## **Performance Feedback Location Review**



## 2012-04-01 through 2012-04-30



DeVille Auto Collision Inc.

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	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent			
DeVille Auto Collision Inc.	6	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %			
			Paint	Body	Treatment	Trust	Timely	Agent Name		Ins Co	Agent	
Benezry, Michelle (#5608) - Chose Body Shop Because		Yes	Yes	10	Yes	Yes	Agent Not	Specified	Yes	N/A		
Chose Body Shop Because Repeat Customer Insurance Company: USAA			I am a repeat customer at this shop.									
			Paint	Body	Treatment	Trust	Timely	Agent Name		Ins Co	Agent	
Evans, Gary (#6035) - Chose Body Shop Because Survey		Yes	Yes	10	Yes	Yes	Agent Not	Specified	N/A	N/A		
Chose Body Shop Because Repeat Customer		I am a repeat customer at this shop.										
<b>Compliment</b> Body Shop			This business has exceptional service.									
Insurance Company:	Customer Pay											
			Paint	Body	Treatment	Trust	Timely	Agent Name		Ins Co	Agent	
Naysmith, Andrew (#6017) - Ch	ose Body Shop Bec	ause	Yes	Yes	10	Yes	Yes	Agent Not	Specified	Blank	Blank	
Chose Body Shop Because Repeat Customer		I am a repeat customer at this shop. I have used this business numerous times over the years.										
Comment Ins Co		I do not want to evaluate the insurance company that paid.										
Comment Ins Agent			I do not want to evaluate my own insurance agent.									
<b>Compliment</b> Body Shop		The vehicle looks good. It looks a lot better than it did when I brought it in.										
Insurance Company:	Barter Depot											
			Paint	Body	Treatment	Trust	Timely	Agent Name		Ins Co	Agent	
Reyes, Cynthia (#6000) - Chose	Body Shop Because	e	Yes	Blank	10	Yes	Yes	Agent Not	Specified	Yes	Yes	
				A friend recommended this shop.								
Chose Body Shop Because	Family Friend		A friend r	ecommend	ed this sho	p.						
Chose Body Shop Because Insurance Company:	Family Friend Customer Pay		A friend r	ecommend	ed this sho	p.						
	· ·		A friend r	ecommend	ed this sho	Trust	Timely	Agent Name		Ins Co	Agent	
	Customer Pay	nuse					Timely Yes	Agent Name Agent Not	Specified	Ins Co Yes	Agent Yes	
Insurance Company:	Customer Pay ose Body Shop Beca	use	Paint Yes	Body Yes	Treatment 10	Trust Yes		Agent Not				
Insurance Company:  Robinson, Steven (#6008) - Che	Customer Pay ose Body Shop Beca	iuse	Paint Yes I am a re	Body Yes	Treatment 10	Trust Yes	Yes	Agent Not				

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Paint Body Treatment Timely Agent Name Ins Co Trust Agent Stein, Sally (#5942) - Comment Survey Agent Not Specified Blank Yes Yes Blank Blank Blank Blank

**Comment** Body Customer declined to answer remaining questions.

**Compliment** Body Shop The repair was excellent.

Insurance Company: State Auto Insurance Companies