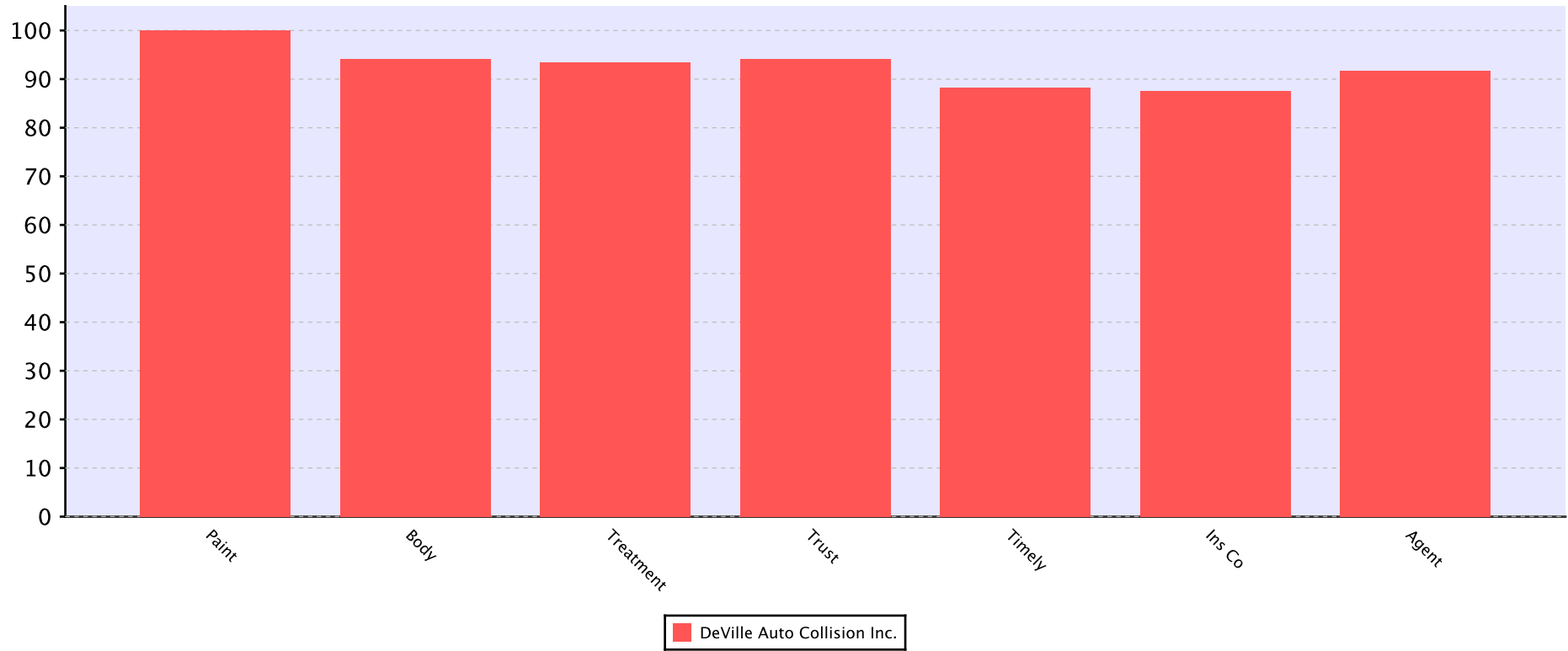


Performance Feedback Location Review



2012-02-01 through 2012-02-29

| | Surveys | CSI % | *Paint | *Body | Treatment | *Trust | Timely | Ins Co | Agent |
|-----------------------------|---------|--------|---------|--------|-----------|--------|--------|--------|--------|
| DeVille Auto Collision Inc. | 17 | 96.0 % | 100.0 % | 94.1 % | 93.5 % | 94.1 % | 88.2 % | 87.5 % | 91.7 % |



| | Surveys | CSI % | *Paint | *Body | Treatment | *Trust | Timely | Ins Co | Agent |
|-----------------------------|---------|--------|---------|--------|-----------|--------|--------|--------|--------|
| DeVille Auto Collision Inc. | 17 | 96.0 % | 100.0 % | 94.1 % | 93.5 % | 94.1 % | 88.2 % | 87.5 % | 91.7 % |

| | <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> |
|--|-------------------------|--|------------------|--------------|---------------|---------------------|---------------|--------------|
| , (#5870) - Chose Body Shop Because Survey | Yes | Yes | 9 | Yes | Yes | Agent Not Specified | Yes | Yes |
| Chose Body Shop Because | Employee | I know someone at the shop. | | | | | | |
| Compliment | Body Shop | Excellent and thank you. | | | | | | |
| Insurance Company: | New Jersey Manufactures | | | | | | | |
| Archer, Stephanie (#5838) - 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 | The staff was terrific. | | | | | | |
| Insurance Company: | Geico | | | | | | | |
| Bacci, Joan (#5907) - Chose Body Shop Because Survey | Blank | No | 1 | No | No | Agent Not Specified | No | No |
| Chose Body Shop Because | Family Friend | A friend recommended this shop. | | | | | | |
| Chose Body Shop Because | Repeat Customer | I am a repeat customer at this shop. | | | | | | |
| Comment | Paint | The paint refinish is just okay. | | | | | | |
| Complaint | Cust Service | I was treated like a new customer at this shop, in that they did not know that a payment would be received from me after the service. Mr. Fazio knew quite well after servicing numerous vehicles that my husband and I had. | | | | | | |
| Complaint | Delivery Date | The shop kept my vehicle and said it would take 3-4 working days, but they wound up keeping it for 15 days. This caused me to pay a large sum of money to the rental car company; and in essence, causing me to have a serious debate with the insurance company as to whether or not they would reimburse me. | | | | | | |
| Complaint | Cust Serv Rep | I thought David Fazio was a true "Rotarian", as their motto is "service above self". Now I am thinking that this young man has no clue as to the meaning of this important live-by motto. | | | | | | |
| Not Rec Ins Co | Other | I don't know anything about the insurance company that paid for the repairs. | | | | | | |
| Insurance Company: | Allstate Insurance | | | | | | | |
| Barbella, Gerard (#5911) - Chose Body Shop Because | Yes | Yes | 10 | Yes | Yes | Agent Not Specified | Yes | Yes |
| Chose Body Shop Because | Dealership | The dealership where I bought the car recommended this shop. | | | | | | |
| Compliment | Body Shop | This body shop does excellent work. | | | | | | |
| Compliment | Cust Serv Rep | The staff was very courteous. | | | | | | |
| 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> |
|--|--|-------------|------------------|--------------|---------------|---------------------|---------------|--------------|
| Bariletti, Maria (#5932) - 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. | | | | | | | |
| Insurance Company: | Allstate Insurance | | | | | | | |
| Bariletti, Mike (#5928) - Chose Body Shop Because Survey | Yes | Yes | 10 | Yes | Yes | Agent Not Specified | Yes | Yes |
| Chose Body Shop Because | Employee I know someone at the shop. | | | | | | | |
| Insurance Company: | Allstate Insurance | | | | | | | |
| Bennett, Frank (#5908) - 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: | Allstate Insurance | | | | | | | |
| Degennaro, Bob (#5935) - 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. | | | | | | | |
| Compliment | Body Shop The quality of the work is fantastic. | | | | | | | |
| Insurance Company: | None | | | | | | | |
| Devlin, Michelle (#5859) - 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. | | | | | | | |
| Complaint | Body Shop The repair took longer than promised but it was not the shop's fault. | | | | | | | |
| Insurance Company: | National Interstate | | | | | | | |
| Habib, Nat (#5924) - 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. | | | | | | | |
| Compliment | Body Shop Everything is fine with the repair. | | | | | | | |
| Insurance Company: | None | | | | | | | |
| Howe, Jaclyne (#5947) - null Survey | Yes | Yes | 10 | Yes | Yes | Agent Not Specified | Yes | Blank |
| Insurance Company: | Allstate Insurance | | | | | | | |

| | <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> |
|---|------------------------------|-------------|--|--------------|---------------|---------------------|---------------|--------------|
| Jcc of Staten Island, (#5938) - 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 | | | | | | | |
| Martino, Joseph (#5921) - Chose Body Shop Because | Yes | Yes | 10 | Yes | No | Agent Not Specified | Yes | Yes |
| Chose Body Shop Because | Repeat Customer | | I am a repeat customer at this shop. | | | | | |
| Complaint | Body Shop | | The repair took longer than I expected. | | | | | |
| Compliment | Body Shop | | The shop did a very good job. | | | | | |
| Compliment | Cust Serv Rep | | The staff was very polite and helpful. | | | | | |
| Compliment | Cust Serv Rep | | My agent helped me with the paper work needed for this claim. | | | | | |
| Insurance Company: | Allstate Insurance | | | | | | | |
| Nesci, Vincent (#5896) - 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 am very happy with the excellent work. | | | | | |
| Insurance Company: | Geico | | | | | | | |
| Ruiz, Luis (#5918) - Chose Body Shop Because Survey | Yes | Yes | 10 | Yes | Yes | Agent Not Specified | Yes | Yes |
| Chose Body Shop Because | Ins Co Recommend | | The insurance company recommended this shop. | | | | | |
| Compliment | Body Shop | | This body shop did a very good job.I like the warranty on the repair from this shop. | | | | | |
| Insurance Company: | State Farm Insurance Company | | | | | | | |
| Stern, Natalie/Richard (#5930) - Chose Body Shop | Yes | Yes | 9 | Yes | Yes | Agent Not Specified | Yes | N/A |
| Chose Body Shop Because | Family Friend | | A friend recommended this shop. | | | | | |
| Compliment | Body Shop | | I am very happy with the repair. | | | | | |
| Insurance Company: | New Jersey Manufactures | | | | | | | |
| Swigert, Sheila (#5923) - Chose Body Shop Because | Yes | Yes | 10 | Yes | Yes | | Yes | N/A |
| Chose Body Shop Because | Repeat Customer | | I am a repeat customer at this shop. | | | | | |
| Rec Body Shop | Body Shop | | I am very happy with DeVille Auto Collision. | | | | | |
| Insurance Company: | Geico | | | | | | | |