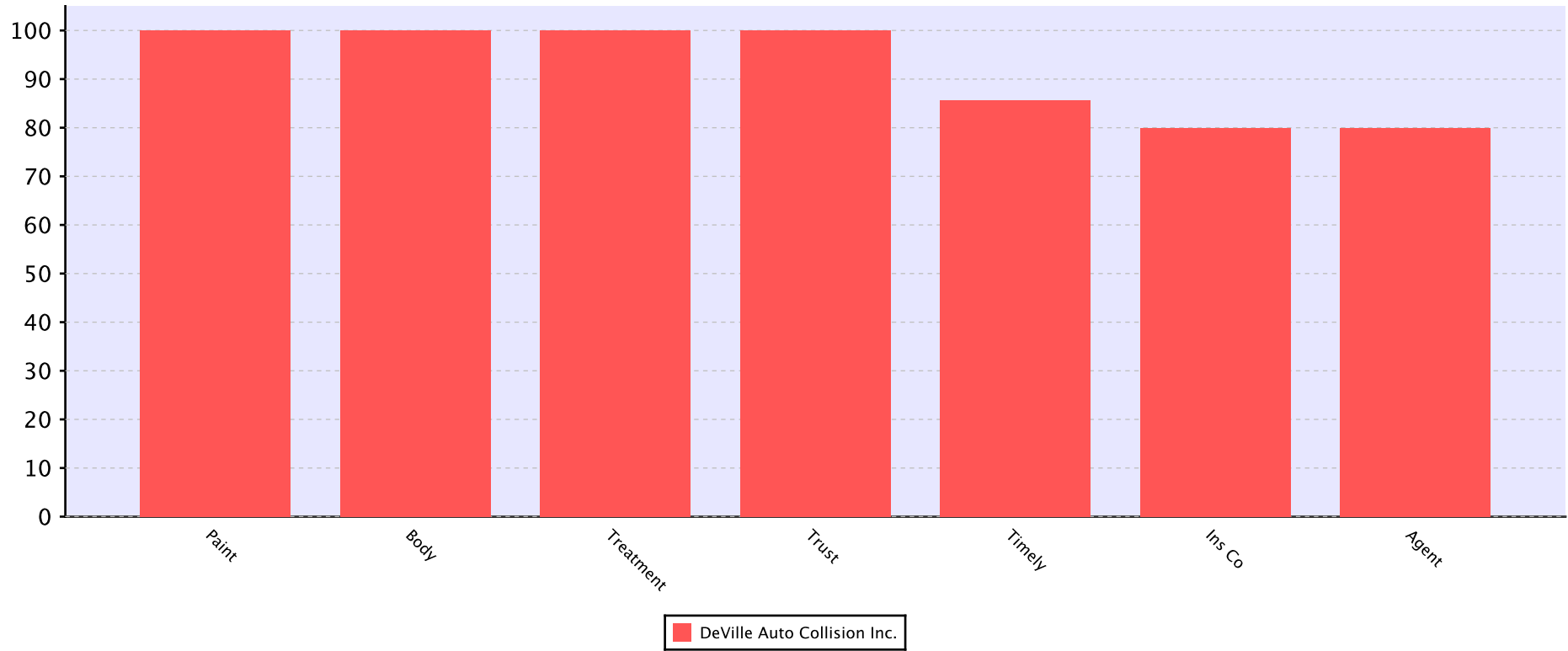


# Performance Feedback Location Review



2012-11-01 through 2012-11-30

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	7	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	85.7 %	80.0 %	80.0 %



	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	7	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	85.7 %	80.0 %	80.0 %

	<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>
Cappucci, Charles (#15616) - 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>Compliment</b>	Body Shop	All around excellent work and treatment.						
<b>Insurance Company:</b>	Geico Insurance Co							

	<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>
Cat Limo, Mike (#6093) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
<b>Chose Body Shop Because</b>	Other	Barten Depot recommended this shop.						
<b>Compliment</b>	Body Shop	Awesome work.						
<b>Insurance Company:</b>	Barter Depot							

	<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>
Crossroads Unlimited, (#6123) - Chose Body Shop	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
<b>Chose Body Shop Because</b>	Other	Famous Al Lamsert/Southshore Rotary Club.						
<b>Compliment</b>	Cust Serv Rep	I want to marry Joan.						
<b>Compliment</b>	Body Shop	The service was excellent. I was very satisfied.						
<b>Insurance Company:</b>	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>
Deigert, Edward (#6196) - Chose Body Shop Because	Yes	Blank	10	Yes	Yes	Agent Not Specified	N/A	Yes
<b>Chose Body Shop Because</b>	Other	The landscaper recommended this shop.						
<b>Compliment</b>	Body Shop	I am very satisfied, thank you. Annette Deigert						
<b>Insurance Company:</b>	Customer Pay							

	<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>
Forte, Alfred (#6214) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	No
<b>Chose Body Shop Because</b>	Family Friend	A friend recommended this shop.						
<b>Compliment</b>	Body Shop	They made me feel like family. They couldn't have been any nicer.						
<b>Rec Agent</b>	Cust Serv Rep	Very cold.						
<b>Rec Ins Co</b>	Claims Office	They were very cooperative and explained what they needed and what I could expect.						
<b>Insurance Company:</b>	Hanover Insurance Co							

	<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>
Furnari, John (#15626) - Chose Body Shop Because	Yes	Yes	10	Yes	No	Agent Not Specified	Yes	Yes
<b>Chose Body Shop Because</b>	Repeat Customer	I am a repeat customer at this shop.						
<b>Complaint</b>	Delivery Date	The insurance company took too long to look at the damage, almost a week - 6 days.						
<b>Compliment</b>	Body Shop	The paint refinish and body repairs were excellent.						
<b>Compliment</b>	Body Shop	The family was very courteous and friendly.						
<b>Rec Agent</b>	Cust Serv Rep	Limere Agency did their job.						
<b>Rec Ins Co</b>	Claims Office	They paid the repairs, hopefully the deductible I paid will be reimbursed.						
<b>Insurance Company:</b>	Hartford Insuranc Group							
Nesci, Carolyn (#6219) - Chose Body Shop Because	Yes	Yes	10	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	USAA.						
<b>Rec Agent</b>	Cust Serv Rep	Allstate.						
<b>Insurance Company:</b>	Allstate Insurance							