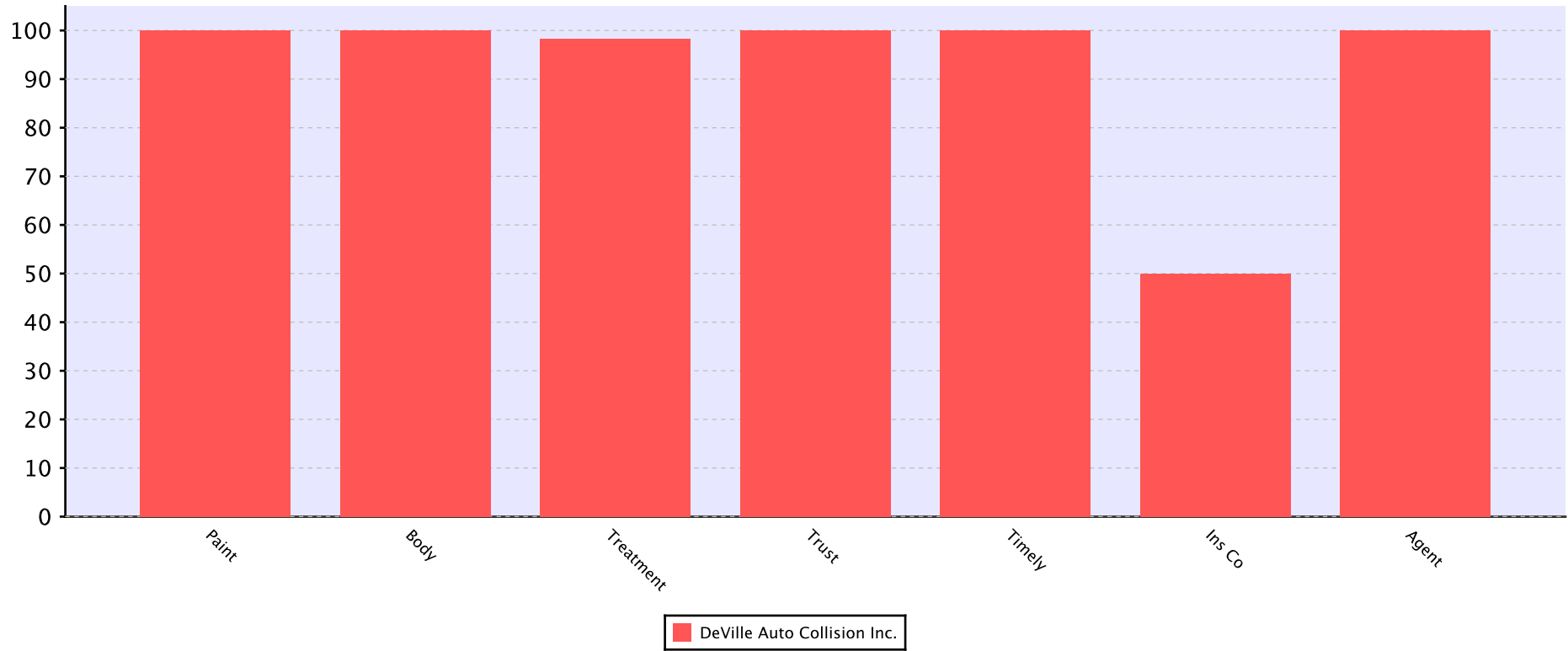


Performance Feedback Location Review



2014-01-01 through 2014-01-31

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	8	100.0 %	100.0 %	100.0 %	98.3 %	100.0 %	100.0 %	50.0 %	100.0 %



	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	8	100.0 %	100.0 %	100.0 %	98.3 %	100.0 %	100.0 %	50.0 %	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>
Alatwli, Mokbel (#6620) - Comment Survey Comment Body Insurance Company: Allstate Insurance	Yes	Yes	Blank	Yes	Blank		Blank	Blank
Customer declined to answer all survey questions.								
Cammarata, Joseph (#6672) - Chose Body Shop Because Chose Body Shop Because Family Friend Compliment Body Shop Not Rec Ins Co Claims Office Insurance Company: Geico	Yes	Yes	10	Yes	Yes	Agent Not Specified	No	Yes
A friend recommended this shop. Joseph said the work exceeded his expectations. He thought the insurance company took way too long to get done with the work. It cost him 30 day on his leased vehicle that they did not reimburse him for. He was supposed to turn it in the day he got hit.								
Gill, Phil (#6676) - Comment Survey Comment Body Insurance Company: Customer Pay	Yes	Yes	9	Yes	Blank	Agent Not Specified	Blank	Blank
(Customer chose not to answer all the questions.)								
Hahn, Don (#6636) - Chose Body Shop Because Survey Chose Body Shop Because Family Friend Comment Body Comment Cust Service Insurance Company: Zip Car Insurance	Yes	Yes	10	Yes	Yes		Yes	Yes
A friend recommended this shop. Don said the work at this business is first class. He said the owners are wonderful people. They talk to him and treat him like family.								
Intergrated Shipping, Zim American (#6641) - Comment Comment Body Shop Insurance Company: Customer Pay	Yes	Yes	Blank	Yes	Blank	Agent Not Specified	Blank	Blank
Spoke with Maureen. (Customer chose not to answer all the questions.)								
Layden Sr, Michael (#6687) - Chose Body Shop Because Chose Body Shop Because Family Friend Compliment Body Shop Insurance Company: Customer Pay	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
A friend recommended this shop. Michael said this business did a good job and he is glad he came here.								

	<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>
Lewis, Edward (#6639) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	Yes
Chose Body Shop Because Other								I won a raffle where they donated \$200 cleaning of car.
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: Customer Pay								
Schwartz (Total Electric), Lenore (#6670) - Chose Body	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
Chose Body Shop Because Family Friend								A friend recommended this shop.
Chose Body Shop Because Employee								I know someone at the shop.
Insurance Company: Customer Pay								