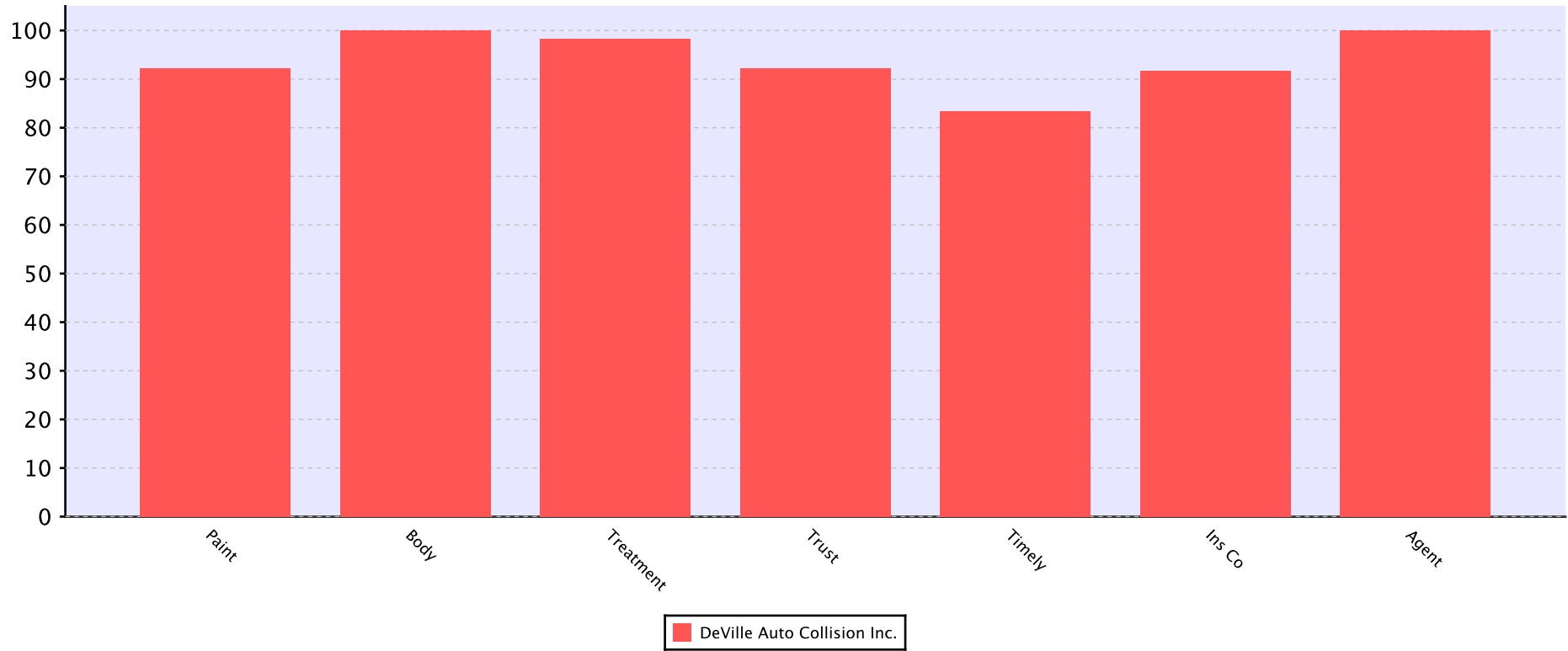


Performance Feedback Location Review



2013-08-01 through 2013-08-31

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	13	94.9 %	92.3 %	100.0 %	98.3 %	92.3 %	83.3 %	91.7 %	100.0 %



	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	13	94.9 %	92.3 %	100.0 %	98.3 %	92.3 %	83.3 %	91.7 %	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>
Abeyskera, Hkg (#6523) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because Location	I chose this shop because of its location.							
Insurance Company: Liberty Mutual								
Cilento, Frank (#6437) - 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: Travelers								
Dilorenzo, Keith (#6492) - 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	Desiree said she's very happy with the repairs.							
Insurance Company: Geico								
Greenwald, Steven (#6480) - Chose Body Shop Because	No	Yes	10	No	No	Agent Not Specified	Yes	Yes
Chose Body Shop Because Dealership	The dealership where I bought the car recommended this shop.							
Complaint Delivery Date	Steve said his vehicle was ready 2 weeks later than expected and he wasn't informed what caused the delay.							
Not Rec Body Shop Paint	Steve added he wouldn't recommend the business because he feels he was deceived because of the scratch on the paint.							
Paint Complaint Finish Flaws	Steven said he noticed a scratch on the vehicle yesterday and feels the business tried to cover it up. He stated he is still trying to decide on whether he's taking the vehicle back in.							
Insurance Company: Geico								
Harding, Clifton (#6465) - Chose Body Shop Because	Yes	Yes	9	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because Agent Recommendation	The insurance agent recommended this shop.							
Compliment Body Shop	Very good!							
Insurance Company: 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>
Hausheer, Carl (#6508) - Chose Body Shop Because	Yes	Yes	9	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Dealership The dealership where I bought the car recommended this shop.							
Insurance Company:	USAA							
Hausheer, Carl (#6499) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	N/A
Chose Body Shop Because	Family Friend A friend recommended this shop.							
Comment	Body Shop Carl said his vehicle just suddenly died on him. He chose not to elaborate further.							
Compliment	Delivery Date He said the vehicle was ready on time.							
Insurance Company:	USAA							
Lucchese, Dina (#6488) - 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 Dina said the facility is a great family owned business, and they have excellent customer service.							
Insurance Company:	Allstate Insurance							
Milazzo, Steven (#6458) - Comment Survey	Yes	Yes	Blank	Yes	Blank	Agent Not Specified	Blank	Blank
Comment	Body Customer declined to answer all survey questions.							
Insurance Company:	USAA							
Mvps Trucking, Steven Vento (#6510) - Chose Body Shop	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Family Friend A friend recommended this shop.							
Compliment	Delivery Date He said they repaired his vehicle in a timely manner.							
Rec Body Shop	Body Shop Steven said he had a very good experience at this business and everything went smoothly. He would certainly recommend others to this facility.							
Insurance Company:	Baldwin & Lyons							
Russo, Jim (#6463) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Blank
Chose Body Shop Because	Repeat Customer I am a repeat customer at this shop.							
Compliment	Body Shop I received great service as always!							
Insurance Company:	State Farm Insurance Company							

	<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>
Torno, Arvee (#6506) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	No	Agent Not Specified	No	N/A
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Comment	Delivery Date	Arvee said it took longer than expected because the insurance company ordered the wrong bumper.						
Not Rec Ins Co	Claims Office	He said they ordered the wrong bumper, which delayed the repair.						
Insurance Company:	Geico							
Verrelli, Tony (#6468) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
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.						
Insurance Company:	USAA							