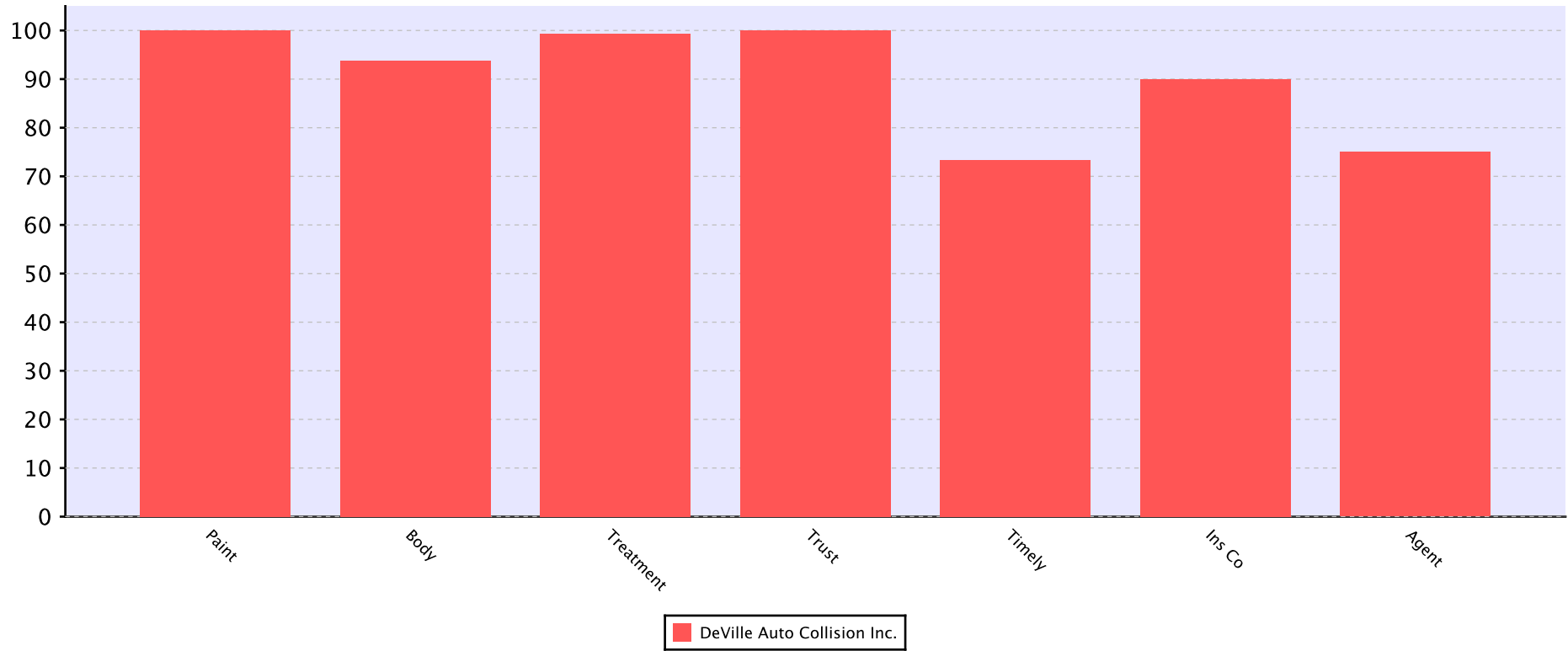


Performance Feedback Location Review



2014-03-01 through 2014-03-31

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	16	97.9 %	100.0 %	93.8 %	99.3 %	100.0 %	73.3 %	90.0 %	75.0 %



	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	16	97.9 %	100.0 %	93.8 %	99.3 %	100.0 %	73.3 %	90.0 %	75.0 %

	<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>
Beiles, Arnold (#6747) - Chose Body Shop Because Survey	Yes	No	10	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>
Bonavita, Mark (#6547) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	No	No
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Compliment	Paint	The paint refinish looks amazing.						
Compliment	Body	The body repair is perfect, as if the car was new.						
Compliment	Body Shop	The staff is extra friendly at DeVille, always making sure you are satisfied as a customer. An unselfish family owned business in a world that is all about scams and making money. Thanks DeVille.						
Not Rec Agent	Cust Service	The insurance agent is always trying to save a buck, not for the customer.						
Not Rec Ins Co	Claims Office	Geico seems to always make things difficult.						
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>
Cerkevich, Longin (#6705) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Blank	Blank
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Comment	Ins Co	Longin said he is unsure if he would recommend the insurance company as they represented the other party in the accident.						
Comment	Ins Agent	He said he is unsure if he would recommend his agent as he has not had enough interaction with him.						
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>
Clinton, Ann (#6693) - Chose Body Shop Because Survey	N/A	Yes	10	Yes	Yes	Agent Not Specified	N/A	Yes
Chose Body Shop Because	Other	Belong to the same organization.						
Compliment	Body Shop	The DeVille Auto Collision company, Joan, Charles and David, were polite and made an unpleasant occurrence (smashed window) a pleasant experience. The work was done quickly and in a pleasant atmosphere.						
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>
Dai, Guo-Chu/David (#6694) - 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:	Geico							
Debonis, Linda (#6608) - 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.					
Chose Body Shop Because	Repeat Customer		I am a repeat customer at this shop.					
Compliment	Body Shop		The repair work was perfect.					
Insurance Company:	Allstate Insurance							
Edelstein, Stewart (#6675) - Chose Body Shop Because	Yes	Yes	9	Yes	No	Agent Not Specified	Yes	No
Chose Body Shop Because	Repeat Customer		I am a repeat customer at this shop.					
Suggestion	Body Shop		Be more realistic on completion dates. Make contact when customer due date passes.					
Insurance Company:	Liberty Mutual							
Federico, Richard (#6690) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
Chose Body Shop Because	Repeat Customer		I am a repeat customer at this shop.					
Compliment	Body Shop		I have been using DeVille Auto since, I believe the 1970's when they were located in Brooklyn on Bath Ave. I cannot begin to describe how honest and trustworthy they are. It may sometimes take more time than expected to complete work on your car, but as the expression goes "good things come to those who wait". Every car that I have had in their shop, comes back to me as though it came out of the showroom.					
Insurance Company:	Geico							
Garcia, Cathrine (#6673) - Chose Body Shop Because	Yes	Yes	10	Yes	No	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Family Friend		A friend recommended this shop.					
Comment	Body Shop		The work done on my vehicle was exceptional. My only complaint would be was that it took forever.					
Insurance Company:	Progressive							
Gwasda, Chris (#6679) - Chose Body Shop Because	Yes	Yes	10	Yes	No		Yes	N/A
Chose Body Shop Because	Family Friend		A friend recommended this shop.					
Comment	Delivery Date		Chris said he was given an estimated time of 2 to 3 weeks when his vehicle would be ready, but his vehicle was not finished for 2 months due to additional damage and a parts delay. He said it was an inconvenience.					
Insurance Company:	Progressive							

	<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>
Harmer, Robert & Joan (#6665) - Chose Body Shop	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Family Friend		A family member recommended this shop.					
Insurance Company:	State Farm Insurance Company							
Hernandez, Marco (#6712) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	N/A
Chose Body Shop Because	Location		I chose this shop because of its location.					
Insurance Company:	Geico							
Illuzzi, Vinny & Brenda (#6697) - Chose Body Shop	Yes	Yes	10	Yes	Yes		Yes	N/A
Chose Body Shop Because	Family Friend		A friend recommended this shop.					
Insurance Company:	Geico							
Ortega, Brian (#6664) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	No	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Family Friend		A friend recommended this shop.					
Comment	Delivery Date		Brian said they took one month longer than expected due to the weather.					
Insurance Company:	Allstate Insurance							
Pacheco, Joseph (#6754) - Compliment Survey	Yes	Yes	10	Yes	Yes		Blank	Blank
Compliment	Paint		Near perfect. Minor flaw that I missed but Charles picked up on. Will fix for free at next visit.					
Compliment	Body		Perfection. It's as if the dents never existed.					
Compliment	The best and friendliest customer service I have ever had ANYWHERE.							
Compliment	Absolutely.							
Compliment	Body Shop		Quicker, in fact.					
Compliment	My friend and his father have been using Devilles services for many years and highly recommended them.							
Compliment	When I dropped my car off without a ride home, Joan gave me a lift, even though it was out of her way. That's the type of generosity and friendliness you receive at Deville. Excellent people.							
Insurance Company:	Customer Pay							
Snug Harbor Cultural, Jeff (#6729) - Comment Survey	Yes	Yes	Blank	Yes	Blank	Agent Not Specified	Blank	Blank
Comment	Body		Customer declined to answer all survey questions.					
Insurance Company:	Customer Pay							