company:</b>	Progressive							
Jackson, Dennise (#4406) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	Yes
<b>Chose Body Shop Because</b>	Family Friend	A friend recommended this shop.						
<b>Insurance Company:</b>	None							
Johnson, Jimmy (#4419) - null Survey	Yes	Yes	8	Yes	Yes		No	Blank
<b>Insurance Company:</b>	None							
Lombardi, Matthew (#4099) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes		Blank	Blank
<b>Chose Body Shop Because</b>	Other	Barter Depot recommended this shop.						
<b>Compliment</b>	Body Shop	It was excellent work. I plan on referring new customers.						
<b>Insurance Company:</b>	Barter Depot							

	<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>
Magidin, Valeriy (#4439) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes		N/A	N/A
<b>Chose Body Shop Because</b>	Family Friend	A friend recommended this shop.						
<b>Insurance Company:</b>	None							
Mandara, Tony (#4425) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes		N/A	Yes
<b>Chose Body Shop Because</b>	Repeat Customer	I am a repeat customer at this shop.						
<b>Insurance Company:</b>	None							
Rodriguez, Edwin (#4382) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes		N/A	Blank
<b>Chose Body Shop Because</b>	Repeat Customer	I am a repeat customer at this shop.						
<b>Insurance Company:</b>	None							
Williams, Chris (#4367) - Compliment Survey	Yes	Yes	10	Yes	Yes		Blank	Blank
<b>Compliment</b>	Body	They did a good job. I am very happy with the service. Sorry I have to go. Thanks.						
<b>Insurance Company:</b>	None							