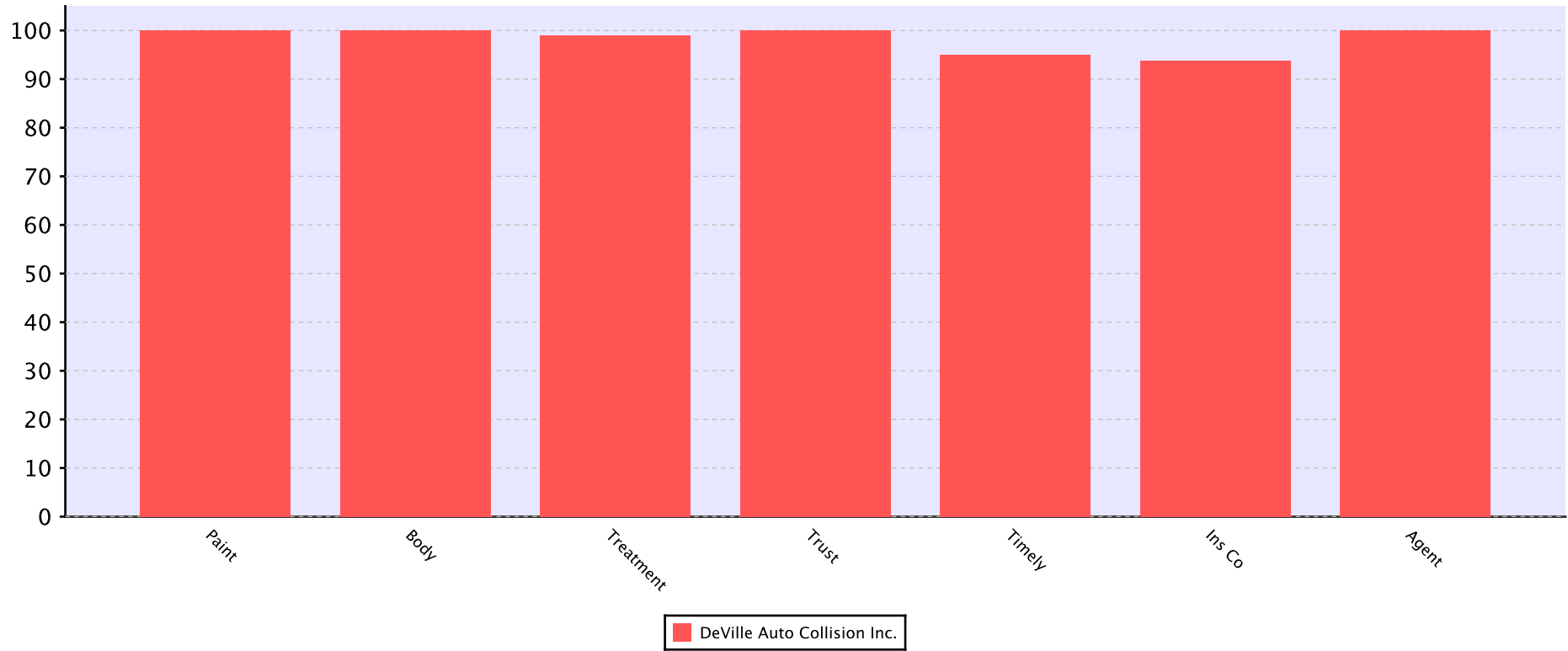


Performance Feedback Location Review



2011-03-01 through 2011-03-31

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	20	100.0 %	100.0 %	100.0 %	99.0 %	100.0 %	95.0 %	93.8 %	100.0 %



	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	20	100.0 %	100.0 %	100.0 %	99.0 %	100.0 %	95.0 %	93.8 %	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>
Austin, Valarie (#5401) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Compliment	Body Shop	I received good service and they are courteous professionals.						
Insurance Company:	High Point Insurance							
Bacci, Joan (#5414) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Dealership	The dealership recommended this shop.						
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Chose Body Shop Because	Other	I chose this shop through word of mouth.						
Compliment	Body Shop	This shop is the top in their field.						
Compliment	Body Shop	This shop is the best on record.						
Insurance Company:	Palisades Insurance							
Cherrick, Marie (#5443) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Blank	Blank
Chose Body Shop Because	Other	I am the accountant for DeVille Auto Collision.						
Insurance Company:	Allstate Insurance							
Cilento, Frank (#5425) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Compliment	Body Shop	The repair was wonderful.						
Insurance Company:	Travelers							
Crocitto, Joseph (#5419) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	N/A
Chose Body Shop Because	Print Media Ad	I saw an ad for this shop.						
Compliment	Body Shop	The repair was done very professionally.						
Compliment		The staff at this body shop was very courteous.						
Rec Body Shop	Body Shop	DeVille Auto Collision is a very clean and well maintained body shop.						
Insurance Company:	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>
Curitore, Thomas & Annette (#5412) - Chose Body Shop	Yes	Yes	9	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Family Friend		A friend recommended this shop.					
Compliment	Body Shop		The repair is very nice.My car came back looking like brand new.					
Insurance Company:	Travelers							
Desantis Jr, Robert (#5214) - Chose Body Shop Because	Yes	Yes	9	Yes	Yes	Agent Not Specified	N/A	N/A
Chose Body Shop Because	Family Friend		A friend recommended this shop.					
Insurance Company:	None							
Duffy, Anne (#5409) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Family Friend		A friend recommended this shop.					
Compliment	Body Shop		The quality of the repair was excellent.I am very pleased with the work.					
Insurance Company:	None							
Freglette, Marissa (#5363) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Family Friend		A friend recommended this shop.					
Compliment	This body shop staff was very nice to work with.The staff was very accommodating which made the repair process seem easy.							
Insurance Company:	Liberty Mutual							
Heidler, Lisa/Billy (#5361) - 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 Shop		I was happy with the quality of the work.					
Compliment	Estimator		The price for the repair was right.					
Compliment	Delivery Date		I was very pleased with how quickly my repair was completed.					
Insurance Company:	Allstate Insurance							
Limeri, Julieann (#5417) - Chose Body Shop Because	Yes	Yes	10	Yes	No	Agent Not Specified	No	Yes
Chose Body Shop Because	Employee		I know someone at the shop.					
Complaint	Ins Co		The repair was delayed due to insurance issues.					
Compliment	Body Shop		I am very happy with the repair.					
Insurance Company:	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>
Maggiore, John (#5423) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Blank	Blank
Chose Body Shop Because	Repeat Customer		I am a repeat customer at this shop.					
Compliment	Body Shop		The quality of the work was excellent.					
Compliment	Delivery Date		The time frame for the repair was excellent.					
Insurance Company:	None							
McNally, Jane (#5420) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	N/A
Chose Body Shop Because	Family Friend		A friend recommended this shop.					
Compliment	Body Shop		This body shop did a very good job.My car looks brand new.					
Compliment			I was treated like family.					
Rec Ins Co	Claims Office		Geico is very good.					
Insurance Company:	Geico							
Nunez, Samuel (#5410) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes		Yes	Yes
Chose Body Shop Because	Rental car		I chose this shop because of the convenience of renting a car.					
Compliment	The staff at this body shop are very friendly.The staff always tells me exactly what the repair will involve.							
Insurance Company:	None							
Overbye, Thomas (#5395) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	N/A
Chose Body Shop Because	Family Friend		A friend recommended this shop.					
Compliment	Body Shop		The quality of the work is terrific.					
Compliment	The staff was very nice.							
Insurance Company:	Allstate Insurance							
Pitre, Denise (#5416) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	N/A
Chose Body Shop Because	Other		The car wash on Richmond recommended this body shop.					
Compliment	I received excellent service.The staff was very friendly.							
Compliment	Delivery Date		The repair was during a busy time so I was okay with the time frame.					
Insurance Company:	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>
Prinzi, Richard (#5421) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Blank
Chose Body Shop Because	Repeat Customer		I am a repeat customer at this shop.					
Insurance Company:	Unknown							
Reyes, Luise (#5413) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Repeat Customer		I am a repeat customer at this shop.					
Insurance Company:	Allstate Insurance							
Sanicola, Karen (#5432) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Family Friend		A friend recommended this shop.					
Insurance Company:	None							
Shall, John & Linda (#5400) - 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	The staff was very good.							
Compliment	Delivery Date		There was a delay due to the parts order which is not the body shop's fault.					
Insurance Company:	Allstate Insurance							