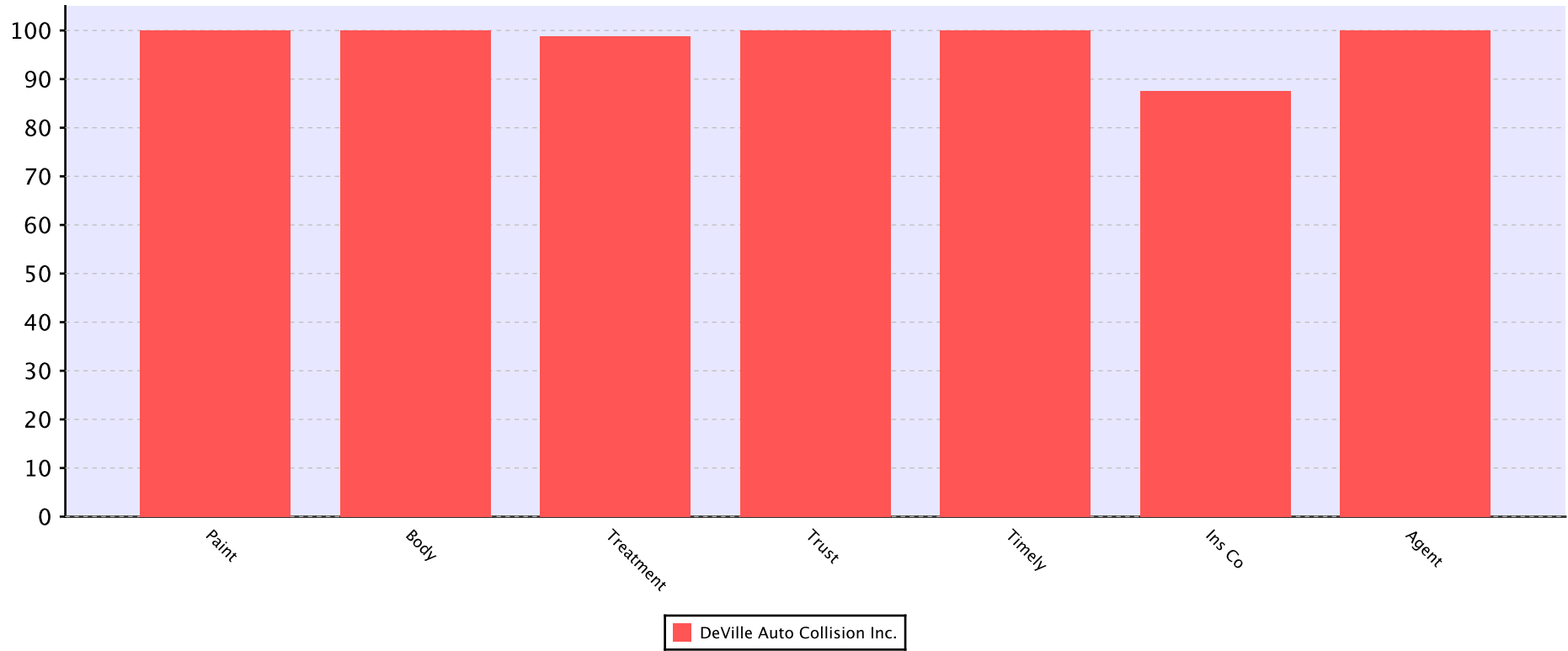


# Performance Feedback Location Review



2012-06-01 through 2012-06-30

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	10	100.0 %	100.0 %	100.0 %	98.9 %	100.0 %	100.0 %	87.5 %	100.0 %



	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	10	100.0 %	100.0 %	100.0 %	98.9 %	100.0 %	100.0 %	87.5 %	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>	
Degirolaro-Burns, Karen (#6041) - Chose Body Shop	Yes	Yes	9	Yes	Yes	Agent Not Specified	Yes	Yes	
<b>Chose Body Shop Because</b>	Family Friend		A friend recommended this shop.						
<b>Insurance Company:</b>	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>	
Federico, Richard (#6022) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	No	N/A	
<b>Chose Body Shop Because</b>	Repeat Customer		I am a repeat customer at this shop.						
<b>Compliment</b>	Body Shop DeVille always delivers quality workmanship in a friendly atmosphere.								
<b>Not Rec Ins Co</b>	Ins Agent The insurance company tried to lure me to use another facility.								
<b>Rec Body Shop</b>	Body Shop I have been dealing with DeVille for over 30 years. The Fazio Family and the quality of work are second to none.								
<b>Insurance Company:</b>	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>	
Gemelloaro, Gerard (#6019) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Blank	
<b>Chose Body Shop Because</b>	Family Friend		My son recommended this shop.						
<b>Compliment</b>	Body Shop Great job, Dave and family great to work with. I would highly recommend.								
<b>Insurance Company:</b>	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>	
Lawrence, Patricia (#6042) - Chose Body Shop Because	N/A	Yes	10	Yes	Yes	Agent Not Specified	N/A	Yes	
<b>Chose Body Shop Because</b>	Family Friend		My daughter recommended this shop.						
<b>Compliment</b>	Body Shop Happy as a lark.								
<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>	
Pacheo, Rudy (#6009) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes	
<b>Chose Body Shop Because</b>	Family Friend		A friend recommended this shop.						
<b>Compliment</b>	Paint No orange peel.								
<b>Compliment</b>	Body I can't tell the car was hit.								
<b>Compliment</b>	Delivery Date I was told it would take 2 weeks and it did.								
<b>Rec Body Shop</b>	Body Shop It was a good experience.								
<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>
Schwartz, Adam/Debra (#6045) - Comment Survey	Yes	Yes	Blank	Yes	Blank	Agent Not Specified	Blank	Blank
<b>Comment</b>	Body Customer declined to answer remaining questions.							
<b>Insurance Company:</b>	Allstate Insurance							
Seidito, John (#5967) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
<b>Chose Body Shop Because</b>	Repeat Customer I have used this shop before.							
<b>Chose Body Shop Because</b>	Yellow Page Ad I chose this shop from the yellow pages.							
<b>Chose Body Shop Because</b>	Family Friend A friend recommended this shop.							
<b>Insurance Company:</b>	Geico							
Smith, Ken & Dolly (#6015) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
<b>Chose Body Shop Because</b>	Repeat Customer I am a repeat customer at this shop.							
<b>Comment</b>	Cust Service The staff at this shop is excellent.							
<b>Compliment</b>	Body Shop A wonderful family business.							
<b>Insurance Company:</b>	Harleysville Insurance							
Tarnofsky, Muriel (#6060) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
<b>Chose Body Shop Because</b>	Family Friend A friend recommended this shop.							
<b>Insurance Company:</b>	Progressive							
Valente, Louis (#6061) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
<b>Chose Body Shop Because</b>	Agent Recommendation The insurance agent recommended this shop.							
<b>Compliment</b>	Body Shop Excellent job.							
<b>Insurance Company:</b>	Travelers							