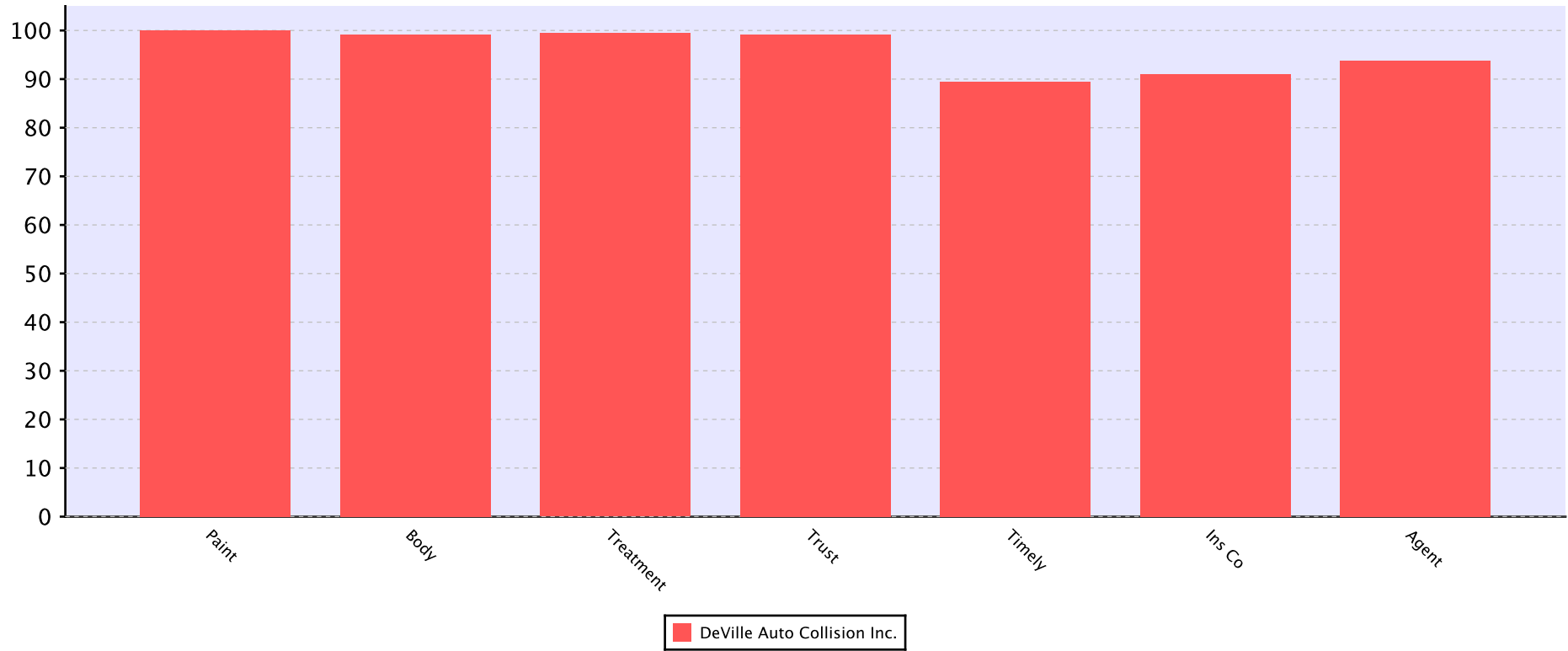


Performance Feedback Location Review



2015-01-01 through 2015-12-31

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	133	99.5 %	100.0 %	99.2 %	99.4 %	99.2 %	89.5 %	91.1 %	93.8 %



	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	133	99.5 %	100.0 %	99.2 %	99.4 %	99.2 %	89.5 %	91.1 %	93.8 %

	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
--, David (#) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	N/A	N/A
Chose Body Shop Because	Other	Word of Mouth						
Chose Body Shop Because	Other	He said he heard about the business through networking on Staten Island.						
Comment	Body Shop	Spoke with David.						
Comment	Paint	David said everything was good.						
Insurance Company:	Customer Pay							

	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Ajello, Mike (#7040) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Compliment	Body Shop	Everything was excellent.						
Insurance Company:	Allstate Insurance							

	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Ajello, Mike (#7205) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	N/A	Yes
Chose Body Shop Because	Employee	I know someone at the shop.						
Insurance Company:	Customer Pay							

	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Alatwli, Mokbel (#) - Phone Survey	Agent Not Specified	Yes	Yes	Blank	Yes	Blank	Blank	Blank
Comment	Body	(Customer chose not to answer all the questions.)						
Insurance Company:	ALLSTATE INSURANCE COMPANY							

	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Angelo, Thomas (#7224) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	N/A
Chose Body Shop Because	Other	Word of Mouth						
Insurance Company:	New Jersey Manufactures							

	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Apollo Global Managment, (#7147) -	Agent Not Specified	Yes	Yes	9	Yes	Yes	Yes	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Insurance Company:	Customer Pay							

	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Appello, Deborah (#7251) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Rec Body Shop	Body Shop	Deborah said the facility has good and honest people. The quality of their work and their integrity can not be surpassed by anyone.						
Insurance Company:	ESIS							
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Arriaga, Vasny/Carlos (#7069) - Phone	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Location	I chose this shop because of its location.						
Compliment	Body Shop	Vasny said that she was very happy and that everything went very well.						
Insurance Company:	Geico							
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Asaro, Nick (#6999) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	N/A	N/A
Chose Body Shop Because	Other	I learned about this shop from a business group.						
Insurance Company:	Customer Pay							
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Awn, George (#) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Insurance Company:	GEICO INSURANCE CO							
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Ayala, Xiomara (#7076) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Other	She said she heard about this business from the reputation it has.						
Compliment	Body Shop	Xiomara said this business was very professional. The turn around time was great and they were very detailed in what exactly needed to be done to the vehicle.						
Insurance Company:	Geico							
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Ayala, Xiomara (#) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Compliment	Body Shop	Xiomara said this business was very professional. The work done on her vehicle was impeccable and she is very happy with it.						
Insurance Company:	GEICO INSURANCE CO							

	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Ayala, Xiomara (#7107) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Compliment	Body Shop	The staff was always professional and courteous. Deville's work is outstanding, you would never know I was in an accident. I recommend Deville to everyone.						
Rec Body Shop	Body Shop	I recently recommended Deville to a colleague and she thanked me for it. They did a great job.						
Insurance Company:	Geico							
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Bahari, Michael/Shenielle (#7068) - Phone	Agent Not Specified	Yes	Yes	10	Yes	Yes	N/A	Yes
Chose Body Shop Because	Internet Ad	I found this shop on the internet.						
Insurance Company:	Customer Pay							
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Barbella, Gerard & Alicia (#7236) - Mail	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Dealership	The dealership where I bought the car recommended this shop.						
Insurance Company:	State Farm Insurance Company							
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Barquero, Rick (#) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	N/A	Blank
Chose Body Shop Because	Other	Word of Mouth						
Comment	Body Shop	He said he heard about this business through the other party involved in the accident.						
Maybe Rec Body Shop	Ins Agent	Rick said he is not sure if he would recommend his agent.						
Insurance Company:	Customer Pay							
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Belisario, Anthony (#7116) - Phone Survey	Agent Not Specified	Yes	Yes	8	Yes	Yes	Yes	Yes
Chose Body Shop Because	Repeat Customer	He said he has been using them for 25 years.						
Comment	Cust Service	Anthony chose not to elaborate on how he was treated by this business.						
Insurance Company:	Geico							
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Benanti, Tony (#7061) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Insurance Company:	Liberty Mutual							

	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Bonomo, Guiseppe (#7125) - Phone	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Other	Word of Mouth						
Insurance Company:	Geico Glass							
Brunett, Richard (#7079) - Phone Survey	Agent Not Specified	Yes	Yes	9	Yes	Yes	Yes	N/A
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Insurance Company:	Ameriprise Insurance							
Bulzone, Ellen (#7334) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	No	Yes	Blank
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Comment	Delivery Date	She said the repair took longer than what she expected.						
Compliment	Body Shop	Ellen said the staff at the facility was very nice.						
Insurance Company:	USAA							
Bulzone, Ellen (#) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	N/A
Chose Body Shop Because	Ins Co Recommend	The insurance company recommended this shop.						
Chose Body Shop Because	Employee	I know someone at this shop.						
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Comment	Ins Agent	I have USAA for 69 years. All contact is by phone which works very well.						
Insurance Company:	U.S.A.A.							
Caban, Lorenzo (#7110) - Phone Survey	Agent Not Specified	Yes	Yes	Blank	Yes	Blank	Blank	Blank
Comment	Body Shop	(Customer chose not to answer all the questions.)						
Compliment	Body	Lorenzo said they did a great job.						
Rec Body Shop	Body Shop	He said he has already recommended this facility to his friends.						
Insurance Company:	Customer Pay							
Caltabiano, Pat & Johnny (#7065) - Mail	Agent Not Specified	Yes	Yes	Blank	Yes	Yes	Yes	No
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Insurance Company:	Geico							

	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Capaldo, Chris (#7090) - Phone Survey		Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Insurance Company:	Progressive							
Carducci, Irene (#7077) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Compliment	Body Shop	Irene said Dave the owner and the staff provide excellent service. They are also accommodating.						
Insurance Company:	State Farm Insurance Company							
Carducci, Irene (#7298) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	N/A	Yes
Chose Body Shop Because	Employee	I know someone at the shop.						
Compliment	Paint	Irene said this business did a fantastic job with her vehicle.						
Compliment	Body Shop	She said when she brings her vehicle there, they treat her like royalty. The employees in the office are kind and take care of everything. They made calls for her to get her a rental and they were fantastic.						
Insurance Company:	Customer Pay							
Carducci, Irene (#7355) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Compliment	Body Shop	Irene said the business provided good service. The staff and facility was nice.						
Insurance Company:	State Farm Insurance Company							
Carfora, Patrick (#7046) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	N/A
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Insurance Company:	The Hartford							
Carfora, Patrick (#6215) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	No
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Compliment	Body Shop	Patrick said the staff at this facility is very courteous. They're wonderful this is the only place he'll take his vehicle.						
Not Rec Agent	Other	He said they are thieves. They are way overpriced. He checked around at different insurance companies and they were \$2,600 over everyone else.						
Insurance Company:	Customer Pay							

	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Cass-Buono, April (#7083) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Blank
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Compliment	Paint	It was a perfect job on the paint refinish. It didn't look like anything happened.						
Compliment	Body	It was a perfect job on the body repair, it looks brand new.						
Compliment	Delivery Date	The repairs were completed sooner than I thought.						
Compliment	Body Shop	David Fazio is a fellow Rotarian and so many members of our club have used his auto shop and have always been pleased with the work done. Constant praise from all who had work done, so I had to use his shop. The staff is very helpful and made the whole process seem so easy. I definitely will recommend DeVille, it is a great shop and they do great work.						
Rec Body Shop	Body Shop	I definitely would recommend this shop to others.						
Rec Ins Co	Claims Office	The insurance company worked well with the auto shop.						
Insurance Company:	21st Century							
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Cass-Buono, April (#7295) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	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	Paint	It was a beautiful job on the paint refinish.						
Compliment	Cust Serv Rep	I was treated in a friendly, professional and helpful manner from the owners to the workers, great company.						
Compliment	Body Shop	It's wonderful to bring your car to a shop that you can trust. DeVille Auto made me feel safe and sure that the job would be done well.						
Insurance Company:	21st Century							
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Castaldo, Maryann (#7266) - Phone	Agent Not Specified	Yes	Yes	10	Yes	No	Yes	Yes
Chose Body Shop Because	Yellow Page Ad	I chose this shop from the yellow pages.						
Comment	Delivery Date	Maryann said it took a little bit longer than she expected. She chose not to elaborate as to why.						
Insurance Company:	Geico							
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Castronovo, Anthony (#7282) - Phone	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Insurance Company:	Encompass Insurance							
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Castronovo, Vincent (#7237) - Phone	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Insurance Company:	Barter Depot							

	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Cat Limo, Mike Grieco (#7122) - Mail		Yes	Yes	10	Yes	Yes	Yes	Blank
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Insurance Company:	Philadelphia Insurance							
Chesenoff, Deborah (#7165) - Phone	Agent Not Specified	Yes	Yes	10	No	No	No	No
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Comment	Delivery Date	She said the date to complete the repair was changed several times. One of the reason given was there were part delays then the wrong part arrived.						
Not Rec Agent	Other	She said she is planning to change her insurance agent. She chose not to elaborate as to why.						
Not Rec Body Shop	Delivery Date	Deborah said the time given on the estimate was 7 to 10 days but the repair was not completed until 30 days later.						
Not Rec Ins Co	Value of Total	She said there was a small item needing to be repaired. The insurance company did not agree to pay for it, which was disappointing to her. The original price on the estimate for the repair was for \$3,271. The final cost was almost double. Also, the rates charged by the insurance company are too high.						
Insurance Company:	High Point Insurance							
Christofilakes, Pete (#7297) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Compliment	Body Shop	I have used this repair shop a number of times and the workmanship is always outstanding.						
Insurance Company:	Geico							
Cilento, Frank (#7064) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Insurance Company:	Liberty Mutual							
Curry, Fran (#7041) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Compliment	Cust Serv Rep	Treatment by the staff was wonderful.						
Compliment	Body Shop	They are wonderful, owned family.						
Rec Ins Co	Claims Office	The insurance company was great.						
Insurance Company:	Geico							

	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Cutrona, Robert (#7277) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Insurance Company:	Geico							
Dagostino, Iolanda (#7304) - Phone	Agent Not Specified	Yes	Yes	10	Yes	Yes	No	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Compliment	Body	Iolanda said they did an amazing job.						
Compliment	Body Shop	She said the customer service at this business was great.						
Not Rec Ins Co	Other	She said the insurance company tried to get her to take her vehicle to a different facility.						
Insurance Company:	Geico							
Daly, Joseph (#7035) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	N/A	N/A
Chose Body Shop Because	Other	I chose this shop because I am a good friend of the company.						
Insurance Company:	Customer Pay							
Debonis, Linda (#7043) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Compliment	Body Shop	Linda said the business is really excellent and true to their word.						
Insurance Company:	Allstate Insurance							
Degennaro, Bob (#7173) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	N/A	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Insurance Company:	Customer Pay							
Delgado, Erica (#7190) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Compliment	Body Shop	Thank you very much DeVille Auto Collision, my car looks perfect. She looks brand new, you guys are the best. Whenever my car needs body work, I will definitely be back. I will only trust my car with you guys. Thank you again.						
Insurance Company:	Geico							

	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Detres, Anselmo Jr (#7207) - Phone	Agent Not Specified	Yes	Yes	10	Yes	No	Yes	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Comment	Delivery Date	Evelyn said she did not think the repair on her vehicle would take 3 weeks. This business was waiting on a part and also it was over Memorial Day weekend.						
Comment	Body Shop	Spoke with Evelyn.						
Insurance Company:	The Hartford							
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Falcone, Deborah (#7326) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	No	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Not Rec Ins Co	Parts Policy	Deborah said they tried to put a after market bumper on her vehicle that would not fit. Seeing that they were trying to be so cheap they cost the business 9 days more for the rental vehicle.						
Insurance Company:	Geico							
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Falletta, Sal/Dina (#7320) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	No	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Comment	Delivery Date	Dina said she felt the repairs would take about 3 weeks, but the repairs took 1 month.						
Insurance Company:	MetLife							
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Ferguson, Jeanne (#7096) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	N/A	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Compliment	Body Shop	Jeanne said the business was very accommodating.						
Insurance Company:	Customer Pay							
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Fernicola, Anthony (#7164) - Phone	Agent Not Specified	Yes	Yes	10	Yes	Yes	N/A	Yes
Chose Body Shop Because	Dealership	The dealership where I bought the car recommended this shop.						
Comment	Delivery Date	Anthony said this business provided him with great service.						
Insurance Company:	Customer Pay							
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Filion, Anthony (#) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Other	Word of Mouth						
Insurance Company:	NATIONWIDE INSURANCE COMPANY							

	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Filion, Anthony (#7106) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Insurance Company:	Nationwide							
Ford, Keith/Sue (#7292) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Location	I chose this shop because of its location.						
Insurance Company:	Encompass Insurance							
Gallen, Craig (#7099) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Insurance Company:	Allstate Insurance							
Gallen, Craig (#7276) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Compliment	Body Shop	Craig said this is the best business he has ever used. It was a painless and easy process.						
Insurance Company:	Geico							
Gallen, Craig (#7275) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	N/A
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Compliment	Delivery Date	Craig said this business exceeded his expectations.						
Insurance Company:	Geico							
Giantasio, Vincent (#7258) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	N/A
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Compliment	Cust Serv Rep	He said David, an employee at this business, was great.						
Rec Body Shop	Body Shop	Vincent said he recommends this business all the time and has been using this business for 30 years. He will be back, because they do a great job.						
Insurance Company:	Liberty Mutual							
Graneros, Mercedes (#7053) - Phone	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Compliment	Body Shop	Mercedes said she is very satisfied with this service.						
Insurance Company:	Travelers							

	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Grecco, Lisa (#7206) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	Teresa said a rider on the Staten Island Advance told Lisa about the business.						
Insurance Company:	Travelers							
Guberman, Sergey (#6976) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Insurance Company:	Customer Pay							
Guzzi, Don & Joanne (#7301) - Phone	Agent Not Specified	Yes	Yes	9	Yes	Yes	Yes	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Rec Body Shop	Body Shop	Don said the business is very good and the consistently do excellent work.						
Insurance Company:	Geico							
Howe, Jaclyne (#7137) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	N/A
Chose Body Shop Because	Print Media Ad	I saw an ad for this shop.						
Insurance Company:	Geico							
Illuzzi, Pat (#7066) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	N/A
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Rec Body Shop	Cust Service	Pat said the business is the best in Staten Island. The went above and beyond his expectations.						
Insurance Company:	Geico							
Jcc of Staten Island, Mark (#7281) - Phone	Agent Not Specified	Yes	Yes	10	Yes	Yes	Blank	Yes
Chose Body Shop Because	Employee	I know someone at the shop.						
Comment	Ins Co	Mark said he does not know if he would recommend the insurance company and the check was supposed to be sent directly from them.						
Insurance Company:	Philadelphia Insurance							
Juliano, Don (#7363) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Blank
Chose Body Shop Because	Other	I met the owner socially.						
Compliment	Body	The shop used OEM parts.						
Compliment	Cust Serv Rep	All personnel were friendly, professional and helpful.						
Compliment	Body Shop	The job was well done.						
Rec Body Shop	Body Shop	I would recommend this shop to others, they do quality work.						
Rec Ins Co	Claims Office	The insurance company allowed for additional repairs after the original estimate.						

Insurance Company:		Liberty Mutual							
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>	
Karagiorgios, George (#7375) - Phone	Agent Not Specified	Yes	Yes	10	Yes	Yes	N/A	Yes	
Chose Body Shop Because	Family Friend	A friend recommended this shop.							
Not Rec Ins Co	Adjuster	No insurance							
Insurance Company:	Customer Pay								
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>	
Keppler, Steve (#) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes	
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.							
Insurance Company:	Customer Pay								
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>	
Keppler, Steve (#7120) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes	
Chose Body Shop Because	Family Friend	A friend recommended this shop.							
Compliment	Paint	The paint refinish matched perfectly.							
Compliment	Body	The body repairs absolutely met my expectations.							
Compliment	Cust Serv Rep	The staff was extremely friendly.							
Compliment	Delivery Date	The repairs were actually completed sooner than expected.							
Rec Body Shop	Body Shop	I would recommend this shop to others, they were wonderful.							
Insurance Company:	Customer Pay								
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>	
King, Matthew (#7039) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	No	Yes	
Chose Body Shop Because	Dealership	The dealership where I bought the car recommended this shop.							
Compliment	Cust Serv Rep	Matthew said Dave, his mom, dad, and the woman at the front desk were great.							
Not Rec Ins Co	Other	He chose not to elaborate as to why he would not recommend the insurance company.							
Insurance Company:	State Farm Insurance Company								
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>	
Kitoff, Lauter (#7307) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	No	
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.							
Compliment	Body Shop	This was the finest quality of work on any vehicle. The professionalism by them and their workers is very superior.							
Insurance Company:	Geico								

	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Lambert, Albert/ Lenore (#7169) - Phone	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	No
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Compliment	Body Shop	Lenore said this business is extremely helpful and does a great job.						
Not Rec Agent	Inconvenience	She said her agent is hard to reach.						
Insurance Company:	Farmers							
Lauter, Michelle (#7092) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	No	Yes	N/A
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Comment	Delivery Date	Michelle said the repairs were completed when promised but took longer than she had hoped.						
Insurance Company:	USAA							
Layden, Michael (#7211) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Employee	I know someone at the shop.						
Insurance Company:	Travelers							
Liberto, Laura (#7175) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	N/A
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Chose Body Shop Because	Other	Laura said she knows the owner at this business.						
Insurance Company:	Geico							
Link, Craig (#7074) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Insurance Company:	Allstate Insurance							
Link, Craig (#7241) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Insurance Company:	Barter Depot							
Link, Richard/Carol (#7243) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	Our son recommended this shop.						
Compliment	Cust Serv Rep	We were treated like family.						
Compliment	Body Shop	No improvements are necessary. My car was returned in perfect condition. Windows, seats, dashboard, everything was cleaned. Thank you.						
Rec Body Shop	Body Shop	I would recommend this shop to others, yes, yes, yes.						
Insurance Company:	Allstate Insurance							

	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Malave, Jewel (#) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	N/A	Yes
Chose Body Shop Because	Other	Word of Mouth						
Insurance Company:	GEICO INSURANCE CO							
Malave, Jewel (#7238) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Compliment	Body Shop	Jewel said the employees were very friendly and helpful.						
Insurance Company:	Geico							
Malave, Jewel (#7252) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Other	Word of Mouth						
Comment	Cust Service	Jewel said the employees at this business are very professional and courteous.						
Insurance Company:	Customer Pay							
Malave, Jewel (#7376) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	N/A
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Comment	Ins Agent	No agent.						
Compliment	Body Shop	Jewel said the employees at this business were courteous, and true to their word.						
Insurance Company:	Geico							
Maldonado, Marilyn (#7308) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	No	No
Chose Body Shop Because	Location	I chose this shop because of its location.						
Compliment	Body Shop	I went looking for a place to take the car years ago and drove by, spoke to then and decided to try this shop. Best thing I ever did. I have been going to DeVille since 2003 and always been satisfied. It is always a job well done. I wouldn't go anywhere else.						
Not Rec Agent	Cust Service	The insurance agent handled my case terrible. I was in the right and she chose to have Geico Pay for all car repairs, other person was in the wrong, I will follow this case.						
Rec Body Shop	Body Shop	I have recommended this shop to others.						
Insurance Company:	Geico							
Manhattan Electrical Supply, (#7115) -	Agent Not Specified	N/A	Yes	Blank	Blank	Blank	Blank	Blank
Comment	Body	He said the mirror was fine.						
Comment	Body Shop	Spoke with Henry. (Customer chose not to answer all the questions.)						
Insurance Company:	Customer Pay							

	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Marcello, Salvatore (#7316) - Phone	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Ins Co Recommend	The insurance company recommended this shop.						
Insurance Company:	Liberty Mutual							
Martino, Joseph (#7087) - Mail Survey	Agent Not Specified	Yes	Yes	9	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Complaint	Cust Service	No coffee, LOL.						
Insurance Company:	Customer Pay							
Martinson, Jessica (#7114) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Rec Body Shop	Body Shop	Jessica said she was very happy and pleased with the service. She will come back if she ever needs anything again.						
Insurance Company:	Customer Pay							
Mastroianni, Alex (#7109) - Phone Survey	Agent Not Specified	Yes	Yes	9	Yes	Yes	N/A	Blank
Chose Body Shop Because	Dealership	The dealership where I bought the car recommended this shop.						
Compliment	Body Shop	Patricia said this business is very professional and it is the cleanest facility she has ever seen. She said it was NASCAR quality.						
Insurance Company:	Customer Pay							
Matarese, Kristine (#) - Phone Survey	Agent Not Specified	Yes	No	Blank	Blank	Blank	Blank	Blank
Comment	Body	Kristine said that she was a little disappointed with the work done by this business. Her vehicle now smells as though it is wet all of the time, and the trunk is not fixed like it was supposed to be. She does plan to take the vehicle back to them and get these issues taken care of.						
Compliment	Body Shop	(Customer chose not to answer all the questions.)						
Insurance Company:	GEICO INSURANCE CO							
Montanti, Mark (#7050) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Blank	N/A
Chose Body Shop Because	Other	Word of Mouth						
Rec Ins Co	Other	Mark said he is unsure if he would recommend the insurance company that paid because it was the other party's insurance company.						
Insurance Company:	Allstate Insurance							

	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Nacchio, Guy (#7179) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	No	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Comment	Delivery Date	Guy said it took a little longer because more work was found.						
Insurance Company:	Allstate Insurance							
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Naysmith, Andrew (#7180) - Phone Survey	Agent Not Specified	Blank	Yes	10	Yes	Yes	N/A	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Comment	Paint	Andrew said there was no paint work performed on this visit.						
Insurance Company:	Barter Depot							
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Nelsen, Brian (#7044) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Insurance Company:	Allstate Insurance							
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Noonan, William (#7280) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Insurance Company:	Geico							
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Pacheco, Joseph (#7167) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	N/A	N/A
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Insurance Company:	Customer Pay							
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Pacheco, Joseph (#7229) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Insurance Company:	Customer Pay							
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Patruno, Tanya (#7100) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	No	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Not Rec Ins Co	Other	Tanya said she had a bad experience with them. They left her hanging for 5 days and did not care that she did not have a vehicle. This made it hard for her to get around.						
Insurance Company:	Progressive							

	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Patruno, Tanya (#7244) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Insurance Company:	MetLife							
Peraino, Frances (#7136) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Insurance Company:	Customer Pay							
Peterson, Joseph (#7290) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Insurance Company:	Customer Pay							
Petrozziello, John J (#7157) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Insurance Company:	Geico							
Powell, Anthony (#7150) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Insurance Company:	Geico							
Powers, Maureen (#7200) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	N/A	Yes
Chose Body Shop Because	Other	Word of Mouth						
Compliment	Body Shop	Maureen said she is very glad that her friend referred her to the business because they were excellent.						
Insurance Company:	Customer Pay							
Rafferty, Thomas (#7070) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	N/A
Chose Body Shop Because	Other	Thomas said he heard about this facility from his rotary.						
Insurance Company:	Geico							

	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Ranieri, Paul (#7089) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	No	Yes
Chose Body Shop Because	Ins Co Recommend	The insurance company recommended this shop.						
Not Rec Ins Co	Other	Paul said that he would not recommend this insurance company because they gave excuses for delays and they stated policies that they did not adhere too.						
Insurance Company:	USAA							
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Rodriguez, Edwin (#7142) - Phone Survey	Agent Not Specified	N/A	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Insurance Company:	Customer Pay							
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Russino, John (#7219) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Blank
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Insurance Company:	Geico							
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Russo, Monique (#7226) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	N/A	N/A
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Insurance Company:	Customer Pay							
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Sanchez, Jeannette (#7181) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	No	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Chose Body Shop Because	Employee	I know someone at the shop.						
Not Rec Ins Co	Claims Office	It took too long for people from insurance company to get to DeVille.						
Insurance Company:	New York Central Mutual Fire Insura							
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Schmatz, Donna & George (#7131) - Mail	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Insurance Company:	Geico							
	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Schwarz, Andrew (#7283) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	N/A	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Compliment	Body Shop	Andrew said this business was very professional. They were nice, genuine, warm and friendly.						
Insurance Company:	Customer Pay							

	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Siegel, Olympia (#7128) - Phone Survey	Agent Not Specified	Yes	Yes	Blank	Blank	Blank	Blank	Blank
Comment	Body Shop	(Customer chose not to answer all the questions.)						
Insurance Company:	Customer Pay							
Siegel, Olympia (#7322) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	No	Yes	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Comment	Delivery Date	She said it took a long time for this business to complete the repairs on her vehicle. It took about a month and she was not given a reason why it took so long. She was happy with the repair, she just did not like with the amount of time it took.						
Compliment	Body	Olympia said everything this business did was good and she was satisfied.						
Insurance Company:	Geico							
Silverman, Scott (#7202) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Insurance Company:	Geico							
Smith, Ken & Dolly (#6477) - Phone	Agent Not Specified	Yes	Yes	Blank	Yes	Blank	Blank	Blank
Comment	Body	(Customer chose not to answer all the questions.)						
Rec Body Shop	Body Shop	Dolly said everything at this business was excellent, the service was very good, and she has gone to them many times.						
Insurance Company:	Harleysville Insurance							
Sovern, Irving (#7191) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	No	Blank	Yes
Comment	Delivery Date	He said this business had his vehicle an additional few days, but he had a rental vehicle, so it was not a big deal.						
Compliment	Paint	Irving said everything was excellent.						
Compliment	Body Shop	He said the experience he has had with this business has been excellent.						
Insurance Company:	Mid-Altantic							
Sovern, Irving (#7315) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	No	Yes	Yes
Compliment	Body Shop	The truck looks as good as new, great work.						
Insurance Company:	AAA Insurance Company							

	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Stadler, Justin (#7332) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	No	Yes	N/A
Chose Body Shop Because	Family Friend	Mutual friend and Facebook recommended this shop.						
Complaint	Delivery Date	I was told it would take a better part of a week to complete the repairs, it took 3 weeks.						
Compliment	Body Shop	Overall, it was a great experience in a bad situation. I'd recommend DeVille Auto Collision in the future.						
Insurance Company:	Tower Insurance Company							
Stroud, Susanne (#7051) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	No	No	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Comment	Delivery Date	He said this business was a little slow.						
Not Rec Ins Co	Value of Total	He said they did not cover everything.						
Insurance Company:	Progressive							
Tarangelo, Theresa (#7059) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop, over and over again.						
Compliment	Cust Serv Rep	I am always treated well by the Fazio Family.						
Rec Body Shop	Body Shop	I would definitely recommend this shop to others, they are always professional.						
Insurance Company:	Geico							
Tennenbaum, Michael (#7091) - Phone		Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Employee	I know someone at the shop.						
Insurance Company:	Geico							
Tessitore, Rosalie (#) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	No	Yes	N/A
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Comment	Delivery Date	Rosalie said the work was a little long. It was over the 30 days.						
Comment	Ins Agent	No agent						
Insurance Company:	GEICO INSURANCE CO							
Toss, Kevin (#7056) - Phone Survey	Agent Not Specified	Yes	Yes	Blank	Yes	Blank	Blank	Blank
Comment	Body Shop	(Customer chose not to answer all the questions.)						
Insurance Company:	Geico							

	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Toss, Kevin (#7057) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Insurance Company:	American Commerce Insurance							
Tropiano, Ralph (#7135) - Phone Survey	Agent Not Specified	Yes	Yes	Blank	Blank	Blank	Blank	Blank
Comment	Body Shop	(Customer chose not to answer all the questions.)						
Insurance Company:	Customer Pay							
Umbra, Benny (#7293) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Insurance Company:	Travelers							
Veccio, Sal (#7145) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Insurance Company:								
Vigilante, Rosemarie / Anthony (#7062) -	Agent Not Specified	Blank	Blank	10	Blank	Yes	Blank	Yes
Compliment	Cust Serv Rep	I called David at night and he guided me through what needed to be done.						
Compliment	Body Shop	I called Dave after my son told me he was in an accident and Dave was compassionate about our situation and gave me step by step instructions as to what to do regarding towing car to his facility. Dave called us and told us when it reached his shop and called us with any details. DeVille Auto is a very family oriented place to be if ever in an accident situation.						
Insurance Company:	Geico							
Vorwick, George (#7360) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Blank
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Compliment	Body Shop	The staff was friendly and warm with considerate service.						
Insurance Company:	State Farm Insurance Company							
Vreeland, Elaine (#7250) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	N/A	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Compliment	Cust Serv Rep	Elaine said the guy who worked with her was friendly and wonderful. She had surgery and could not get her vehicle in the garage and he did that for her.						
Insurance Company:	Customer Pay							

	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Walsh, Lorraine (#7327) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Compliment	Cust Serv Rep	She said they were extremely professional from the minute she walked into the business.						
Compliment	Body Shop	Lorraine said they were fantastic from start to finish and she highly recommends them.						
Insurance Company:	Geico							
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	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Zeas, Marjorie (#7134) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Insurance Company:	Progressive							
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	<u>Agent Name</u>	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Ins Co</u>	<u>Agent</u>
Zoltowsky, Bill (#7170) - Phone Survey	Agent Not Specified	Yes	Yes	Blank	Blank	Blank	Blank	Blank
Comment	Body Shop	(Customer chose not to answer all the questions.)						
Insurance Company:	Customer Pay							