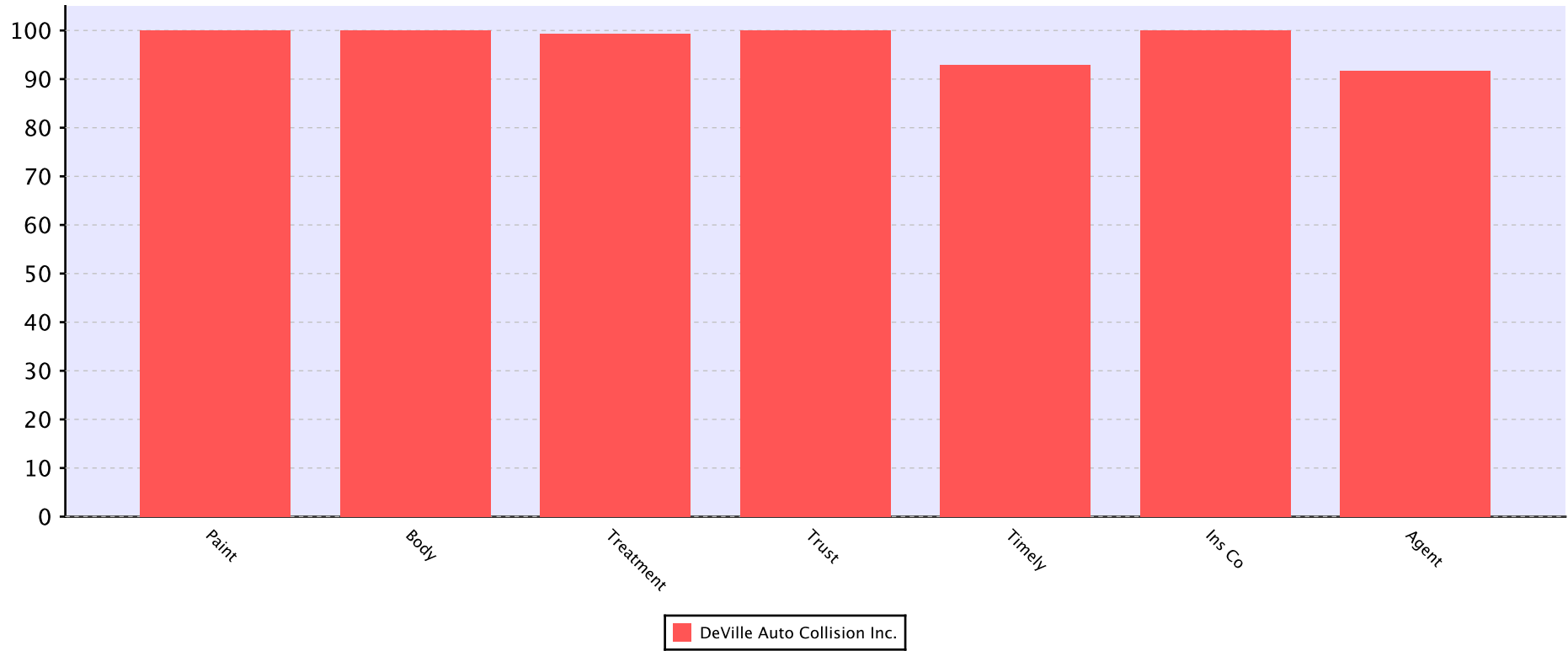


Performance Feedback Location Review



2014-05-01 through 2014-05-31

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	17	100.0 %	100.0 %	100.0 %	99.3 %	100.0 %	92.9 %	100.0 %	91.7 %



	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	17	100.0 %	100.0 %	100.0 %	99.3 %	100.0 %	92.9 %	100.0 %	91.7 %

	<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>
Belisario, Anthony (#6689) - 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:	Liberty Mutual							
Garcia, Jose (#6818) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Print Media Ad		I saw an ad for this shop.					
Compliment	Body Shop		Jose said they were kind, courteous and helpful.					
Insurance Company:	Customer Pay							
Habib, Richard (#6810) - Comment Survey	Yes	Yes	Blank	Yes	Blank	Agent Not Specified	Blank	Blank
Comment	Body Shop		(Customer chose not to answer all the questions.)					
Comment	Body		Richard said everything was great.					
Insurance Company:	Customer Pay							
Lebowitz, Daniel (#6784) - Comment Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Blank
Comment	Body Shop		(Customer chose not to answer all the questions.)					
Rec Body Shop	Body Shop		He said they did a very good job.					
Insurance Company:	Kemper Insurance							
Liberto, Laura (#6707) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	N/A
Chose Body Shop Because	Family Friend		A friend recommended this shop.					
Compliment	Body Shop		This is a great service company.					
Insurance Company:	Geico							
Matrone, Anne (#6775) - 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.					
Comment	Delivery Date		He said this business had his vehicle for a relatively good amount of time. When he telephoned to talk to them they informed him they needed the vehicle longer due to a parts delay and they also had a lot of work to do. He knows this was not on purpose and he understood. He has been there a few times for repairs and their work has always been top notch.					
Compliment	Paint		Louis said this business exceeded his expectations on the repairs to his vehicle. It looks brand new inside and out and they did a fantastic job.					

Rec Body Shop	Body Shop	He said he would absolutely recommend this business to others.							
Insurance Company:	Allstate Insurance								
		<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>
Merced, Jeffrey (#6796) - 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	Jeffrey said he'll continue to return back to this business as needed.							
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>
Pillarella, Jo-Ann & Andrew (#6814) - Comment Survey		Yes	Yes	Blank	Yes	Blank	Agent Not Specified	Blank	Blank
Comment	Body Shop	(Customer chose not to answer all the questions.)							
Compliment	Paint	Andrew said they did a good job.							
Rec Body Shop	Cust Service	He said they go out of their way for service.							
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>
Powell, Anthony (#6726) - Chose Body Shop Because		Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Ins Co Recommend	The insurance company recommended this shop.							
Compliment	Body Shop	Anthony said this is an excellent business.							
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>
R & F Telecommunications, Sal (#6741) - Chose Body		Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Family Friend	A friend 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>
Rizzo, Carl (#6762) - 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.							
Insurance Company:	Allstate Insurance								
		<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>
Roma, Louis S (#6781) - Comment Survey		Yes	Yes	Blank	Yes	Blank	Agent Not Specified	Blank	Blank
Comment	Body Shop	(Customer chose not to answer all the questions.)							
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>
Ryan, Richard (#6752) - 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.					
Insurance Company:	Geico							
Tatum, Mark (#6674) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	No	Agent Not Specified	Yes	No
Chose Body Shop Because	Repeat Customer		I am a repeat customer at this shop.					
Complaint	Delivery Date		Inclement weather and holidays caused extensive delays.					
Suggestion	Body Shop		Saturday hours would vastly improve job completions and customer satisfaction.					
Insurance Company:	Allstate Insurance							
Varela, Phil/Stacey (#6813) - 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		Stacey said the business was great.					
Insurance Company:	Plymouth Rock Assurance							
Vukovic, Osman (#6826) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes		Yes	Yes
Chose Body Shop Because	Family Friend		A friend recommended this shop.					
Insurance Company:	Customer Pay							
Whiten-Bell, Robin (#6823) - Chose Body Shop Because	Yes	Yes	9	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Family Friend		A friend recommended this shop.					
Insurance Company:	Customer Pay							