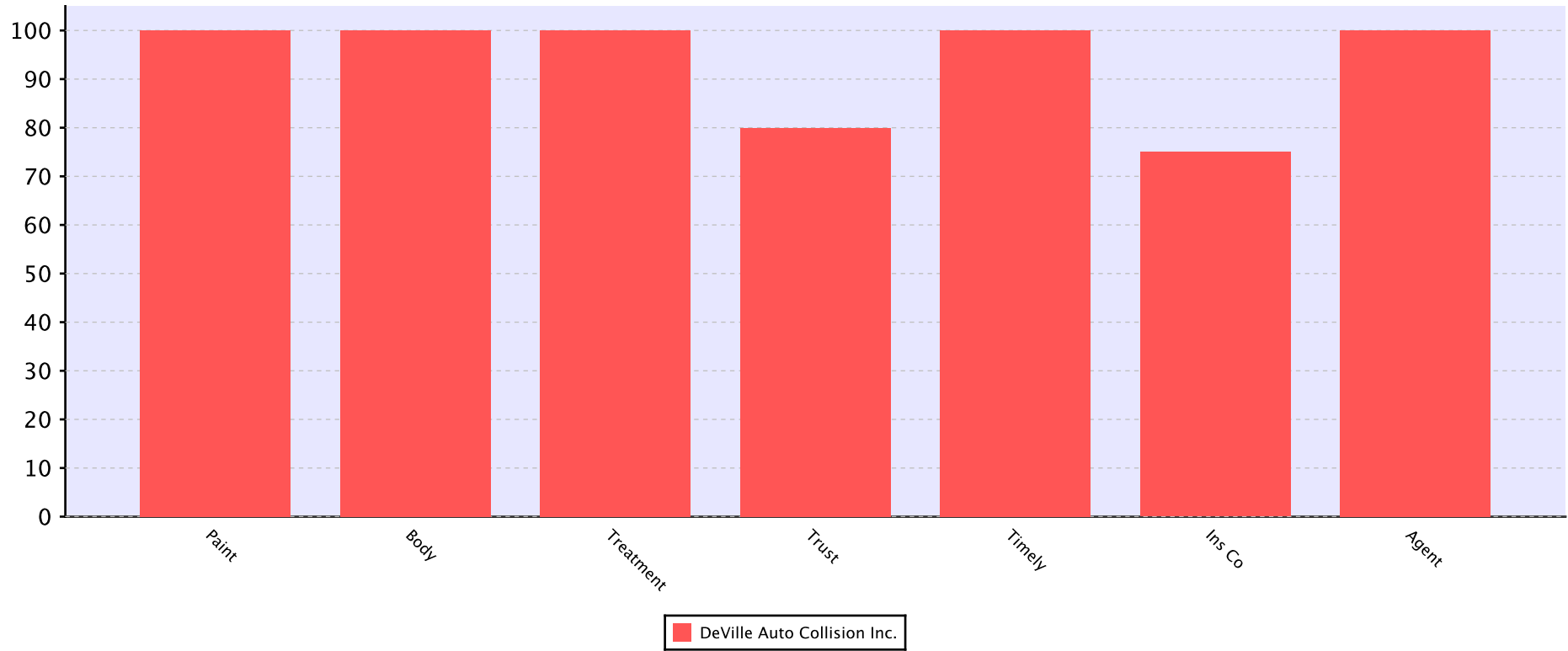


Performance Feedback Location Review



2013-07-01 through 2013-07-31

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	5	93.3 %	100.0 %	100.0 %	100.0 %	80.0 %	100.0 %	75.0 %	100.0 %



	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	5	93.3 %	100.0 %	100.0 %	100.0 %	80.0 %	100.0 %	75.0 %	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>
Castro, Amancia (Amy) (#6481) - Comment Survey	Yes	Yes	Blank	No	Blank	Agent Not Specified	Blank	Blank
Comment	Body Customer declined to answer all survey questions.							
Insurance Company:	Liberty Mutual							
Lipuma, Dominick Jr (#6447) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	TV Ad I saw a television ad for this shop.							
Compliment	Body Shop Dominick said the work was good.							
Insurance Company:	Travelers							
Maloney, Isabella (#6408) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	No	N/A
Chose Body Shop Because	Family Friend A friend recommended this shop.							
Not Rec Ins Co	Claims Office The accident took place 3/10/13. It was their customer who hit me, admitted it, police on the scene. He then changed his story and the insurance company kept stalling payment. They took almost 2 months.							
Insurance Company:	Kingstone Insurance Co							
Muehlhaus, Juergen(George) (#6482) - Chose Body Shop	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Family Friend A friend recommended this shop.							
Insurance Company:	State Farm Insurance Company							
Ranieri, Paul (#6451) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	N/A
Chose Body Shop Because	Family Friend A friend recommended this shop.							
Compliment	Body Shop Paul said their customer service is exceptional.							
Insurance Company:	Geico							