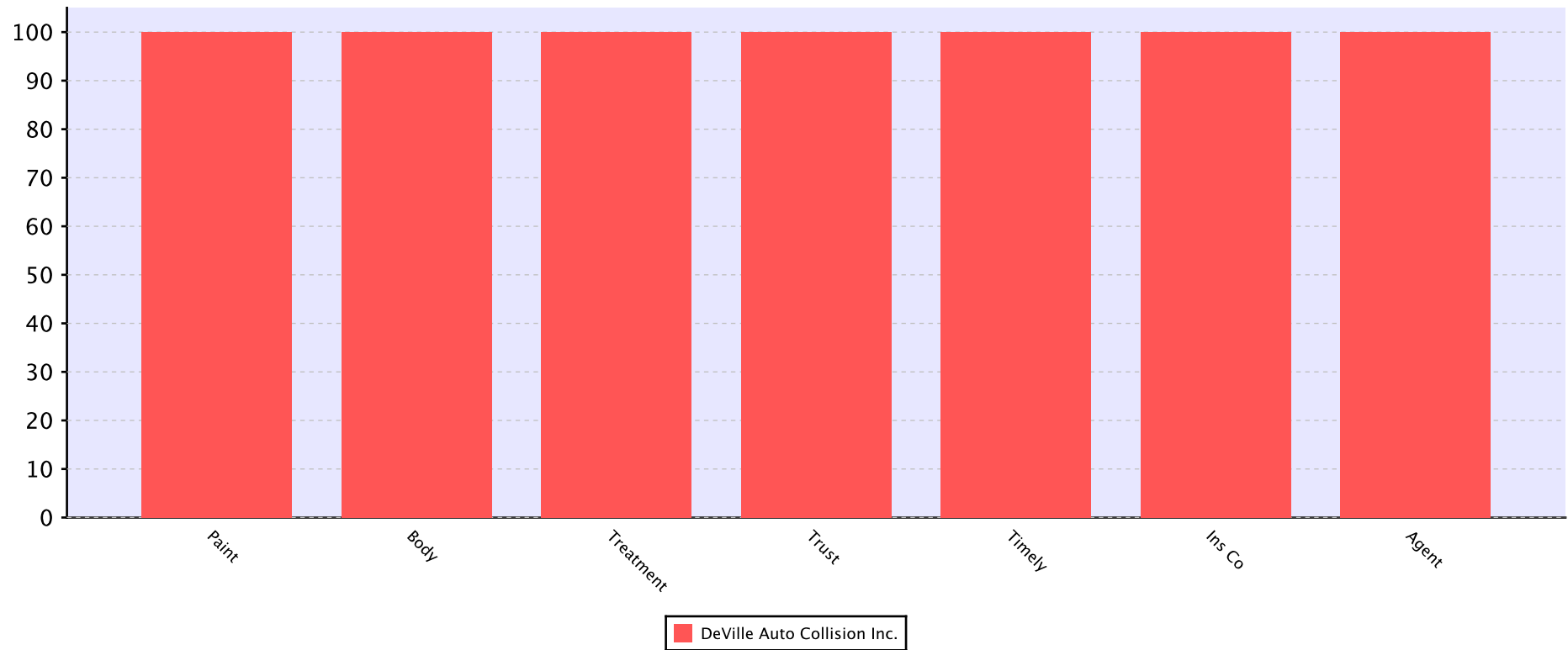


Performance Feedback Location Review



2009-09-01 through 2009-09-30

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	5	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %



	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	5	100.0 %	100.0 %	100.0 %	100.0 %	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>
Coppola, Jerry (#4591) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Repeat Customer		I am a repeat customer at this shop.					
Insurance Company:	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>
Driscoll, Al (#4583) - null Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Insurance Company:	State Farm Insurance Company							

	<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>
Greenblatt, Pamela (#4566) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Blank
Chose Body Shop Because	Family Friend		A friend recommended this shop.					
Compliment	Body		The quality of the paint refinish and body repairs was exceptional.					
Compliment	The customer service I received at this body shop was superb.							
Rec Body Shop	Body Shop		I would recommend this facility 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>
Layden, Michael (#4558) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
Chose Body Shop Because	Employee		I know the owner of the shop.					
Rec Body Shop	Body Shop		The quality of work and service by DeVille is always excellent.					
Rec Body Shop	Body Shop		I recommended this body shop to my father yesterday.					
Insurance Company:	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>
Schiltz, Joseph (#4586) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	N/A
Chose Body Shop Because	Employee		I know someone at the shop.					
Insurance Company:	Geico Glass							