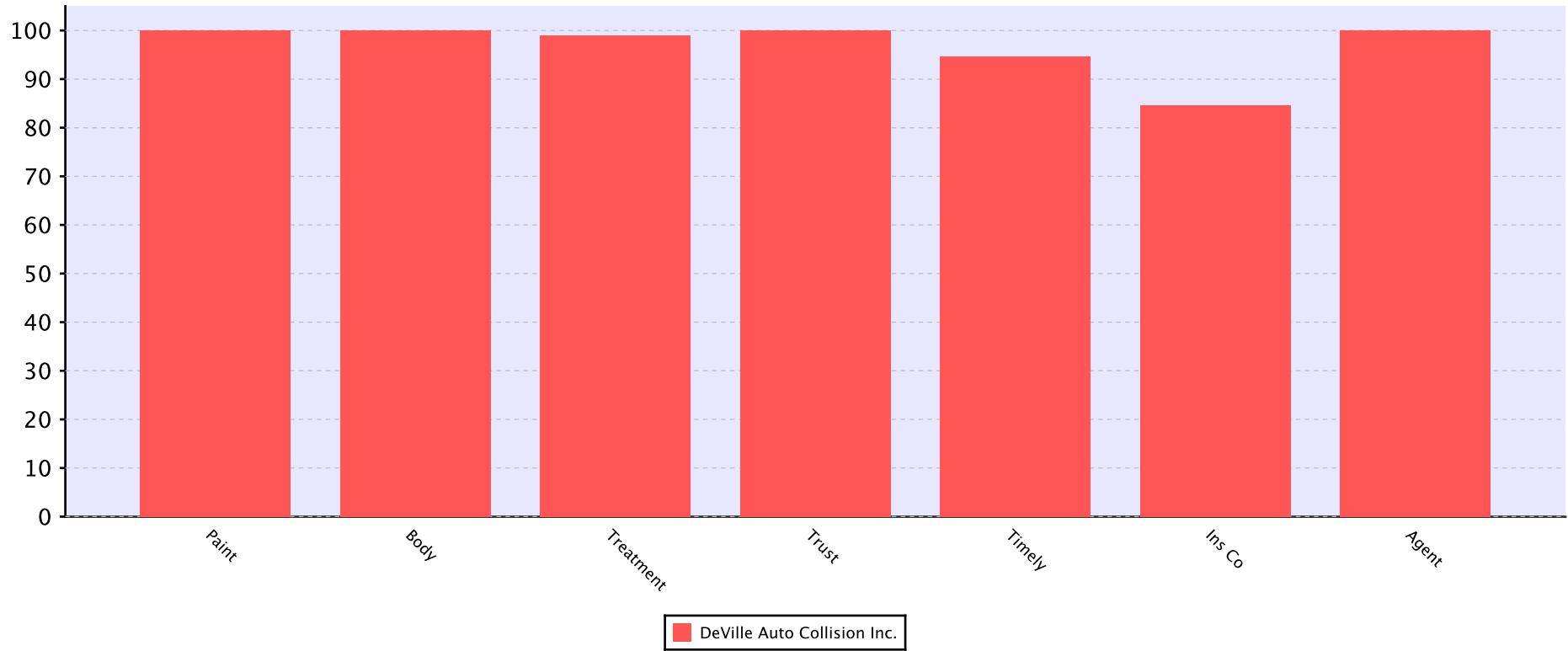


Performance Feedback Location Review



2011-04-01 through 2011-04-30

| | Surveys | CSI % | *Paint | *Body | Treatment | *Trust | Timely | Ins Co | Agent |
|-----------------------------|---------|---------|---------|---------|-----------|---------|--------|--------|---------|
| DeVille Auto Collision Inc. | 19 | 100.0 % | 100.0 % | 100.0 % | 98.9 % | 100.0 % | 94.7 % | 84.6 % | 100.0 % |



| | Surveys | CSI % | *Paint | *Body | Treatment | *Trust | Timely | Ins Co | Agent |
|-----------------------------|---------|---------|---------|---------|-----------|---------|--------|--------|---------|
| DeVille Auto Collision Inc. | 19 | 100.0 % | 100.0 % | 100.0 % | 98.9 % | 100.0 % | 94.7 % | 84.6 % | 100.0 % |

| | | <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> |
|--|-----------------|--|-------------|------------------|--------------|---------------|---------------------|---------------|--------------|
| , (#14947) - Chose Body Shop Because Survey | | Yes | Yes | 10 | Yes | Yes | Agent Not Specified | Yes | Yes |
| Chose Body Shop Because | Repeat Customer | I am a repeat customer at this shop. | | | | | | | |
| Chose Body Shop Because | Other | This shop is a member of my rodary club. | | | | | | | |
| Compliment | Body Shop | The Fager family is very professional. They take care of every detail including getting a rental car. It is such a pleasure dealing with this family run business. | | | | | | | |
| Compliment | Body Shop | They are always very professional. | | | | | | | |
| Compliment | Body Shop | They help you with every detail. | | | | | | | |
| Insurance Company: | Geico | | | | | | | | |
| , (#15008) - Chose Body Shop Because Survey | | Yes | Yes | 9 | Yes | Yes | Agent Not Specified | Yes | Yes |
| Chose Body Shop Because | Family Friend | A friend recommended this shop. | | | | | | | |
| Compliment | Body Shop | I am happy with the nice job on my truck. | | | | | | | |
| Rec Ins Co | Claims Office | I was treated very nice by Hartford. | | | | | | | |
| Insurance Company: | The Hartford | | | | | | | | |
| , (#15045) - Chose Body Shop Because Survey | | Yes | Yes | 10 | Yes | Yes | Agent Not Specified | N/A | Yes |
| Chose Body Shop Because | Family Friend | A friend recommended this shop. | | | | | | | |
| Insurance Company: | | | | | | | | | |
| , (#15041) - Chose Body Shop Because Survey | | Yes | Yes | 10 | Yes | Yes | Agent Not Specified | No | Yes |
| Chose Body Shop Because | Family Friend | A friend recommended this shop. | | | | | | | |
| Not Rec Ins Co | Other | I had to pay for the rental car out of my own pocket. | | | | | | | |
| Insurance Company: | Geico | | | | | | | | |
| Balsamin, Dean (#5486) - Chose Body Shop Because | | Yes | Yes | 10 | Yes | Yes | Agent Not Specified | N/A | Blank |
| Chose Body Shop Because | Family Friend | A friend recommended this shop. | | | | | | | |
| Compliment | Body Shop | This body shop did a fantastic high quality repair.The quality more than exceeded my expectations. | | | | | | | |
| Compliment | Delivery Date | The time for the repair exceeded my expectations. | | | | | | | |
| Insurance Company: | None | | | | | | | | |

| | <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> |
|--|--------------------------|---|------------------|--------------|---------------|---------------------|---------------|--------------|
| Balsamin, Dean (#15051) - Chose Body Shop Because | Yes | Yes | 10 | Yes | Yes | Agent Not Specified | Blank | Blank |
| Chose Body Shop Because | Other | I selected this shop based on the word of mouth from others. | | | | | | |
| Compliment | Paint | The quality of the paint very much met my expectations. | | | | | | |
| Compliment | | Every client should be treated as well as we were. It was a pleasure doing business with DeVille Auto Collision. | | | | | | |
| Compliment | Body | The service was very good. A stressful incident of having your car damaged was made a lot better because of the fine service from DeVille Auto Collision. | | | | | | |
| Rec Body Shop | Body Shop | I would absolutely recommend this shop. | | | | | | |
| Insurance Company: | | | | | | | | |
| Christofilakes, Pete (#5502) - 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. | | | | | | |
| Compliment | Body Shop | The quality of work is wonderful.This body shop did an exceptional job. | | | | | | |
| Compliment | | The service by the staff was very professional. | | | | | | |
| Insurance Company: | Geico | | | | | | | |
| Competiello, Frank (#15008) - 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. | | | | | | |
| Compliment | Paint | The paint was excellent. | | | | | | |
| Compliment | Body | The body looks like new. | | | | | | |
| Compliment | Body Shop | I have no complaints. | | | | | | |
| Insurance Company: | Hartford Insurance Group | | | | | | | |
| Ferramosca, Lorraine (#5488) - 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 | The work by this body shop was spectacular.This body shop is fantastic. | | | | | | |
| Compliment | | The staff was easy to work with.This staff is friendly and very personable.They are a very professional group of people. | | | | | | |
| Insurance Company: | None | | | | | | | |
| Fusco, Clifford (#5456) - Chose Body Shop Because | Yes | Yes | 10 | Yes | Yes | | 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> |
|---|--------------------|-------------|---|--------------|---------------|---------------------|---------------|--------------|
| Lipuma, Dominick Jr (#5455) - 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. | | | | | |
| Compliment | Body Shop | | Everyone at Deville Auto Collision was very helpful. The work was excellent and timely. I would highly recommend this shop to everyone. | | | | | |
| Insurance Company: | Travelers | | | | | | | |
| Lobasso, Nicholas (#5411) - Chose Body Shop Because | Yes | Yes | 10 | Yes | Yes | Agent Not Specified | No | Yes |
| Chose Body Shop Because | Repeat Customer | | I am a repeat customer at this shop. | | | | | |
| Insurance Company: | Allstate Insurance | | | | | | | |
| McNally, Jane (#140921) - Chose Body Shop Because | Yes | Yes | 10 | Yes | Yes | Agent Not Specified | Yes | Blank |
| Chose Body Shop Because | Ins Co Recommend | | The insurance company recommended this shop. | | | | | |
| Insurance Company: | Geico Insurance Co | | | | | | | |
| Milazzo, Steven (#5431) - Chose Body Shop Because | Yes | Yes | 10 | Yes | Yes | Agent Not Specified | N/A | Yes |
| Chose Body Shop Because | Employee | | I know someone at the shop. | | | | | |
| Compliment | Body Shop | | I am very happy with the repair. | | | | | |
| Insurance Company: | None | | | | | | | |
| Olivo-Merced, Beneva (#5381) - Chose Body Shop | Yes | Yes | 10 | Yes | Yes | Agent Not Specified | Yes | Yes |
| Chose Body Shop Because | Family Friend | | A friend recommended this shop. | | | | | |
| Compliment | Body Shop | | Deville is the best. | | | | | |
| Insurance Company: | Allstate Insurance | | | | | | | |
| Roma, Louis S (#5485) - Chose Body Shop Because | Yes | Yes | 9 | Yes | No | Agent Not Specified | Yes | N/A |
| Chose Body Shop Because | Repeat Customer | | I am a repeat customer at this shop. | | | | | |
| Complaint | Delivery Date | | The repair lasted longer than expected and I had no rental coverage. | | | | | |
| Compliment | Body Shop | | This body shop did a very good job. | | | | | |
| 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> |
|---|-----------------|-------------|--|--------------|---------------|---------------------|---------------|--------------|
| Schiano, Joe (#5508) - Chose Body Shop Because Survey | Yes | Yes | 10 | Yes | Yes | Agent Not Specified | Blank | Blank |
| Chose Body Shop Because | Repeat Customer | | I am a repeat customer at this shop. | | | | | |
| Compliment | Body Shop | | Charles and his guys did a great job. | | | | | |
| Insurance Company: | None | | | | | | | |
| Stonick, Serena (#5389) - 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: | None | | | | | | | |
| Stropoli, Vita & Philip (#5460) - Chose Body Shop | Yes | Yes | 10 | Yes | Yes | Agent Not Specified | Yes | Yes |
| Chose Body Shop Because | Family Friend | | A friend recommended this shop. | | | | | |
| Compliment | Body Shop | | The quality of the work was excellent. | | | | | |
| Compliment | | | The staff was very professional. | | | | | |
| Insurance Company: | Geico | | | | | | | |