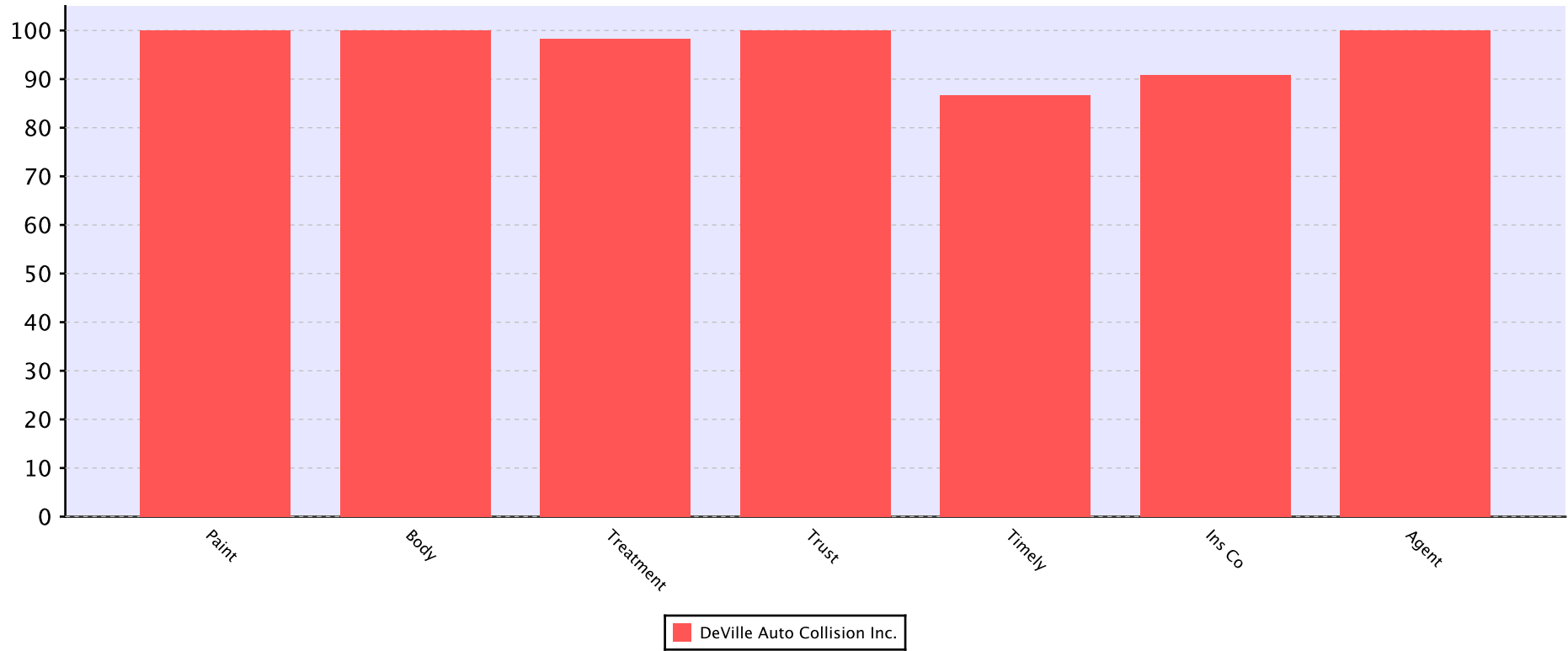


# Performance Feedback Location Review



2011-02-01 through 2011-02-28

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	17	100.0 %	100.0 %	100.0 %	98.2 %	100.0 %	86.7 %	90.9 %	100.0 %



	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	17	100.0 %	100.0 %	100.0 %	98.2 %	100.0 %	86.7 %	90.9 %	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>
Christie, Tara S (#5350) - 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>	Body Shop	The quality of the repair was wonderful.						
<b>Compliment</b>	Delivery Date	The repair was a little longer than expected due to a snow storm not the body shops fault.						
<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>
Dimeo, Jerry (#5353) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	No	Agent Not Specified	N/A	Yes
<b>Chose Body Shop Because</b>	Family Friend	A friend recommended this shop.						
<b>Compliment</b>	Body Shop	I was satisfied with the repair.						
<b>Compliment</b>		I was extremely satisfied with the wonderful service.						
<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>
Fiala, Stephen J (#5322) - 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>	Unknow							

	<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>
Gasparo, Stella (#5351) - Comment Survey	Yes	Yes	10	Yes	Blank	Agent Not Specified	Blank	Blank
<b>Comment</b>	Body Shop	Declined to answer rest of survey questions.						
<b>Compliment</b>	Body Shop	The entire repair process was excellent.						
<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>
Greenwald, Steve (#5231) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes		Yes	Yes
<b>Chose Body Shop Because</b>	Internet Ad	I found this shop on the internet.						
<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>
Hollwach, John (#5360) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
<b>Chose Body Shop Because</b>	Other	My employer recommended this body shop.						
<b>Compliment</b>	Body Shop	The quality of the repair was great.						
<b>Compliment</b>		I was treated very well by the staff.						
<b>Compliment</b>	Delivery Date	The time to finish the repair exceeded my expectations.						
<b>Insurance Company:</b>	None							
Keen, Thomas Jr (#5320) - Chose Body Shop Because	Yes	Yes	10	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>	Geico							
Keshecki, Ed (#5314) - Comment Survey	Yes	Yes	10	Yes	Blank	Agent Not Specified	Blank	Blank
<b>Comment</b>	Body Shop	Declined to answer rest of survey questions.						
<b>Insurance Company:</b>	Liberty Mutual							
Martino, Joseph (#5364) - Chose Body Shop Because	Yes	Yes	9	Yes	Yes	Agent Not Specified	No	Yes
<b>Chose Body Shop Because</b>	Repeat Customer	I am a repeat customer at this shop.						
<b>Not Rec Ins Co</b>	Claims Office	I was not pleased with how Allstate handled the deductible. It was up to Allstate to collect the deductible from the other person not for me to have to wait for a check from the claimant.						
<b>Insurance Company:</b>	Allstate Insurance							
Mauro, Peter (#5365) - 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>Insurance Company:</b>	Travelers							
Onofrietti, Felix & Cindy (#5372) - 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 staff is the best at Deville. They are so accommodating, wonderful people.						
<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>
Pollak**, Chris (#5376) - Chose Body Shop Because	Yes	Yes	10	Yes	No	Agent Not Specified	Yes	N/A
<b>Chose Body Shop Because</b>	Employee	I know someone at the shop.						
<b>Rec Ins Co</b>	Claims Office	Geico was pretty good.						
<b>Insurance Company:</b>	Geico							
Romanwski, Miroslaw (#5357) - Chose Body Shop	Yes	Yes	8	Yes	Yes	Agent Not Specified	Yes	Yes
<b>Chose Body Shop Because</b>	Family Friend	A friend recommended this shop.						
<b>Compliment</b>	Body Shop	I am happy with the repair.						
<b>Insurance Company:</b>	Liberty Mutual							
Rosado, Aida (#5367) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	Yes
<b>Chose Body Shop Because</b>	Family Friend	A friend recommended this shop.						
<b>Compliment</b>	Body Shop	The quality of the repair was fantastic.						
<b>Compliment</b>		I was treated like family.						
<b>Insurance Company:</b>	None							
Silverman, Neal (#5317) - 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>	Body Shop	The quality of the work was excellent. The work was up and above my expectations. I am always happy with the work by this body shop.						
<b>Compliment</b>		The staff would call me with updates on the status of the repair.						
<b>Compliment</b>	Delivery Date	The repair was finished in a timely manner considering the extensive damage and the holidays.						
<b>Rec Ins Co</b>	Claims Office	Geico was very good.						
<b>Insurance Company:</b>	Liberty Mutual							
Walsh, Steve (#5394) - Chose Body Shop Because Survey	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>Compliment</b>	Body Shop	This body shop did a very good job.						
<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>
Willis, Leonard (#5315) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Blank	Yes

**Chose Body Shop Because** Repeat Customer

I am a repeat customer at this shop.

**Insurance Company:** Geico

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