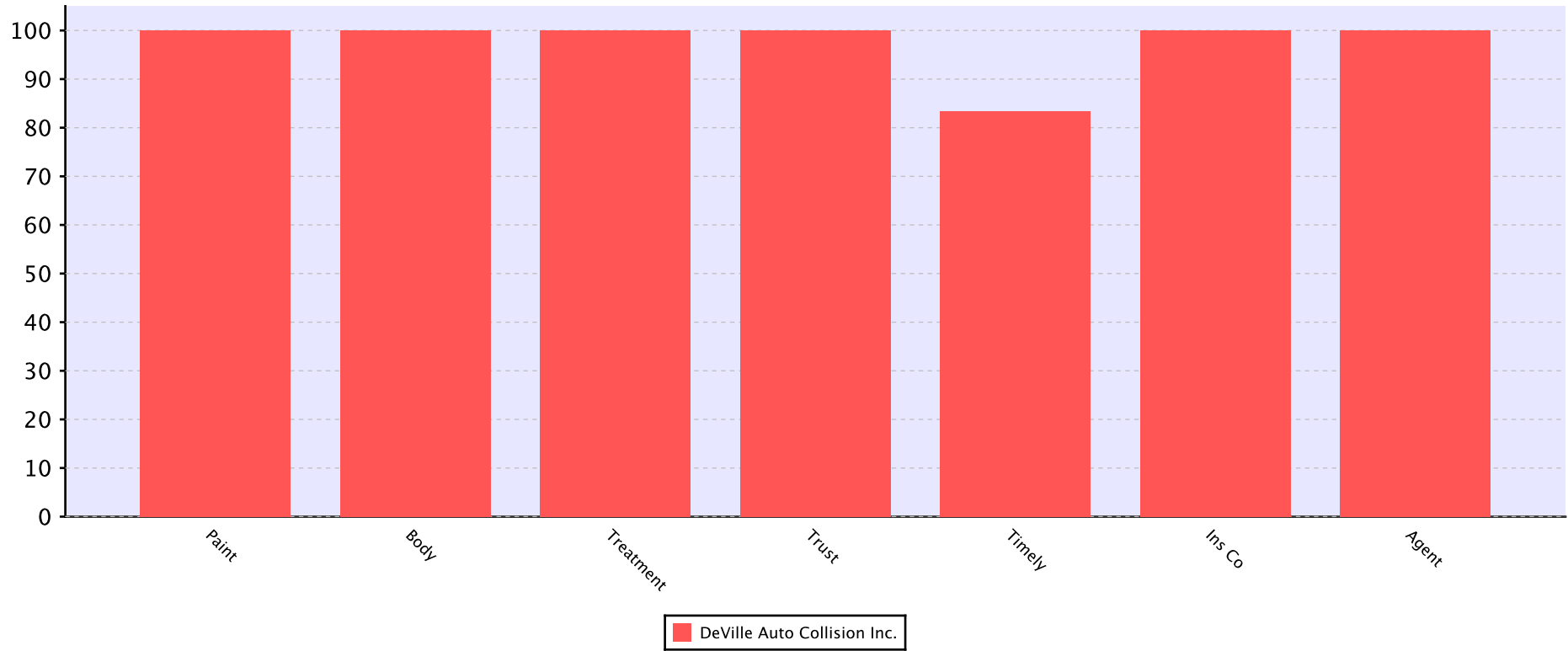


Performance Feedback Location Review



2014-02-01 through 2014-02-28

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	7	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	83.3 %	100.0 %	100.0 %



	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	7	100.0 %	100.0 %	100.0 %	100.0 %	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>
Carbonara, Michele (#6692) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Blank
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Compliment	Cust Serv Rep	The staff was excellent.						
Compliment	Body Shop	The shop did excellent work.						
Rec Body Shop	Body Shop	I would definitely use this shop again and would definitely recommend them to others.						
Insurance Company:	Allstate Insurance							
Cina, Salvator (#6669) - 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.						
Chose Body Shop Because	Dealership	The dealership where I bought the car recommended this shop.						
Insurance Company:	Geico							
Cohen, Gary (#6661) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Family Friend	A neighbor recommended this shop.						
Insurance Company:	Progressive							
Habib, Nat (#6627) - Comment Survey	Yes	Yes	Blank	Yes	Blank	Agent Not Specified	Blank	Blank
Comment	Body	Customer declined to answer all survey questions.						
Insurance Company:	State Farm Insurance Company							
Hahn, Don (#6662) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Dealership	The dealership where I bought the car recommended this shop.						
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>
Herschfeld, Linda & Dave (#6512) - Chose Body Shop	Yes	Yes	Blank	Yes	Yes	Agent Not Specified	N/A	N/A
Chose Body Shop Because	Repeat Customer		I am a repeat customer at this shop.					
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>
Rapacciuolo, Anthony (#6644) - Chose Body Shop	Yes	Yes	10	Yes	No	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Employee		I know someone at the shop.					
Comment	Delivery Date		Anthony said that it took 2 months because they couldn't find aftermarket parts because his vehicle was too new.					
Insurance Company:	Geico							