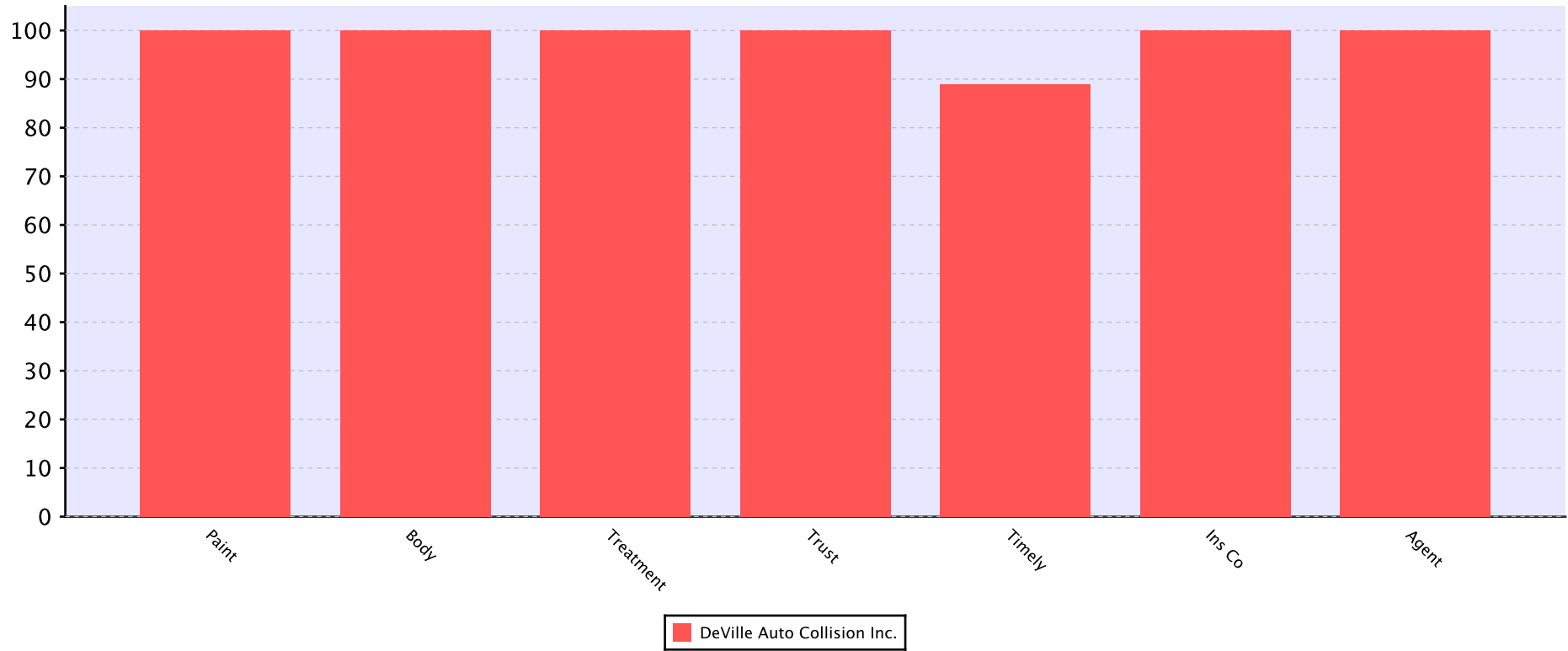


# Performance Feedback Location Review



2013-05-01 through 2013-05-31

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	10	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	88.9 %	100.0 %	100.0 %



	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	10	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	88.9 %	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>
Alvarez, Rigo (#6427) - Chose Body Shop Because Survey		Yes	Yes	10	Yes	Yes		Yes	Yes
<b>Chose Body Shop Because</b>	Family Friend	A friend recommended this shop.							
<b>Rec Ins Co</b>	Claims Office	The insurance of the person who damaged my vehicle paid.							
<b>Insurance Company:</b>	Customer Pay								
Amitrano, Richard (#6433) - 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>Insurance Company:</b>	Customer Pay								
Caputo, Jeff (#6407) - Chose Body Shop Because Survey		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>Insurance Company:</b>	Geico								
Daragjati, Jak (#6432) - Chose Body Shop Because Survey		N/A	Yes	10	Yes	Yes	Agent Not Specified	N/A	Yes
<b>Chose Body Shop Because</b>	Location	I chose this shop because of its location.							
<b>Insurance Company:</b>	Customer Pay								
Delvecchio, Darlene (#6382) - 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>Insurance Company:</b>	Adirondack Ins								
Kroytor, Natalia (#) - Chose Body Shop Because Survey		Yes	Yes	10	Yes	No	Agent Not Specified	Yes	Yes
<b>Chose Body Shop Because</b>	Agent Recommendation	The insurance agent recommended this shop.							
<b>Insurance Company:</b>									

	<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>
Marigliano, Courtney (#6442) - Comment Survey	Yes	Yes	Blank	Yes	Blank	Agent Not Specified	Blank	Blank
<b>Comment</b>	Body Shop Customer declined to answer all survey questions.							
<b>Insurance Company:</b>	Customer Pay							
Marino, Sari (#6365) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Blank
<b>Chose Body Shop Because</b>	Family Friend A friend recommended this shop.							
<b>Compliment</b>	Body Shop This was an excellent experience from start to finish. Great customer service, Dave was amazing. The car looked brand new, hated to turn it back in to Honda.							
<b>Insurance Company:</b>	Geico							
Perez, Wilbert Jr (#6336) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
<b>Chose Body Shop Because</b>	Other My father, Wilbert Perez, Sr. recommended this shop.							
<b>Insurance Company:</b>	Geico							
Schultz, Pamela (#6425) - 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>	Customer Pay							