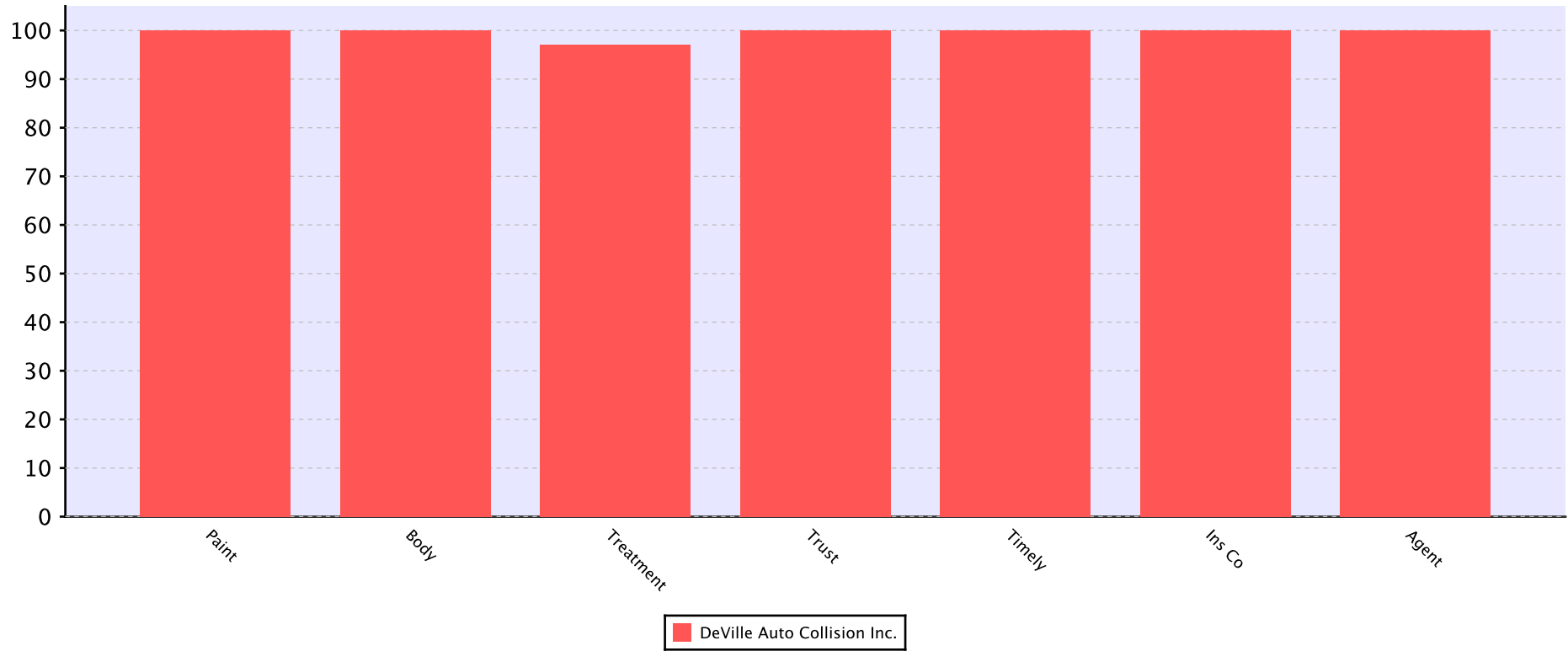


# Performance Feedback Location Review



2010-09-01 through 2010-09-30

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	14	100.0 %	100.0 %	100.0 %	97.1 %	100.0 %	100.0 %	100.0 %	100.0 %



	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent	
DeVille Auto Collision Inc.	14	100.0 %	100.0 %	100.0 %	97.1 %	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>
Bababekov, Nison (#5179) - Comment Survey			Yes	Yes	10	Yes	Blank		Blank	Blank
<b>Comment</b>	Body Shop		I cannot talk to much. I am driving							
<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>
Bruns, Kevin (#5165) - null Survey			Yes	Yes	10	Yes	Blank	Agent Not Specified	Blank	Blank
<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>
Brusco, Tony (#5193) - Chose Body Shop Because Survey			Yes	Yes	9	Yes	Yes		Yes	Yes
<b>Chose Body Shop Because</b>	Employee		I know someone at the shop.							
<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>
Carlsen, John (#5127) - Chose Body Shop Because Survey			Yes	Yes	10	Yes	Yes		Yes	Yes
<b>Chose Body Shop Because</b>	Family Friend		A friend recommended this shop.							
<b>Compliment</b>	Body Shop		The shop was fine, everything was great, I was satisfied.							
<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>
Dai, Guo-Chu/David (#5163) - Chose Body Shop Because			Yes	Yes	10	Blank	Blank		Blank	Blank
<b>Chose Body Shop Because</b>	Repeat Customer		I am a repeat customer at this shop.							
<b>Rec Body Shop</b>	Body Shop		I have had my car repaired at DeVille several times and I am very satisfied.							
<b>Insurance Company:</b>	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>
Duffy, Brian (#5149) - Chose Body Shop Because Survey			Yes	Yes	10	Yes	Yes		N/A	Yes
<b>Chose Body Shop Because</b>	Location		I chose this shop because of its location.							
<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>
Fratto, Giovanni (#5147) - Chose Body Shop Because			N/A	Yes	10	Yes	Yes		N/A	Yes
<b>Chose Body Shop Because</b>	Family Friend		A friend recommended this shop.							
<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>
Intergrated Shipping, Zim American (#5154) - Chose	Yes	Yes	10	Yes	Yes		N/A	N/A
<b>Chose Body Shop Because</b> Internet Ad	I found this shop on the internet.							
<b>Comment</b> Body Shop	I researched DeVille on line and found that they had an excellent reputation for paint finish. That is why I chose them and I am well satisfied with their work.							
<b>Insurance Company:</b> None								
Migliaccio, Mario (#5096) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes		N/A	Yes
<b>Chose Body Shop Because</b> Family Friend	A friend recommended this shop.							
<b>Compliment</b> Body	The shop did a fantastic job on the repair.							
<b>Compliment</b>	The staff was polite and nice, everyone did more than I expected.							
<b>Compliment</b> Delivery Date	The repair took less time than I expected.							
<b>Insurance Company:</b> None								
Misrahi, Evan & Moneque (#5173) - Chose Body Shop	Yes	Yes	9	Yes	Yes	Agent Not Specified	N/A	N/A
<b>Chose Body Shop Because</b> Internet Ad	I found this shop on the internet.							
<b>Insurance Company:</b> None								
Powell, Anthony (#5151) - Chose Body Shop Because	Yes	Yes	8	Yes	Yes		Yes	Yes
<b>Chose Body Shop Because</b> Agent Recommendation	The insurance agent recommended this shop.							
<b>Insurance Company:</b> Cti								
Reinauer Transport Co. (#4829) - null Survey	Yes	Yes	10	Yes	Yes		Blank	Blank
<b>Insurance Company:</b> None								
Siegel, Olympia (#5185) - 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>Insurance Company:</b> State Farm Insurance Company								
Smith, Herbert (#5160) - 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>Chose Body Shop Because</b> Other	I chose this shop through word of mouth.							
<b>Comment</b> Body Shop	I have recommended this shop in the past.							
<b>Compliment</b> Body Shop	Just ass this family of Fazio's at Deville are outstanding. Like the sign says, drop off the keys and forget about it. Your car will come back looking better than ever.							
<b>Compliment</b> Body Shop	As before, Deville Auto went beyond their expectations of what I expected.							

<b>Compliment</b>	Body Shop	Everyone there, Joan, David, Charles, plus three other worker I have seen were helpful.
<b>Compliment</b>	Delivery Date	The shop explained how long it would take and it did.
<b>Compliment</b>	Body Shop	About two years ago, a lady hit the side of the same car. A person close to the accident told me Deville. I went to them and now there is nowhere else to go.
<b>Rec Agent</b>	Other	Deborah Valentine at State Farm is the agent.
<b>Rec Ins Co</b>	Other	State Farm did it all along with with Deville. I called Joan asking should I come into pay the deductible. She said don't worry, we will talk.
<b>Insurance Company:</b>	State Farm Insurance Company	

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