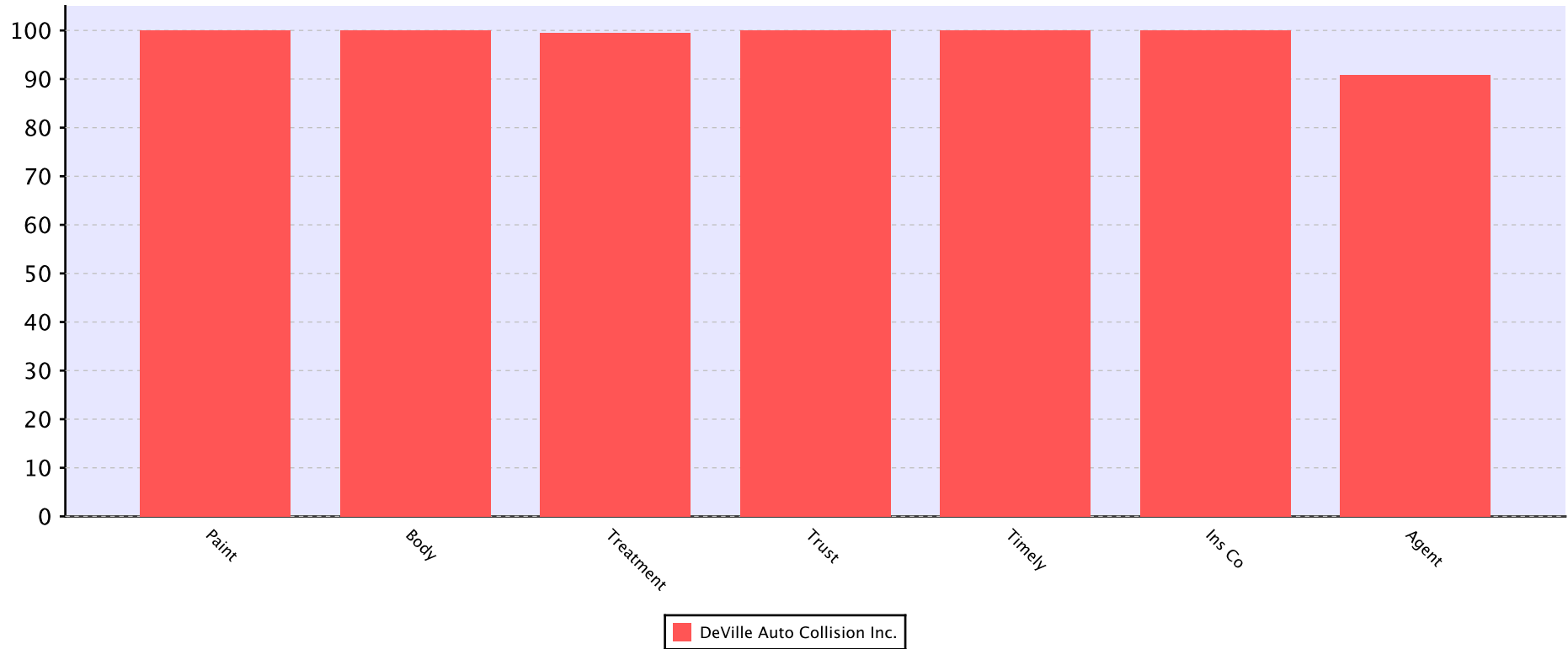


Performance Feedback Location Review



2011-06-01 through 2011-06-30

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	18	100.0 %	100.0 %	100.0 %	99.4 %	100.0 %	100.0 %	100.0 %	90.9 %



	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	18	100.0 %	100.0 %	100.0 %	99.4 %	100.0 %	100.0 %	100.0 %	90.9 %

	<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>
Benanti, Tony (#5581) - 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.					
Insurance Company:	None							
Dellitalia, Eric (#5580) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	The Limeri Agency, Inc.	Yes	Yes
Chose Body Shop Because	Family Friend		A friend recommended this shop.					
Insurance Company:	Adirondack Ins							
Furnari, John (#5577) - Chose Body Shop Because Survey	N/A	Yes	10	Yes	Yes	Agent Not Specified	N/A	Yes
Chose Body Shop Because	Family Friend		A friend recommended this shop.					
Compliment	Body Shop		DeVille Auto Collision is a top-notch auto collision company. I have also dealt with them before this incident.					
Insurance Company:	None							
Galante, Stephen (#5571) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	No
Chose Body Shop Because	Yellow Page Ad		I chose this shop from the yellow pages.					
Compliment	Body Shop		The quality of work by this body shop is very good.					
Compliment			The staff at this shop are very nice people.					
Insurance Company:	None							
Gallucci, John (#5540) - 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							
Golterman, Bill (#5600) - Chose Body Shop Because	Yes	Yes	9	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		My vehicle looks great.					
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>
Hetherington, William (#5567) - Chose Body Shop	Yes	Yes	10	Yes	Yes	Agent Not Specified	Blank	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Compliment	Body Shop	The quality of the repair was very good.						
Compliment		The staff was very friendly and efficient.						
Rec Body Shop	Body Shop	I will highly recommend DeVille as this body shop is always spotless.						
Insurance Company:	Unknown							
Hoffner, Martin (#5596) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Blank	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Comment	Body Shop	I would suggest checking things a little more thoroughly, a part was loose.						
Insurance Company:	Allstate Insurance							
Illuzzi, Pat (#5545) - Compliment Survey	Yes	Yes	10	Blank	Blank	Agent Not Specified	Yes	Blank
Compliment	Paint	It was just like the original paint on car						
Compliment	Body	Yes it looks like it came out of a showroom						
Compliment		Everyone at DeVille Auto is extremely courteous, and professional in speaking to and with there dealings with me.						
Compliment		Yes I would and already have.						
Compliment	Body Shop	Yes it was done in the time that they said it would take to complete.						
Compliment	Ins Co	Yes i would...GEICO was also extremely helpful.						
Compliment	Ins Agent	N/A						
Compliment		I woul not have gone back to DeVille if i wasn't satisfied with their pior work.						
Compliment		From start to finish and every aspect in between, DeVille Auto made a uneasy situation very comfortable t deal with.						
Compliment	Paint	It was just like the original paint on car						
Compliment	Body	Yes it looks like it came out of a showroom						
Compliment		Everyone at DeVille Auto is extremely courteous, and professional in speaking to and with there dealings with me.						
Compliment		Yes I would and already have.						
Compliment	Body Shop	Yes it was done in the time that they said it would take to complete.						
Compliment	Ins Co	Yes i would...GEICO was also extremely helpful.						
Compliment	Ins Agent	N/A						
Compliment		I woul not have gone back to DeVille if i wasn't satisfied with their pior work.						
Compliment		From start to finish and every aspect in between, DeVille Auto made a uneasy situation very comfortable t deal with.						
Compliment	Paint	It was just like the original paint on car						
Compliment	Body	Yes it looks like it came out of a showroom						
Compliment		Everyone at DeVille Auto is extremely courteous, and professional in speaking to and with there dealings with me.						
Compliment		Yes I would and already have.						
Compliment	Body Shop	Yes it was done in the time that they said it would take to complete.						

Compliment	Ins Co	Yes i would...GEICO was also extremely helpful.
Compliment	Ins Agent	N/A
Compliment		I woul not have gone back to DeVille if i wasn't satisfied with their pior work.
Compliment		From start to fininsh and every aspect in between, DeVille Auto made a uneasy situation very comfortable t deal with.
Insurance Company:	Geico	
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	<u>Paint</u>	<u>Body</u>
Lee, Randy (#5524) - Chose Body Shop Because Survey	Yes	Yes
	<u>Treatment</u>	<u>Trust</u>
	10	Yes
	<u>Timely</u>	<u>Agent Name</u>
	Yes	Agent Not Specified
	<u>Ins Co</u>	<u>Agent</u>
	N/A	N/A
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.
Insurance Company:	None	
<hr/>		
	<u>Paint</u>	<u>Body</u>
Malanga, Ronnie (#5582) - Chose Body Shop Because	Yes	Yes
	<u>Treatment</u>	<u>Trust</u>
	10	Yes
	<u>Timely</u>	<u>Agent Name</u>
	Yes	Agent Not Specified
	<u>Ins Co</u>	<u>Agent</u>
	N/A	Blank
Chose Body Shop Because	Family Friend	A friend recommended this shop.
Compliment	Body Shop	The quality of the repair is perfect.
Rec Body Shop	Body Shop	Everything about this body shop is perfect.
Insurance Company:	Barter Depot	
<hr/>		
	<u>Paint</u>	<u>Body</u>
Russo, Jim (#5519) - Chose Body Shop Because Survey	Yes	Yes
	<u>Treatment</u>	<u>Trust</u>
	10	Yes
	<u>Timely</u>	<u>Agent Name</u>
	Yes	Agent Not Specified
	<u>Ins Co</u>	<u>Agent</u>
	Yes	Yes
Chose Body Shop Because	Employee	I know someone at the shop.
Compliment	Body Shop	This shop did a beautiful job on the body work
Compliment		They did excellent work detailing my car. It hasn't been this clean since I bought it - thank you.
Insurance Company:	None	
<hr/>		
	<u>Paint</u>	<u>Body</u>
Sabatini**, Richard (#5573) - Chose Body Shop Because	Yes	Yes
	<u>Treatment</u>	<u>Trust</u>
	10	Yes
	<u>Timely</u>	<u>Agent Name</u>
	Yes	Agent Not Specified
	<u>Ins Co</u>	<u>Agent</u>
	N/A	Yes
Chose Body Shop Because	Location	I chose this shop because of its location.
Compliment	Body Shop	The shop staff bends over backwards for its customers.
Rec Agent	Convenience	We would recommend USAA to anyone that can meet their criteria.
Rec Body Shop	Body Shop	I would absolutely recommend DeVille Auto.
Insurance Company:	None	
<hr/>		
	<u>Paint</u>	<u>Body</u>
Simonelli, Michael (#5565) - Chose Body Shop Because	Blank	Yes
	<u>Treatment</u>	<u>Trust</u>
	10	Yes
	<u>Timely</u>	<u>Agent Name</u>
	Yes	Agent Not Specified
	<u>Ins Co</u>	<u>Agent</u>
	Yes	Yes
Chose Body Shop Because	Agent Recommendation	The insurance agent recommended this shop.
Comment	Paint	Customer did not answer paint question.
Insurance Company:	Travelers	

	<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>
Tuosto, Karen (#5575) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	N/A
Chose Body Shop Because	Repeat Customer		I am a repeat customer at this shop.					
Compliment	Paint		The painted side matches the rest of the car.					
Compliment	Body Shop		I cannot tell where the dents were.					
Compliment	Body Shop		The staff was excellent. Everyone at the facility was so kind to me and helped me in every manner they could.					
Compliment	Body Shop		The work done was top quality and it was easy to talk with the shop staff.					
Compliment	Body Shop		The time for repairs met my expectations. The staff called me to keep me informed of the repair progress.					
Compliment	Body Shop		I am very satisfied with my car. The work done was excellent and the people treated me with respect. They explained everything to me and were very honest. I felt very comfortable with them.					
Rec Ins Co	Other		I have had Geico for years and they have never given me a problem.					
Insurance Company:	Geico							
<hr/>								
Video Surveillance Corp, Bob D (#5590) - Chose Body	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
Chose Body Shop Because	Other		I heard about this shop in the Rotary Club.					
Insurance Company:	None							
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Whelan, Michael (#5462) - Comment Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Comment	Body		Customer ended call.					
Compliment	Delivery Date		The repairs took less than a week.					
Compliment	Body Shop		The repair work was terrific.					
Insurance Company:	Allstate Insurance							
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Wills, Robert (#5579) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	Blank
Chose Body Shop Because	Family Friend		A friend recommended this shop.					
Insurance Company:	None							