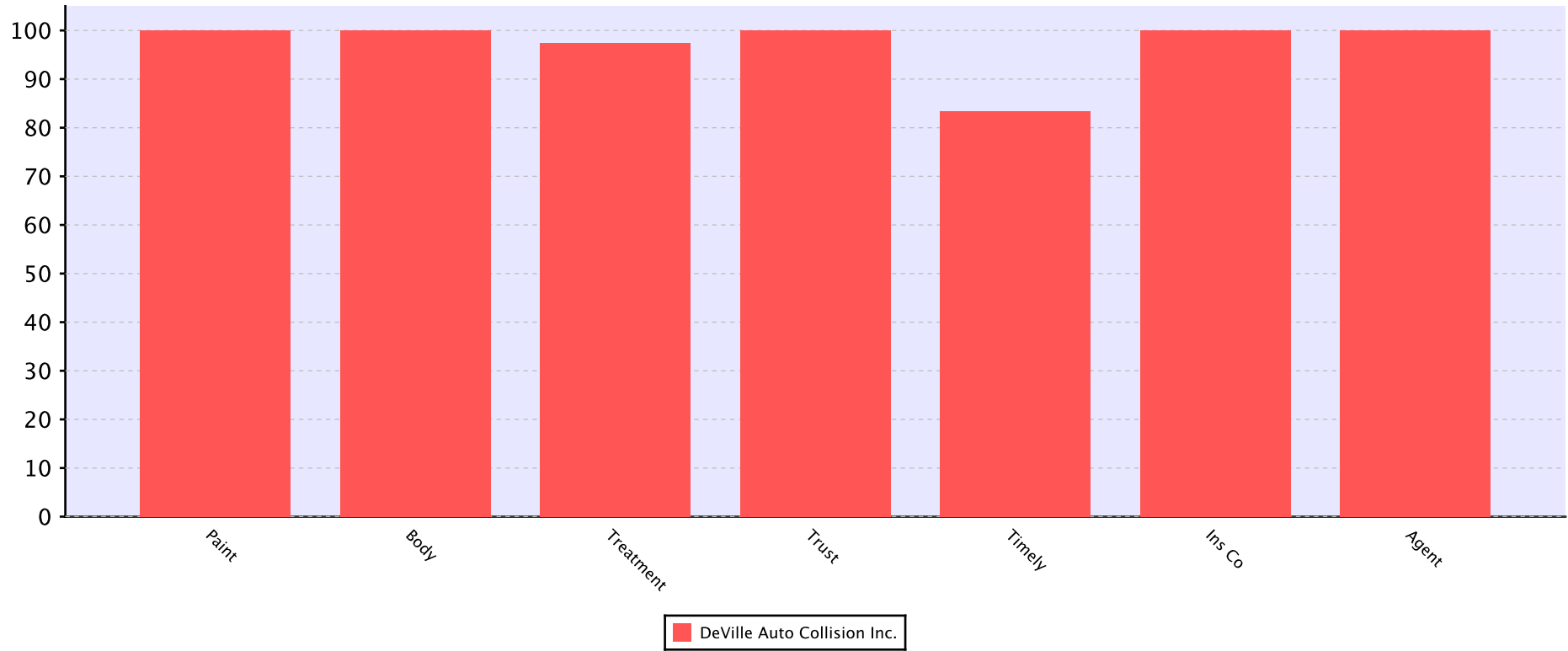


Performance Feedback Location Review



2014-08-01 through 2014-08-31

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	12	100.0 %	100.0 %	100.0 %	97.5 %	100.0 %	83.3 %	100.0 %	100.0 %



	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	12	100.0 %	100.0 %	100.0 %	97.5 %	100.0 %	83.3 %	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>
Bongailas, Mary Ellen (#6896) - 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	Paint		Mary Ellen said the vehicle turned out perfectly.					
Insurance Company:	Allstate Insurance							
Carroll, Tom & Linda (#6884) - 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							
Cela, Jeri (#6905) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
Chose Body Shop Because	Other		Mona said they won a gift certificate for a free detailing.					
Comment	Body		Spoke with Mona.					
Insurance Company:	Customer Pay							
Cicero, Jessica (#6874) - 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.					
Insurance Company:	New Jersey Manufactures							
Gordan, Barbara (#6852) - 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:	Erie							
Kern, Celine (#6899) - Chose Body Shop Because Survey	Yes	Yes	7	Yes	No	Agent Not Specified	Yes	N/A
Chose Body Shop Because	Family Friend		A friend recommended this shop.					
Comment	Cust Service		Spoke with Celine's husband. He said he did not receive a promise date.					
Comment	Delivery Date		He said even though he did not receive a promise date, it took longer then he thought it would.					
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>
Lee, Randy (#6849) - 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.						
Compliment	Body Shop	Deville is 100,000 % the best.						
Insurance Company:	Travelers							
Mathies, Stacey (#6912) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
Chose Body Shop Because	Other	Unsure how he heard of the body shop.						
Insurance Company:	Customer Pay							
O'Donnell, Judith (#6877) - 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.						
Comment	Body	Judith said the quality of the paint refinish and body repairs exceeded her expectations.						
Comment	Body	She said this business did an outstanding job. They thoroughly cleaned and detailed her vehicle right down to the smallest detail.						
Comment	Body Shop	She has already recommended this facility to her brother.						
Comment	Delivery Date	She said there was a slight parts delay.						
Insurance Company:	Mercury Insurance							
Rowhlt, Kevin (#6919) - 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.						
Insurance Company:	Allstate Insurance							
Tessitore, Kimberly (#6808) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	N/A
Chose Body Shop Because	Family Friend	My uncle, Al Lambert, recommended this shop.						
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Comment	Delivery Date	The insurance company gave me a hard time, but the staff at DeVille spoke with them on several occasions.						
Compliment	Cust Serv Rep	All my questions and concerns were met right away.						
Compliment	Body Shop	The staff is extremely friendly and helpful. Any concern I had was addressed right away. The repairs on my car were flawless. My car was beautifully cleaned and spotless when I picked it up.						
Rec Body Shop	Body Shop	I have recommended this facility many times.						
Rec Ins Co	Claims Office	Allstate paid for the repair and several personal expenses were reimbursed.						
Insurance Company:	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>
Wubnig, Richard (#6882) - Chose Body Shop Because	Yes	Yes	10	Yes	No	Agent Not Specified	Yes	N/A

Chose Body Shop Because Employee

I know someone at the shop.

Comment Delivery Date

Richard said the business ordering extra parts and the Fourth of July holiday delayed the repairs for a week.

Insurance Company: Geico
