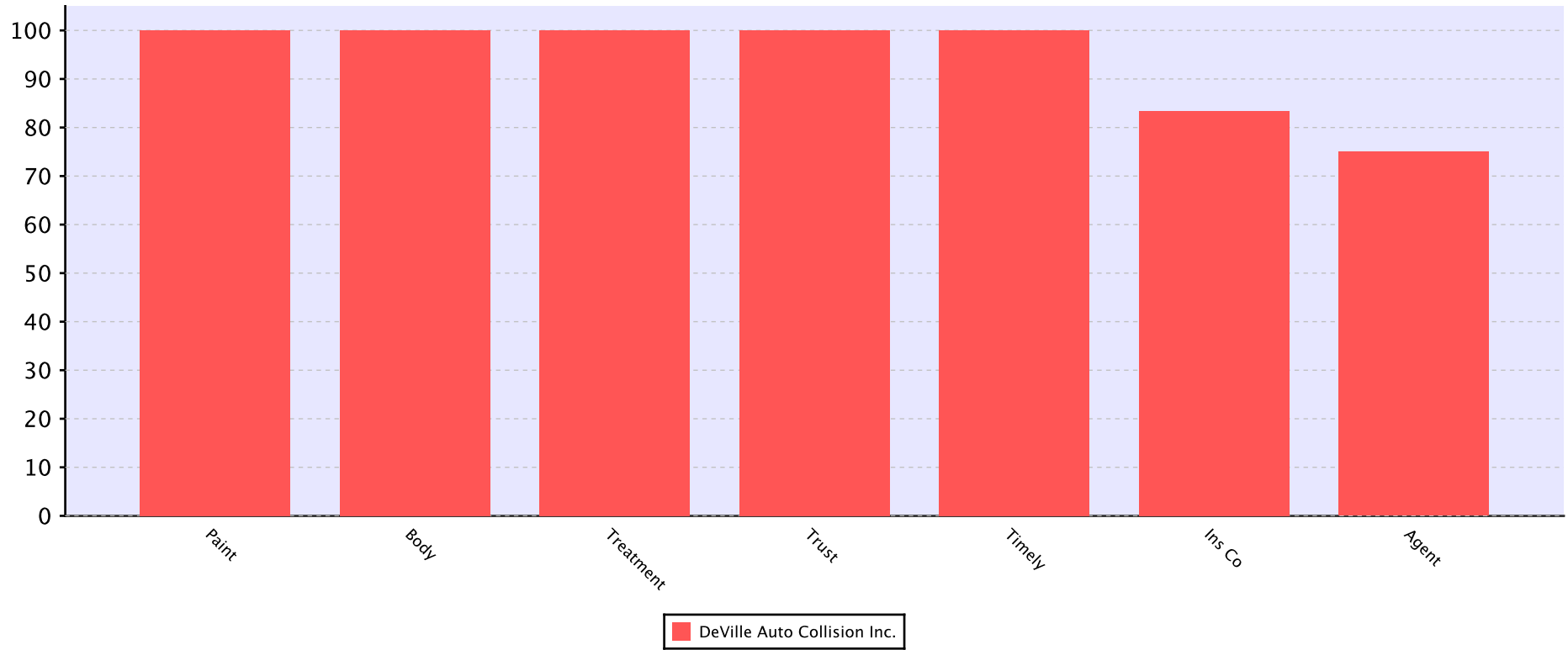


Performance Feedback Location Review



2009-11-01 through 2009-11-30

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	8	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	83.3 %	75.0 %



	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	8	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	83.3 %	75.0 %

		<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>
null (#4698) - Chose Body Shop Because Survey		Yes	Yes	10	Yes	Yes		N/A	N/A
Chose Body Shop Because	Employee	I know someone at the shop.							
Compliment	Body Shop	I interfaced with a variety of employees and each of them was very nice.							
Insurance Company:	None								
Apollo, Managment (#4703) - Chose Body Shop Because		Yes	Yes	10	Yes	Yes		N/A	N/A
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.							
Insurance Company:	Unknown								
D'Amadeo, Pat & Maria (#4721) - Chose Body Shop		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	Body Shop	Thank you so very much for your professionalism, friendly, timely, and understanding attitude at this stressful time. You and your staff are the best. Thanks again.							
Insurance Company:	State Farm Insurance Company								
Fried, Arthur (#4676) - Chose Body Shop Because Survey		Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Blank
Chose Body Shop Because	Dealership	The dealership where I bought the car recommended this shop.							
Insurance Company:	Allstate Insurance								
Loglisci, Judith (#4701) - Chose Body Shop Because		Yes	Yes	10	Yes	Yes		Yes	Yes
Chose Body Shop Because	Dealership	The dealership where I bought the car recommended this shop.							
Compliment	Body Shop	They treated me like an old friend.							
Compliment	Delivery Date	I had a deadline to meet and they met it.							
Compliment	Body Shop	I am happy to have met and had my car repaired by the most wonderful people. They were friendly and professional.							
Compliment	Body	The body work was beyond my expectations.							
Compliment	Paint	The paint was better than new.							
Rec Body Shop	Body Shop	I would recommend this shop without hesitation.							
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>
Sabatini, Richard (#4730) - Chose Body Shop Because	Yes	N/A	10	Yes	Yes	Agent Not Specified	Yes	Blank
Chose Body Shop Because	Dealership		The dealership where I bought the car recommended this shop.					
Compliment	Paint		The paint refinish is perfect.					
Compliment	Delivery Date		The job was done faster than expected.					
Compliment	Body Shop		DeVille Auto Collision is a great organization - keep it up.					
Rec Body Shop	Body Shop		I already have recommended this shop to someone.					
Rec Ins Co	Other		USAA didn't pay the deductible, but I would recommend them.					
Insurance Company:	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>
Staton, Dom (#) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Family Friend		A friend recommended this shop.					
Insurance Company:								
<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>
Tulli, John (#4629) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	No	No
Chose Body Shop Because	Family Friend		A friend recommended this shop.					
Compliment	Body Shop		I was very satisfied with the job this shop did.					
Insurance Company:	21st Century Insurance							