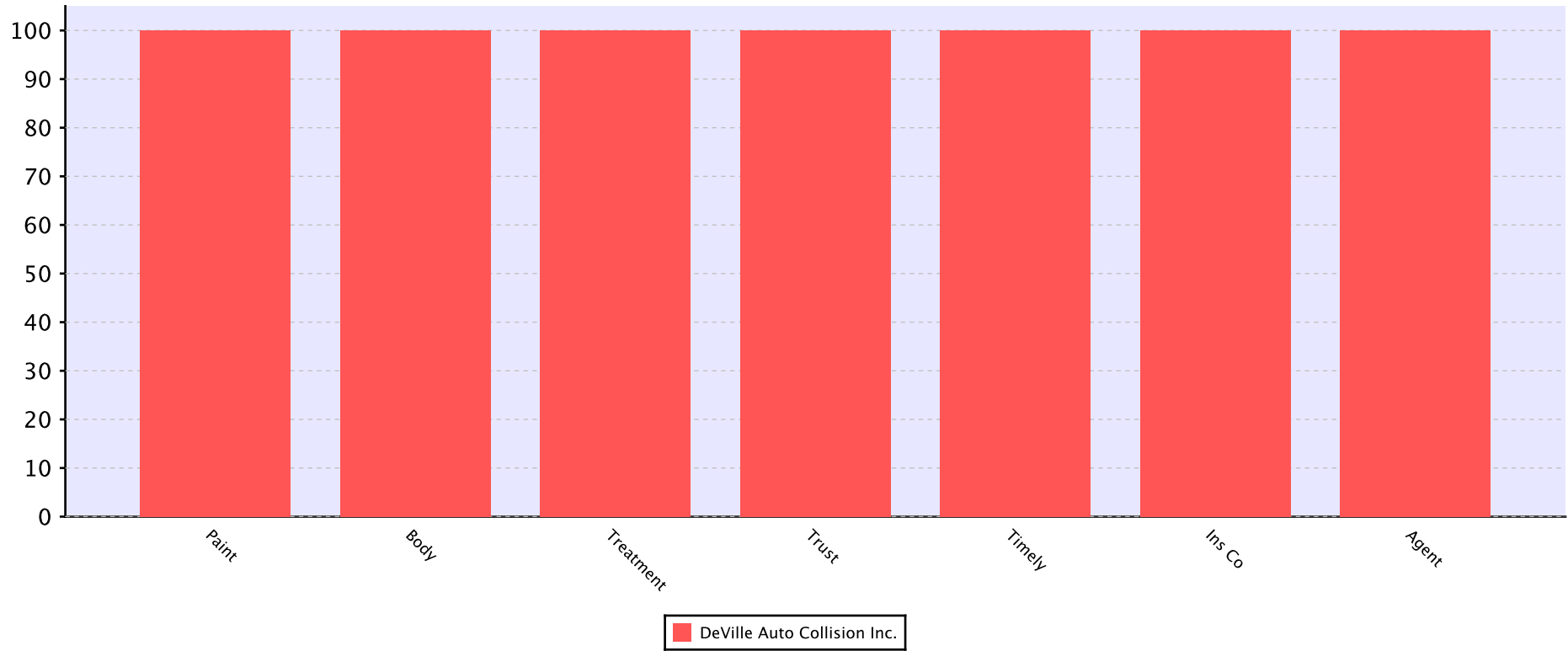


Performance Feedback Location Review



2013-02-01 through 2013-02-28

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	4	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %



	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	4	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	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>
Dermilio, Donna (#6275) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes		Yes	Yes
Chose Body Shop Because	Repeat Customer I am a repeat customer at this shop.							
Compliment	Body Shop Overall the work was top quality.							
Rec Ins Co	Claims Office The insurance company took longer than expected, but was probably backlogged after hurricane.							
Insurance Company:	Adirondack Ins							

	<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>
Ferramosca, Lorraine (#6297) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Family Friend My brother-in-law recommended this shop.							
Chose Body Shop Because	Repeat Customer I am a repeat customer at this shop.							
Comment	Delivery Date DeVille keeps me up to date on repairs and when car will be ready, much appreciated.							
Compliment	Paint The paint is an exact match.							
Compliment	Body No one could look at my car and say it was in an accident.							
Compliment	Cust Serv Rep We were treated in a friendly, professional and helpful manner. My husband and I wouldn't consider anyone else.							
Compliment	Body Shop I could not recommend any areas of improvement, since DeVille Collision already does everything so well.							
Rec Body Shop	Body Shop The work is highly professional and beautifully done.							
Rec Ins Co	Claims Office We have used Geico since 1970 and are very satisfied with them.							
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>
Poon, Kathy (#6290) - 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.							
Rec Ins Co	Claims Office I would recommend the insurance company because they did an excellent job.							
Insurance Company:	Travelers							

	<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>
Roberts, Dr.Stephen (#6286) - 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.							
Compliment	Body Shop USAA should authorize this facility as it's own SVC repair center on S.I.							
Insurance Company:	USAA							