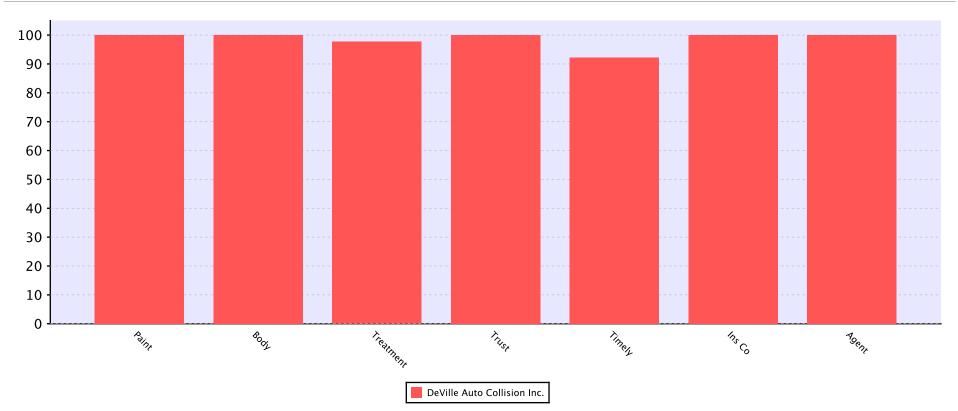
## **Performance Feedback Location Review**



## 2014-09-01 through 2014-09-30

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	14	100.0 %	100.0 %	100.0 %	97.7 %	100.0 %	92.3 %	100.0 %	100.0 %



DeVille Auto Collision Inc. 2014-09-01 through 2014-09-30

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co Ag	ent			
DeVille Auto Collision Inc.	14	100.0 %	100.0 %	100.0 %	97.7 %	100.0 %	92.3 %	100.0 % 10	00.0 %			
			Paint	Body	Treatment	Trust	Timely	Agent Name		Ins Co	<u>Agent</u>	
Asomaning, Evelyn (#6932) - Cl	nose Body Shop Be	cause	Yes	Yes	10	Yes	Yes	Agent Not Spe	ecified	Yes	Yes	
Chose Body Shop Because	Repeat Customer		I am a re	peat custon	ner at this	shop.						
Insurance Company:	Geico											
			Paint	Body	Treatment	Trust	Timely	Agent Name		Ins Co	Agent	
Awn, George (#6911) - Chose E	Body Shop Because	Survey	Yes	Yes	10	Yes	Yes	Agent Not Spe	ecified	Yes	N/A	
Chose Body Shop Because	Repeat Customer		I am a re	peat custon	ner at this	shop.						
Compliment	Body Shop		The botto	om line: Afte	er 10 minut	es of driving	, I forgot my	vehicle sustain	ed such	extensi	ve damage. I couldn't be more sa	isfied.
Insurance Company:	Geico											
			Paint	Body	Treatment	Trust	Timely	Agent Name		Ins Co	Agent	
Beiles, Arnold (#6909) - Chose	Body Shop Because	Survey	Yes	Yes	10	Yes	Yes	Agent Not Spe	ecified	Yes	Yes	
Chose Body Shop Because	Repeat Customer		I am a re	peat custon	ner at this	shop.						
Insurance Company:	Liberty Mutual					·						
			Paint	Body	Treatment	Trust	Timely	Agent Name		Ins Co	Agent	
Degennaro, Bob (#6955) - Chos	e Body Shop Becar	ıse	Yes	Yes	10	Yes	Yes	Agent Not Spe	ecified	Yes	Yes	
Chose Body Shop Because	Family Friend		A friend r	ecommend	led this sho	pp.						
Insurance Company:	Customer Pay											
			Paint	Body	Treatment	Trust	Timely	Agent Name		Ins Co	Agent	
Guberman, Sergey (#6956) - Ch	nose Body Shop Be	cause	Yes	Yes	10	Yes	Yes	Agent Not Spe	ecified	Yes	Yes	
Chose Body Shop Because	Repeat Customer		I am a re	peat custon	ner at this	shop.						
Insurance Company:	Customer Pay											
			Paint	Body	Treatment	Trust	Timely	Agent Name		Ins Co	Agent	
Halpern, Steven (#6921) - Chos	e Body Shop Becau	ise	Yes	Yes	10	Yes	Yes	Agent Not Spe	ecified	Yes	N/A	
Chose Body Shop Because	Repeat Customer		I am a re	peat custon	ner at this	shop.						
Compliment	Paint		Steven sa	aid the repa	airs done b	y this busine	ss look grea	at.				
oompiiinon:												
Rec Body Shop	Body Shop		He said h	ne would ab	solutely re	commend th	em to others	S.				

## DeVille Auto Collision Inc.

		Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent
Hart, Thomas (#6947) - Chose I	Body Shop Because Survey	Yes	N/A	10	Yes	Yes	Agent Not Specified		Yes
, ,									
Chose Body Shop Because		I am a r	epeat custo	mer at this	shop.				
Insurance Company:	None								
		Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent
Hausheer, Carl (#6914) - Chose	Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	N/A
Chose Body Shop Because	Family Friend	A friend	recommen	ded this sho	pp.				
Compliment	Body Shop	Carl sai	d they are o	good people	to do bus	iness with, the	e business is very clean	, and eve	eryone is fair and honest.
Insurance Company:	Customer Pay								
		Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent
Kelly, Lynn & Paul (#6893) - Ch	ose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Family Friend	A friend	recommen	ded this sho	op.				
Insurance Company:	Chubb Insurance								
		Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent
Lecarreaux, Troy (#6930) - Cho	se Body Shon Because	Yes	Yes	8	Yes	Yes	Agent Not Specified		Yes
Leouricaux, 110y (#0000) One	ac Body Griop Bedduse	100	100	O	100	100	Agent Not Opcomed	100	100
<b>Chose Body Shop Because</b>	Family Friend	A friend	recommen	ded this sho	op.				
Compliment	Body Shop	Troy sai	id they were	e fine.					
Insurance Company:	Progressive								
		Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent
Mirza, Shahid (#6920) - Comme	ent Survey	Yes	Yes	Blank	Yes	Blank	Agent Not Specified	Blank	Blank
Comment	Body Shop	(Custon	ner chose n	ot to answe	r all the qu	uestions.)			
Insurance Company:	Customer Pay								
		Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent
Nappi, Joe (#6898) - Chose Boo	dy Shop Because Survey	Yes	Yes	10	Yes	No	Agent Not Specified	Blank	Yes
Chose Body Shop Because	Family Friend	A friend	recommen	ded this sh	op.				
Comment	Delivery Date	He said	there was	a 3 week de	lay due to	additional rep	pairs being found.		
Compliment	Body Shop	He said	they were	very friendly	and nice.				
Paint Complaint	Finish Flaws	Joe said	there was	a 2 foot sec	ction that w	vasn't painted	and it is very noticeable	e.	
Insurance Company:	Barter Depot						•		

DeVille Auto Collision Inc.

Pipipone, Sal (#6858) - Chose B	ody Shop Because Survey	<u>Paint</u> Yes	Body Yes	Treatment 10	Trust Yes	<u>Timely</u> Yes	Agent Not Specified	Yes	Agent Yes
Chose Body Shop Because Insurance Company:	Family Friend Allstate Insurance	A friend r	ecommend	ed this sho	p.				
T   M   (#2052)   Ol		Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent
Tauscher, Matthew (#6952) - Ch	ose Body Shop Because	Yes	Yes	9	Yes	Yes	Agent Not Specified	N/A	N/A