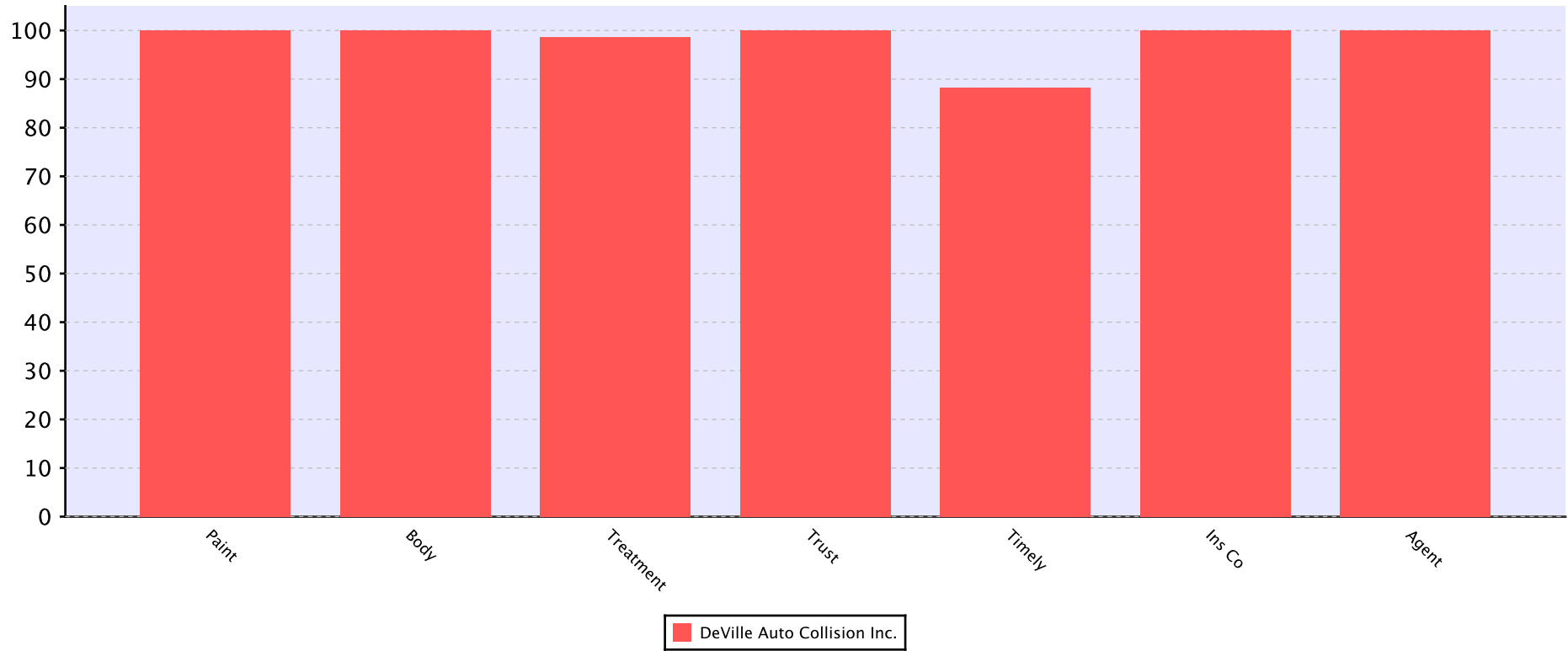


# Performance Feedback Location Review



2010-11-01 through 2010-11-30

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	17	100.0 %	100.0 %	100.0 %	98.7 %	100.0 %	88.2 %	100.0 %	100.0 %



	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
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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>
Avis, Dr. Victor P (#5273) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	Yes
<b>Chose Body Shop Because</b>	Other	My husband learned of this repair facility from someone in his business networking group.						
<b>Compliment</b>	Body Shop	The quality of the repairs absolutely met my expectations.						
<b>Compliment</b>		I would rate the body shop staff an 11 on a scale of 1 to 10.						
<b>Compliment</b>	Body Shop	This body shop has been wonderful. They have exceeded our expectations. This is the second time we've used them.						
<b>Rec Agent</b>	Cust Serv Rep	I absolutely would recommend my insurance agent.						
<b>Insurance Company:</b>	None							
Botros, Mark (#5238) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
<b>Chose Body Shop Because</b>	Location	I chose this shop because of its location.						
<b>Insurance Company:</b>	Geico							
Bowman, Nicolette (#5239) - Chose Body Shop Because	Yes	Yes	8	Yes	Yes	Agent Not Specified	Yes	N/A
<b>Chose Body Shop Because</b>	Family Friend	A friend recommended this shop.						
<b>Insurance Company:</b>	Progressive							
Costanzo, Roland (#5282) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
<b>Chose Body Shop Because</b>	Repeat Customer	I am a repeat customer at this shop.						
<b>Insurance Company:</b>	Allstate Insurance							
Degennaro, Bob (#5252) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
<b>Chose Body Shop Because</b>	Employee	I know someone at the shop.						
<b>Compliment</b>		The service at this shop was excellent.						
<b>Insurance Company:</b>	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>
Deluccio, William (#5196) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes		Yes	Yes
<b>Chose Body Shop Because</b>	Family Friend	A friend recommended this shop.						
<b>Compliment</b>	Ins Co	The insurance company was spectacular.						
<b>Insurance Company:</b>	Allstate Insurance							
Devlin, Robert (#5293) - Comment Survey	Yes	Yes	10	Yes	Yes		Blank	Blank
<b>Comment</b>	Body Shop	Declined to answer rest of survey questions.						
<b>Insurance Company:</b>	Geico							
Double Diamond Limousine, (#5226) - Chose Body Shop	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	Yes
<b>Chose Body Shop Because</b>	Repeat Customer	I am a repeat customer at this shop.						
<b>Chose Body Shop Because</b>	Family Friend	Others recommended this shop.						
<b>Compliment</b>	Body Shop	The repair facility was very clean.						
<b>Insurance Company:</b>	Barter Depot							
Fried, Arthur (#5260) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	No		Yes	N/A
<b>Chose Body Shop Because</b>	Repeat Customer	I am a repeat customer at this shop.						
<b>Complaint</b>	Delivery Date	The repairs took longer than I expected.						
<b>Insurance Company:</b>	Allstate Insurance							
Lagiusa, Andrew (#5265) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Insurance Center	Yes	Yes
<b>Chose Body Shop Because</b>	Repeat Customer	I am a repeat customer at this shop.						
<b>Compliment</b>	Body Shop	I was satisfied with the work by this body shop.						
<b>Insurance Company:</b>	Progressive							
Lipuma, Dominick Jr (#5246) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Blank	Yes
<b>Chose Body Shop Because</b>	Employee	I know someone at the shop.						
<b>Compliment</b>	Cust Serv Rep	Charlie is very reliable. The work that he does is excellent. He is very good with everybody, and he's very professional. He is good with people.						
<b>Insurance Company:</b>	Travelers							

	<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>
Matrone, Anne (#5220) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
<b>Chose Body Shop Because</b>	Family Friend		A friend recommended this shop.					
<b>Compliment</b>	The body shop staff was very helpful, friendly and compassionate. They took care of the situation very quickly.							
<b>Rec Ins Co</b>	Claims Office		The body shop has a very good relationship with my insurance company, Allstate, which made things so much easier. The flow between the insurance company and the repair shop was very smooth.					
<b>Insurance Company:</b>	Allstate Insurance							
Meyers, Stephen (#5280) - Chose Body Shop Because	N/A	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
<b>Chose Body Shop Because</b>	Yellow Page Ad		Originally I found this shop in a yellow page ad.					
<b>Chose Body Shop Because</b>	Repeat Customer		I am a repeat customer at this shop.					
<b>Compliment</b>	Body Shop		They are just great people to deal with.					
<b>Compliment</b>	Body Shop		I like dealing with the family you wish you had.					
<b>Compliment</b>	Delivery Date		The delivery date was beyond hopes. It was very fast.					
<b>Compliment</b>	Body Shop		It was a perfect repair.					
<b>Insurance Company:</b>	Allstate Insurance							
Pellegrino, Wendy (#5245) - Chose Body Shop Because	Blank	Blank	10	Yes	Yes	Agent Not Specified	Blank	Blank
<b>Chose Body Shop Because</b>	Other		I won a free detailing at a fundraiser.					
<b>Compliment</b>	I also was very impressed with the family, very warm and personable. I would definitely return and send friendly there as well. Very nice team.							
<b>Compliment</b>	I had my car detailed and they did a great job.							
<b>Insurance Company:</b>	None							
Romeo, Louis/Vicky (#5230) - Comment Survey	N/A	Yes	Blank	Yes	No	Agent Not Specified	Blank	Blank
<b>Comment</b>	Body Shop		I would recommend the body shop for the work, but I did not like that the body shop charged me additional money in addition to the original quote.					
<b>Comment</b>	Body Shop		The customer declined to finish the survey.					
<b>Insurance Company:</b>	None							
Satten, Robert Q (#5182) - Chose Body Shop Because	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>Compliment</b>	The staff are very professional. They were just very very helpful. They gave me information that I couldn't find. They helped me through a very confusing time, and I am very grateful.							
<b>Insurance Company:</b>	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>
Shanahan, Timothy (#5237) - Compliment Survey	Yes	Yes	Blank	Yes	Yes	Agent Not Specified	Blank	Blank

**Compliment**

The employees are wonderful people.

**Compliment**

Body Shop

The repair work was great.

**Insurance Company:**

Unknown

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