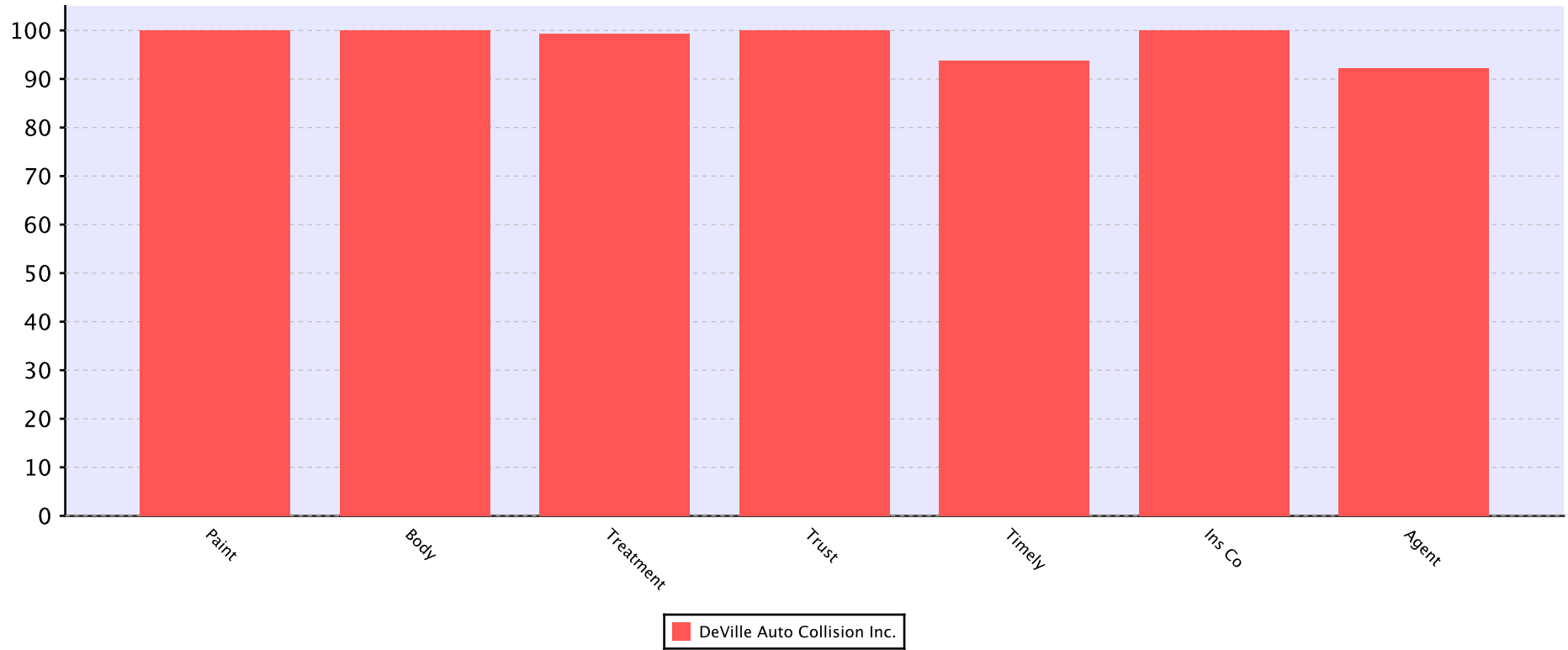


Performance Feedback Location Review



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 %



	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 %

	<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>
Agostini, Dalilah (#6829) - 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:	Customer Pay							
Carroll, Tom & Linda (#6753) - Chose Body Shop Because	Yes	Yes	Blank	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Repeat Customer		I am a repeat customer at this shop.					
Insurance Company:	Geico							
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							
Ciancio, Frank (#6870) - 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:	State Farm Insurance Company							
Cina, Salvator (#6782) - 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.					
Compliment	Cust Serv Rep		The staff treated me just like family.					
Insurance Company:	Geico							
Cutrone, Dominick (#6824) - Chose Body Shop Because	Blank	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Other		Networking Group BNI recommended this shop.					
Insurance Company:	Liberty Mutual							

	<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>
D'Andrea, Perry (#6856) - 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	Body Shop		Perry said he would absolutely recommend this business to others.					
Insurance Company:	Customer Pay							
Lasky, Jesse (#6815) - Chose 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:	New Jersey Manufactures							
Martino, Joseph (#6890) - Chose Body Shop Because	Yes	Yes	9	Yes	Yes	Agent Not Specified	N/A	Yes
Chose Body Shop Because	Location		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							
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							
Pacheco, Joseph (#6862) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
Chose Body Shop Because	Family Friend		A friend recommended this shop.					
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							

	<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>
Reinhartsen, Richard (#6830) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
Chose Body Shop Because	Other		I was driving by for estimates.					
Compliment	Body Shop		The staff was quick and helpful and helped with car rental service.					
Insurance Company:	Customer Pay							
Schau, Sandra (#6720) - 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.					
Compliment	Body Shop		The staff was courteous and polite. The repairs on my vehicle were completed perfectly.					
Insurance Company:	Sparta Insurance							
Tuzzo, Annette (#6851) - Chose Body Shop Because	Yes	Yes	10	Yes	No	Agent Not Specified	Yes	No
Chose Body Shop Because	Family Friend		A friend recommended this shop.					
Comment	Delivery Date		Annette said she had to rent a vehicle for 4 additional days. They were waiting on a part and the insurance representative.					
Not Rec Agent	Cust Service		She said her agent didn't get to the business in a timely manner.					
Insurance Company:	Allstate Insurance							
Umbra, Benny (#6837) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Employee		I know someone at the shop.					
Insurance Company:	Travelers							
Weissglass, Allan (#6863) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	Yes
Chose Body Shop Because	Family Friend		A friend recommended this shop.					
Compliment	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							