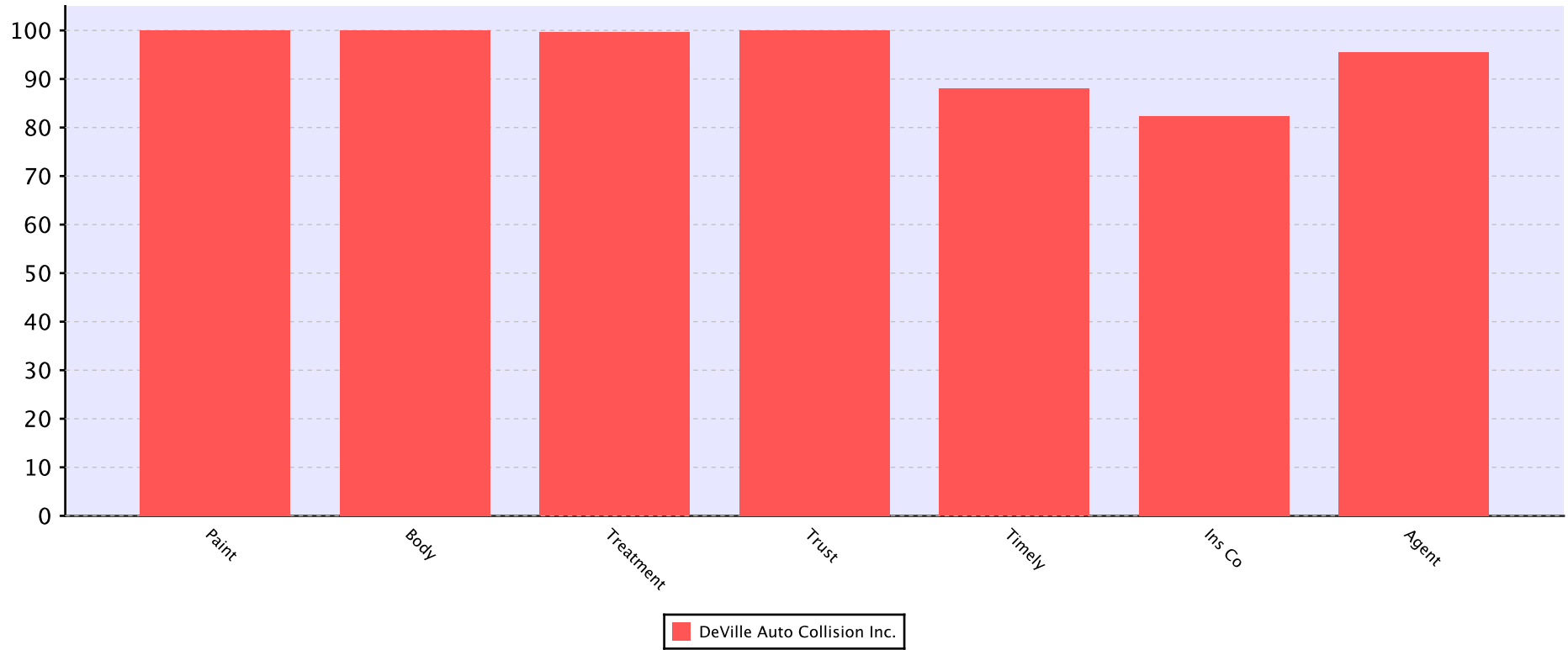


Performance Feedback Location Review



2016-01-01 through 2016-03-31

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	28	100.0 %	100.0 %	100.0 %	99.6 %	100.0 %	88.0 %	82.4 %	95.5 %



	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	28	100.0 %	100.0 %	100.0 %	99.6 %	100.0 %	88.0 %	82.4 %	95.5 %

	<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>
Bauer, Robert (#) - 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	Robert said this business has great service and they are customer friendly.						
Insurance Company:	TRAVLERS 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>
Castronovo, Anthony (#7431) - 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:	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>
Castronovo, Vincent (#7391) - 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>
Christian, Karuna (#7421) - Phone Survey	Agent Not Specified	Yes	Yes	9	Yes	Yes	N/A	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Comment	Cust Service	Karuna said this business did a good job and he appreciates it.						
Comment	Ins Co	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>
Cigna, Kristen (#7443) - 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	Other	Kristen said she would not recommend the insurance company that paid for the repairs because they did not respond to her call or messages.						
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>
Colonna, Regina (#7414) - 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 car was perfect.						
Compliment	Cust Serv Rep	DeVille treats me like family.						
Compliment	Body Shop	DeVille is the best place to go. They treat everyone like they are a family member.						
Rec Body Shop	Body Shop	I send all my friends to 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>
Delvecchio, Darlene (#7395) - Phone	Agent Not Specified	Yes	Yes	10	Yes	No	N/A	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Comment	Delivery Date	Darlene said it took 2 weeks, which was fine with her.						
Comment	Ins Co	No insurance						
Insurance Company:	Customer Pay							
Dublom, John (#) - 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:	STATE FARM INS							
Duffy, Christine (#7372) - Phone Survey		Yes	Yes	10	Yes	No	N/A	N/A
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Comment	Delivery Date	Christine said she was told the repairs would take 2 weeks but it took 43 days. This business did not give her a cause for the delay, they only told her the repairs take a while.						
Comment	Ins Co	No insurance						
Comment	Ins Agent	No agent						
Insurance Company:	Geico							
Galatro, Jen (#7441) - 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							
King, Matthew (#7455) - 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:	Allstate Insurance							
King, Matthew (#7458) - 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:	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>
Kole, Larry (#7312) - 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:	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>
Levy, Pamela (#7420) - Phone Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	N/A	Yes
Chose Body Shop Because	Employee	I know someone at the shop.						
Comment	Ins Co	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>
Litson, Matthew (#7405) - 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:	Farmers							
	<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>
Lorenzo, Christopher (#7427) - Mail	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	Paint	The paint refinish matched perfectly.						
Compliment	Body	The body repairs were above my expectations.						
Compliment	Delivery Date	The repairs were completed in less than 20 business days.						
Compliment	Body Shop	My car interior came out amazing, the best detailed ever.						
Rec Body Shop	Body Shop	Of course I would recommend this shop to others.						
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>
Maldonado, Marilyn (#7456) - Phone	Agent Not Specified	Yes	Yes	10	Yes	Yes	Blank	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Comment	Ins Co	Marilyn said she is unsure because she did not handle the 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>
Manhattan Electrical Supply, (#7416) -	Agent Not Specified	Yes	Yes	10	Yes	No	No	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Comment	Delivery Date	She said she thought it would take less time. It took 23 days because there was an insurance and parts delay.						
Comment	Body	Spoke with Doreen.						
Not Rec Ins Co	Adjuster	She said the process took too long.						
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>
Marchand, Father Richard (#6799) - Mail	Agent Not Specified	Yes	Yes	10	Yes	Yes	N/A	N/A
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Compliment	Paint	The paint refinish is a very close match, beautifully done.						
Compliment	Body	The body repair work is perfectly fit together.						
Compliment	Body Shop	This was a superb experience, far and above my expectations or even my hopes.						
Rec Body Shop	Body Shop	This shop was recommended to me, and I have told others of my excellent experience.						
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>
Mcmahon, Adele (#7388) - 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	Everything was excellent.						
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>
Powell, Anthony (#7452) - 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.						
Comment	Ins Co	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>
Rehak, Jacqueline & Joe (#7425) - 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.						
Rec Ins Co	Claims Office	I received good service from Allstate.						
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>
Rtk Design Group, Bob Kaye (#7377) -	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>
Salmon, Jon (#7408) - 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	Ins Co	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>
Simon, Arthur (#7439) - 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							
Spiezia, Bill (#7393) - 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:	Liberty Mutual							
Tuzzo, Annette (#7426) - 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:	Allstate Insurance							
Umbra, Benny (#7435) - Mail Survey	Agent Not Specified	Yes	Yes	10	Yes	Yes	No	N/A
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Compliment	Body Shop	Everything was perfect from start to finish. The staff is super friendly and the service was great.						
Not Rec Ins Co	Ins Agent	I had issues with getting agent to respond to phone calls.						
Insurance Company:	Travelers							