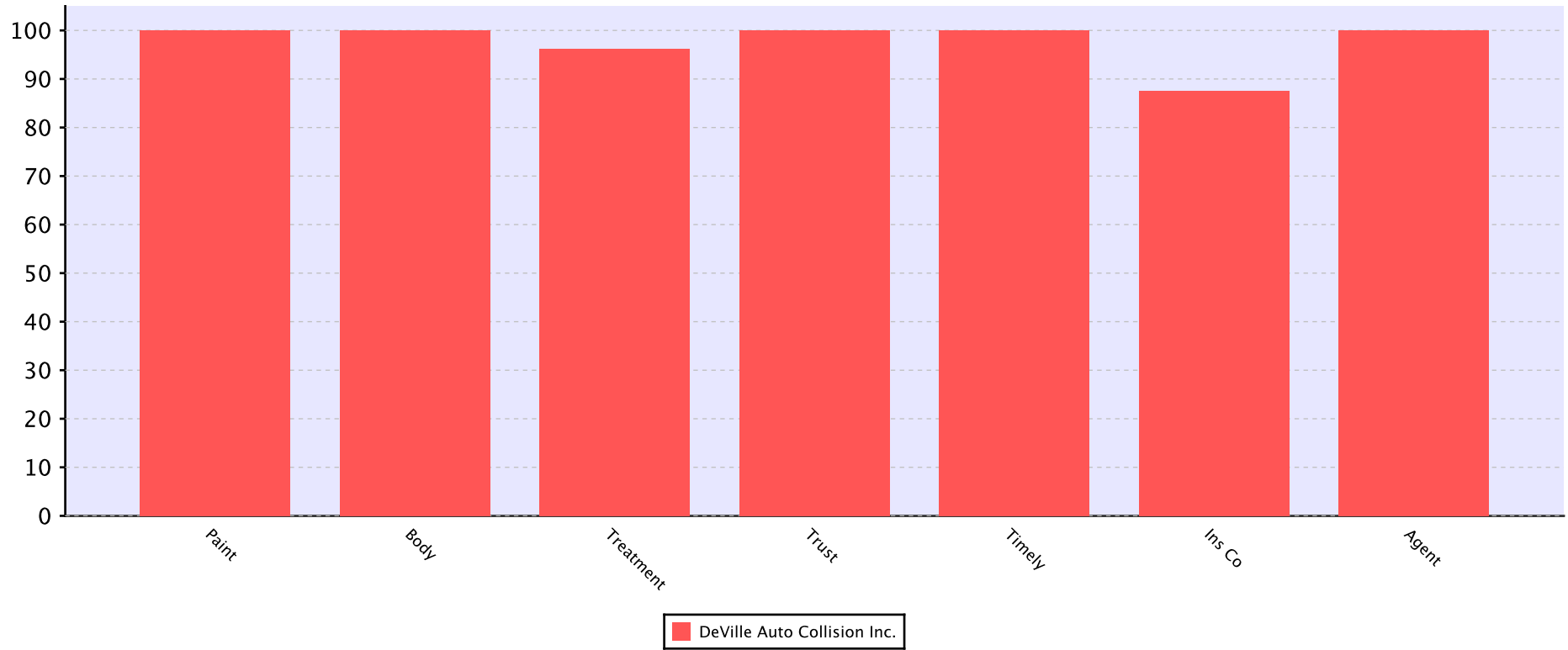


Performance Feedback Location Review



2010-05-01 through 2010-05-31

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	13	100.0 %	100.0 %	100.0 %	96.2 %	100.0 %	100.0 %	87.5 %	100.0 %



	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	13	100.0 %	100.0 %	100.0 %	96.2 %	100.0 %	100.0 %	87.5 %	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>
Cerkevich, Eva (#4968) - 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.					
Compliment	Body		Everything was fine.					
Insurance Company:	Allstate Insurance							
Dantoni, Donald (#4967) - Chose Body Shop Because	N/A	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
Chose Body Shop Because	Family Friend		A friend recommended this shop.					
Insurance Company:	None							
Dicosmo, Theresa (#4948) - Chose Body Shop Because	Yes	Yes	8	Yes	Yes		Yes	Yes
Chose Body Shop Because	Other		Al Lambert the Vice President of Manfredt Chevy recommended this shop.					
Insurance Company:	Geico							
Gallucci, Mario (#4975) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	Blank
Chose Body Shop Because	Family Friend		A friend recommended this shop.					
Insurance Company:	None							
Gomez, Brian & Mahali (#4927) - Chose Body Shop	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Blank
Chose Body Shop Because	Family Friend		A friend recommended this shop.					
Compliment	Body		They did a great job.					
Insurance Company:	None							
Kandell, Adam (#4989) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Employee		I know the owner at the shop.					
Insurance Company:	21st Century							

	<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>
Kozak, Janice (#4962) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes		No	Yes
Chose Body Shop Because	Dealership I called my dealership where I bought my car and they recommended DeVille.							
Comment	Rental car I still had to pay out of pocket for the car rental (partial payment) because they only covered a portion of it - apparently the car I took was not fully covered. It was the smallest car there at the time.							
Compliment	Paint The new paint was identical to the old.							
Compliment	Body My car looks absolutely new.							
Compliment	Body Shop I felt very confident that DeVille would do my repairs in an excellent manner.							
Compliment	Delivery Date The repair time was estimated as such.							
Compliment	It was a pleasure to deal with the people at DeVille. Their competence and friendly manner was very refreshing.							
Rec Agent	Cust Serv Rep The insurance agent explained my options.							
Rec Body Shop	Body Shop I already have recommended this shop because they have seen the results.							
Insurance Company:	Travelers							
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Laboy, Carlos (#4938) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Location I chose this shop because of its location.							
Insurance Company:	None							
<hr/>								
Lecarreux, Ed (#4939) - Chose Body Shop Because	Yes	Yes	8	Blank	Yes		Blank	Blank
Chose Body Shop Because	Repeat Customer I am a repeat customer at this shop.							
Compliment	Ins Co Maybe I can recommend the insurance company.							
Maybe Rec Body Shop	Body Shop Maybe I can recommend the shop.							
Insurance Company:	Progressive							
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Miraglia, Stephen (#4915) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes		Yes	Yes
Chose Body Shop Because	Repeat Customer I am a repeat customer at this shop.							
Insurance Company:	Allstate Insurance							
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Paulino, Marisol (#4955) - Chose Body Shop Because	N/A	Yes	10	Yes	Yes		N/A	N/A
Chose Body Shop Because	Other S.T.E.D.C. recommended this shop.							
Compliment	Body Shop From the moment your mom answered the phone I knew I was in the right place. Thank you, Marisol.							
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>
Salinardi, Scott & Sherry (#4874) - Chose Body Shop	Yes	Yes	10	Yes	Yes		Yes	Yes
Chose Body Shop Because	Employee	I know someone at the shop.						
Compliment	Body Shop	DeVille has always done a great job for my employer Lifestyles for the disabled, so when I needed this done for my personal vehicle I thought of DeVille first. I was happy I did.						
Insurance Company:	Allstate Insurance							
Stabile, Dennis (#4925) - Chose Body Shop Because	Yes	Yes	9	Yes	Yes		Blank	Blank
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Insurance Company:	None							