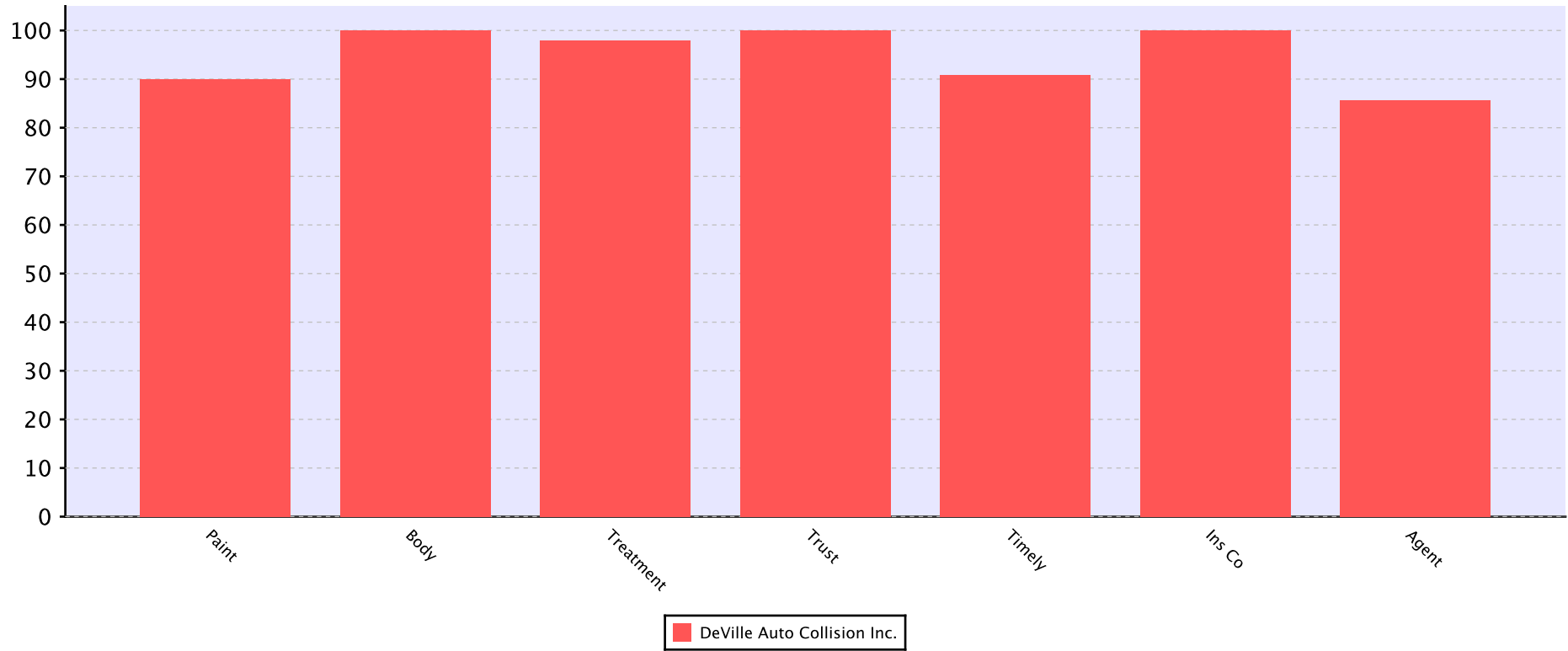


# Performance Feedback Location Review



2010-10-01 through 2010-10-31

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	11	96.9 %	90.0 %	100.0 %	98.0 %	100.0 %	90.9 %	100.0 %	85.7 %



	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	11	96.9 %	90.0 %	100.0 %	98.0 %	100.0 %	90.9 %	100.0 %	85.7 %

	<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>
Bacci, Joan (#5212) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
<b>Chose Body Shop Because</b>	Other		Deville Auto Collision is well known in this area.					
<b>Compliment</b>	I would rate the staff a 20 on a scale of 1 through 10.							
<b>Rec Body Shop</b>	Body Shop		I would recommend this shop to our Lord's disciples. This shop is just wonderful. The quality, the service, the time frame; everything about this shop is simply wonderful.					
<b>Insurance Company:</b>	Palisades 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>
Barbella, Gerard & Alicia (#5187) - Chose Body Shop	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>Compliment</b>	Body Shop		The shop did a very good job. Everything was perfect.					
<b>Compliment</b>	The staff is very friendly, and reliable. They did a great job.							
<b>Rec Body Shop</b>	Body Shop		I would definitely recommend this shop to others.					
<b>Insurance Company:</b>	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>
Barbella, Gerard & Alicia (#5241) - Comment Survey	Yes	Yes	Blank	Yes	Yes		Blank	Blank
<b>Comment</b>	Body Shop		Declined to answer the rest of the survey questions.					
<b>Compliment</b>	Body Shop		Everything was great. You can put me down for a 10 all the way.					
<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>
Chiatto, Frank (#4724) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes		Yes	Yes
<b>Chose Body Shop Because</b>	Repeat Customer		I am a repeat customer at this shop.					
<b>Compliment</b>	Body Shop		I think that this shop is great.					
<b>Rec Body Shop</b>	Body Shop		I would absolutely recommend this shop to others.					
<b>Insurance Company:</b>	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>
Diana, Guiseppe & Nicola (#5197) - Chose Body Shop	Yes	Yes	9	Yes	Yes	Agent Not Specified	Yes	Yes
<b>Chose Body Shop Because</b>	Family Friend		A friend recommended this shop.					
<b>Compliment</b>	Delivery Date		The time it took to complete the repairs to my vehicle was good.					
<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>
Gilmartin, Joann (#5243) - Chose Body Shop Because	N/A	Yes	10	Yes	Yes		N/A	Yes
<b>Chose Body Shop Because</b>	Dealership	The dealership where I bought the car recommended this shop.						
<b>Compliment</b>	Body Shop	This shop did a really good job.						
<b>Insurance Company:</b>	None							
Nardone, Dominick (#5203) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Blank
<b>Chose Body Shop Because</b>	Dealership	The dealership where I bought the car recommended this shop.						
<b>Insurance Company:</b>	Geico							
Osborne, Robert (#5228) - Chose Body Shop Because	Yes	Yes	9	Yes	Yes	Agent Not Specified	N/A	Blank
<b>Chose Body Shop Because</b>	Location	I chose this shop because of its location.						
<b>Compliment</b>	Delivery Date	The repairs were completed a day earlier than the body shop said they would be.						
<b>Insurance Company:</b>	None							
Porcu, Joseph (#5218) - Chose Body Shop Because Survey	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 employees were very professional and courteous.						
<b>Compliment</b>	Delivery Date	The repairs were done in a timely manner.						
<b>Compliment</b>	Body Shop	The repairs were done very well, everything was fine.						
<b>Insurance Company:</b>	Allstate Insurance							
Stropoli, Vita (#5180) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes		Yes	N/A
<b>Chose Body Shop Because</b>	Family Friend	A friend recommended this shop.						
<b>Insurance Company:</b>	None							
Vicidomini, Marie (#5198) - Chose Body Shop Because	No	Yes	10	Yes	No	Agent Not Specified	N/A	No
<b>Chose Body Shop Because</b>	Family Friend	A friend recommended this shop.						
<b>Comment</b>	Body Shop	They are very nice people, I was just not real happy with the work.						
<b>Complaint</b>	Delivery Date	I called on a Wednesday and said I would be in on Monday to have the repairs done. The shop ordered the parts on Friday because they were told the parts would only take a day. One part came in on Monday and the other came in on Wednesday. My car ended up being there two extra days for a three day job.						
<b>Paint Complaint</b>	Color Match	According to the shop, the bumper is supposed to be darker. It doesn't look like it has metallic in it like the rest of the paint. The bumper is definitely a couple of shades lighter than the rest of the paint. Instead of telling me they would help, the person told me to take it up with Dave. I was just disappointed in the way it came out. The rest of the car looks normal.						
<b>Insurance Company:</b>	None							