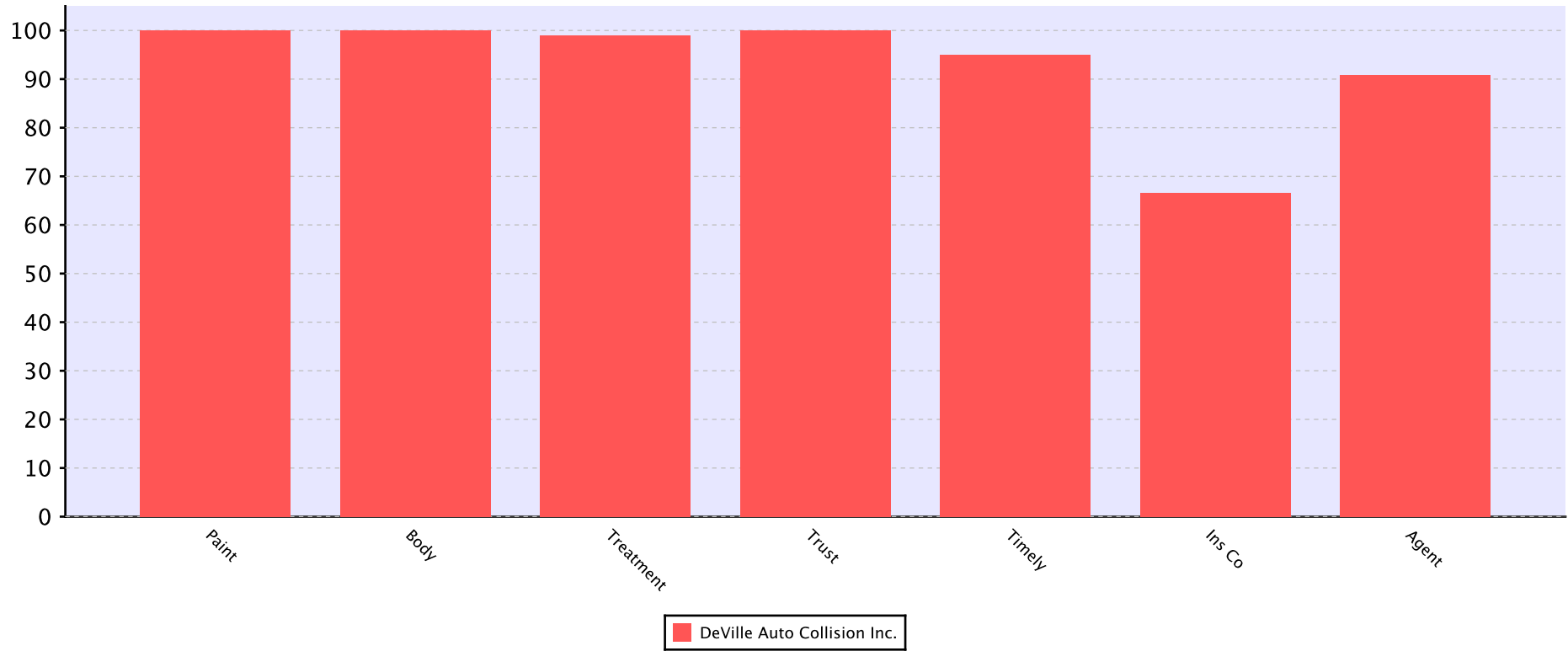


Performance Feedback Location Review



2011-09-01 through 2011-09-30

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	20	100.0 %	100.0 %	100.0 %	98.9 %	100.0 %	95.0 %	66.7 %	90.9 %



	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	20	100.0 %	100.0 %	100.0 %	98.9 %	100.0 %	95.0 %	66.7 %	90.9 %

	<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>
Abate, Mary (#5670 15196) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	No	N/A
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Compliment	Ins Co	The staff were very polite and very interested in doing a good job.						
Not Rec Ins Co	Claims Office	I would not recommend the insurance company. I was the negotiator between the insurance agent and the 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>
Burns, Bill (#5629) - 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 work is excellent.						
Compliment		The overall service by the staff was excellent.						
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>
Carreto**, Marci / John (#5701) - Chose Body Shop	Yes	Yes	8	Yes	No	Agent Not Specified	No	N/A
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Complaint	Delivery Date	The time was longer than I expected but the end result was worth the wait.						
Insurance Company:	Liberty Mutual							

	<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>
Caruso, Mike (#5692) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	No
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Compliment	Body Shop	The repair work is fine.						
Insurance Company:	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>
Depasquale, Michael (#5741) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	Blank
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Insurance Company:	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>
Didonna, Masion & Desiree (#5711) - Chose Body Shop	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	Yes
Chose Body Shop Because	Family Friend		A friend recommended this shop.					
Insurance Company:	None							
Furmanski, Leon (#5709) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Other		I went to a shop where they sell auto paint and this shop recommended this body shop.					
Compliment	Body Shop		This body shop did a very good job.					
Compliment			The service was very good by the staff. The repair was handled in a very smooth manner.					
Compliment	Delivery Date		The time to complete the repair was understandable.					
Rec Body Shop	Body Shop		This body shop is very family oriented. I have already recommended this body shop to friends.					
Rec Ins Co	Claims Office		The insurance company was very professional in handling the claim.					
Insurance Company:	None							
Generoso, Michael (#5720) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	Yes
Chose Body Shop Because	Repeat Customer		I am a repeat customer at this shop.					
Insurance Company:	None							
Kitts, Richard (#5721) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Blank	Blank
Chose Body Shop Because	Employee		I know someone at the shop.					
Insurance Company:	None							
Korde, David (#5661) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	Yes
Chose Body Shop Because	Repeat Customer		I am a repeat customer at this shop.					
Compliment	Body Shop		This body shop did a perfectly great job.					
Compliment			The treatment by the staff was perfect.					
Insurance Company:	None							
Lezamiz**, Frances (#5689) - 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.					
Rec Ins Co	Claims Office		The insurance company was very concerned and courteous.					
Insurance Company:	Progressive							

	<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>
Matera, Nicholas (#5713) - 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	I am totally satisfied with the quality of the repair.						
Compliment	Cust Serv Rep	I was extremely satisfied with the service.						
Rec Agent	Involved with claim	My agent was very helpful.						
Insurance Company:	None							
Mistretta, Madeline (#5684) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	No	N/A
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Compliment	Body Shop	The quality of work is very professional.						
Compliment		The staff handled the repair in an exceptional manner.						
Compliment	Delivery Date	The time to complete the repair was excellent.						
Insurance Company:	Geico							
Prinzi, Alyssa (#5657) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes		Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Insurance Company:	Geico							
Rainey, Jennifer (#5714) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Rec Body Shop	Body Shop	The people at Deville Auto are very nice.						
Insurance Company:	None							
Reicon, Jeff Wollman (#5700) - Comment Survey	Yes	Yes	Blank	Yes	Yes	Agent Not Specified	Blank	Blank
Comment	Body Shop	Declined to answer rest of survey questions.						
Compliment	Body Shop	The quality of the work by this body shop is great.						
Insurance Company:	None							
Sabatini, Richard (#5704) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	Blank
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Compliment	Body Shop	This was the best service ever.						
Insurance Company:	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>
Salzano, Richard (#5718) - 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:	Geico							
Savoca, Roseann (#5717) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Blank	Blank
Chose Body Shop Because	Family Friend		A friend recommended this shop.					
Insurance Company:	None							
Stayoch, Bronwyn (#5705) - Chose Body Shop Because	Blank	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Family Friend		A friend recommended this shop.					
Compliment	Body Shop		Thank you, DeVille Auto Collision, for fixing the window so beautifully.					
Insurance Company:	USAA							