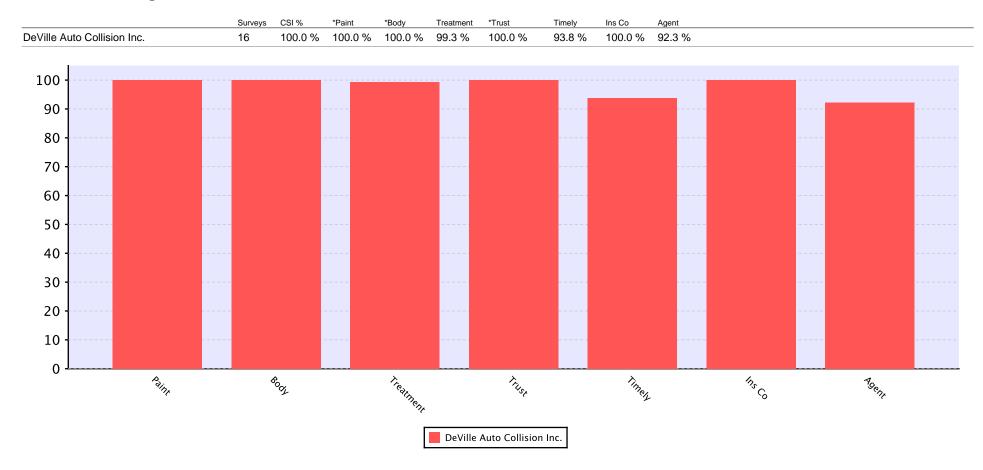
Performance Feedback Location Review



2014-07-01 through 2014-07-31



DeVille Auto Collision Inc.

2014-07-01 through 2014-07-31

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent				
DeVille Auto Collision Inc.	16	100.0 %	100.0 %	100.0 %	99.3 %	100.0 %	93.8 %	100.0 %	92.3 %				
~													
			Paint	Body	Treatment	Trust	Timely	Agent Name		Ins Co	Agent		
Agostini, Dalilah (#6829) - Chos	e Body Shop Becau	se	Yes	Yes	10	Yes	Yes	Agent Not	Specified	Yes	Yes		
Chose Body Shop Because	Repeat Customer		l am a re	peat custor	ner at this	shop.							
Insurance Company: Customer Pay		. and a re			0.100								
incurance company.	outomorray												
			Paint	Body	Treatment	Trust	Timely	Agent Name	o	Ins Co	Agent		
Carroll, Tom & Linda (#6753) - C	Chose Body Shop Be	ecause	Yes	Yes	Blank	Yes	Yes	Agent Not	Specified	Yes	Yes		
Chose Body Shop Because Repeat Customer			l am a re	peat custor	ner at this	shop.							
Insurance Company:		I am a repeat customer at this shop.											
	Geico												
	Ohara Dada Ol		Paint Marc	Body	Treatment	Trust	Timely	Agent Name	0	Ins Co	Agent		
Christofilakes, Vanessa (#6845)	- 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: Allstate Insurance													
			Paint Marc	Body	Treatment	Trust	Timely	Agent Name	0	Ins Co	Agent		
Ciancio, Frank (#6870) - Chose	Body Shop Because	9	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 Compa						•							
		· ·	· · · · · · · · · · · · · · · · · · ·			-	T	A N			•		
Cine Coluctor (#6792) Chase	Dady Chan Dagaya	Cum cour	Paint Yes	<u>Body</u> Yes	<u>Treatment</u> 10	<u>Trust</u> Yes	<u>Timely</u> Yes	Agent Name Agent Not	Creating	Ins Co	<u>Agent</u> Yes		
Cina, Salvator (#6782) - Chose	Body Shop Because	Survey	res	res	10	res	res	Agent Not	Specified	res	res		
Chose Body Shop Because	A friend r	ecommend	led this sho	op.									
Chose Body Shop Because Repeat Customer			I am a repeat customer at this shop.										
Compliment	Cust Serv Rep		The staff treated me just like family.										
Insurance Company:	Geico					,							
· · · · · · · · · · · · · · · · · · ·											• •		
Cutrono Dominiak (#COOA) Ch	and Dady Chan Dee		Paint Diank	Body Voc	Treatment	Trust Voo	Timely	Agent Name	Coosificat	Ins Co	Agent		
Cutrone, Dominick (#6824) - Ch	ose Boay Shop Bec	ause	Blank	Yes	10	Yes	Yes	Agent Not	Specified	res	Yes		
Chose Body Shop Because Other			Networking Group BNI recommended this shop.										
Insurance Company: Liberty Mutual				•									

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D'Androa Barry (#6856) Chas	a Rody Shan Rocausa	<u>Paint</u> Yes	<u>Body</u> Yes	<u>Treatment</u> 10	<u>Trust</u> Yes	<u>Timely</u> Yes	Agent Name Agent Not Specified	Ins Co	Agent Yes			
D'Andrea, Perry (#6856) - Chose Body Shop Because		165	165	10	165	165	Agent Not Specified	165	105			
Chose Body Shop Because Family Friend			A friend recommended this shop.									
Rec Body Shop Body Shop			Perry said he would absolutely recommend this business to others.									
Insurance Company:	Customer Pay											
		Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent			
Lasky, Jesse (#6815) - Chose E	Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	N/A			
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.										
Compliment Body Shop		Keep up the good work.										
Insurance Company:	Insurance Company: New Jersey Manufactures											
		Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent			
Martino, Joseph (#6890) - Chos	e Body Shop Because	Yes	Yes	9	Yes	Yes	Agent Not Specified	N/A	Yes			
Chose Body Shop Because	I chose this shop because of its location.											
Comment	Delivery Date They did the right thing.											
Compliment	Body	Joseph said it was fine and they did a good job.										
Compliment	Body Shop	They were great.										
Insurance Company:	Customer Pay											
		Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent			
O'Keefe, James/Sari (#6891) -	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.										
Rec Body Shop	Cust Service	James said that is always a pleasure to work with this business because every time he knows he won't have to worry about a thing. They take care of everything for him.										
Insurance Company:	Allstate Insurance											
		Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent			
Pacheco, Joseph (#6862) - Cho	ose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A			
Chose Body Shop Because	Family Friend	A friend	l recommer	ided this sh	op.							
Compliment	Body	Joseph said the quality is top notch.										
Compliment Body Shop			He said the customer service is off the charts, and the people were very nice and helpful.									
Insurance Company:	Customer Pay											

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Reinhartsen, Richard (#6830) - Chose Body Shop Because		<u>Paint</u> Yes	<u>Body</u> Yes	<u>Treatment</u> 10	<u>Trust</u> Yes	<u>Timely</u> Yes	Agent Name Agent Not Specified	Ins Co N/A	Agent N/A		
Chose Body Shop Because Compliment Insurance Company:	Other Body Shop Customer Pay	I was driving by for estimates. The staff was quick and helpful and helped with car rental service.									
		Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent		
Schau, Sandra (#6720) - Chose	Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes		
Chose Body Shop BecauseFamily FriendComplimentBody ShopInsurance Company:Sparta Insurance		A friend recommended this shop. The staff was courteous and polite. The repairs on my vehicle were completed perfectly.									
		Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent		
Tuzzo, Annette (#6851) - Chose	Body Shop Because	Yes	Yes	10	Yes	No	Agent Not Specified	Yes	No		
Chose Body Shop Because Comment Not Rec Agent Insurance Company:	Family Friend Delivery Date Cust Service Allstate Insurance	A friend recommended this shop. Annette said she had to rent a vehicle for 4 additional days. They were waiting on a part and the insurance representative. She said her agent didn't get to the business in a timely manner.									
		Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent		
Umbra, Benny (#6837) - Chose	Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes		
Chose Body Shop Because Insurance Company:	I know someone at the shop.										
		Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent		
Weissglass, Allan (#6863) - Cho	ose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	Yes		
Chose Body Shop Because	A friend recommended this shop.										
Compliment	ment Paint Allan said they did an excellent job.										
Compliment Delivery Date		He said the time frame exceeded his expectations. The vehicle was ready early.									
Insurance Company:	Customer Pay										