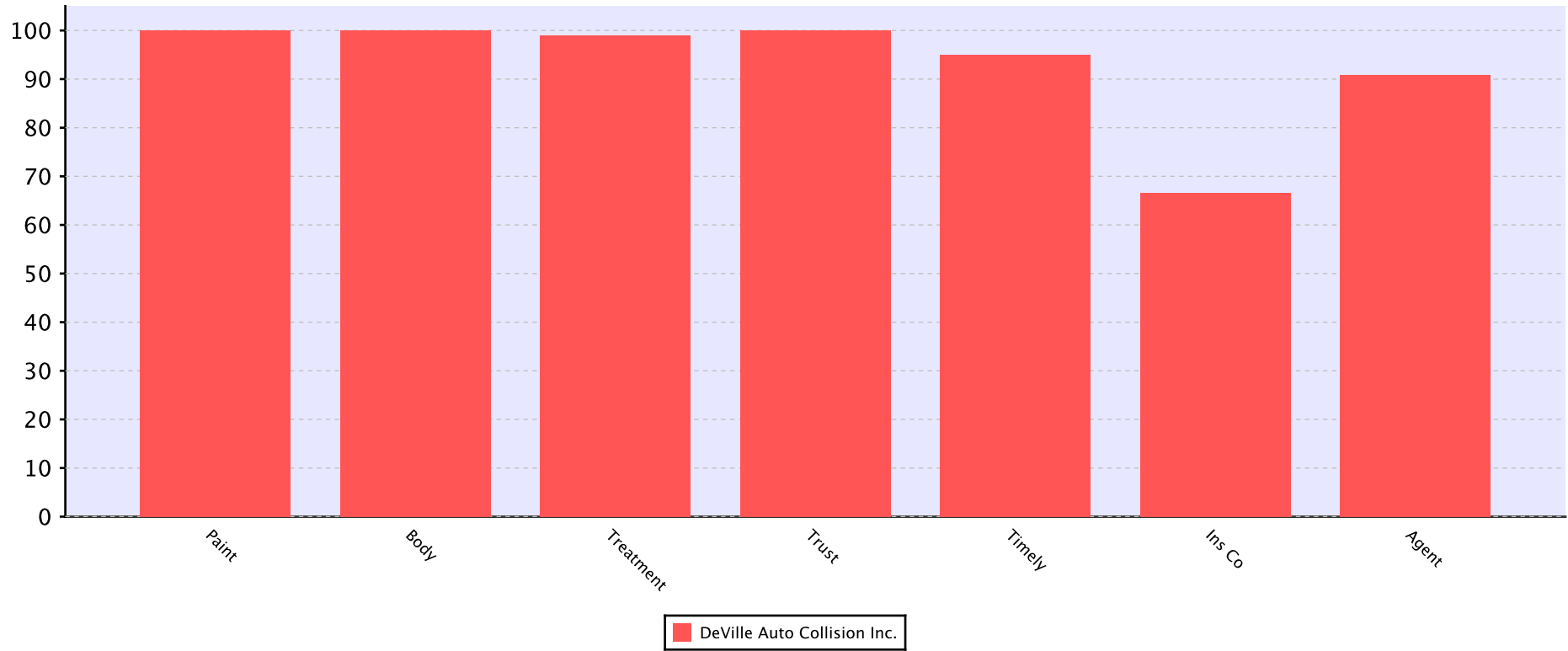


# Performance Feedback Location Review



2011-09-01 through 2011-09-30

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	20	100.0 %	100.0 %	100.0 %	98.9 %	100.0 %	95.0 %	66.7 %	90.9 %



	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	20	100.0 %	100.0 %	100.0 %	98.9 %	100.0 %	95.0 %	66.7 %	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>
Abate, Mary (#5670 15196) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	No	N/A
<b>Chose Body Shop Because</b>	Family Friend	A friend recommended this shop.						
<b>Compliment</b>	Ins Co	The staff were very polite and very interested in doing a good job.						
<b>Not Rec Ins Co</b>	Claims Office	I would not recommend the insurance company. I was the negotiator between the insurance agent and the body shop.						
<b>Insurance Company:</b>	Geico							

	<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>
Burns, Bill (#5629) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
<b>Chose Body Shop Because</b>	Family Friend	A friend recommended this shop.						
<b>Compliment</b>	Body Shop	The quality of work is excellent.						
<b>Compliment</b>		The overall service by the staff was excellent.						
<b>Insurance Company:</b>	Geico							

	<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>
Carreto**, Marci / John (#5701) - Chose Body Shop	Yes	Yes	8	Yes	No	Agent Not Specified	No	N/A
<b>Chose Body Shop Because</b>	Family Friend	A friend recommended this shop.						
<b>Complaint</b>	Delivery Date	The time was longer than I expected but the end result was worth the wait.						
<b>Insurance Company:</b>	Liberty Mutual							

	<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>
Caruso, Mike (#5692) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	No
<b>Chose Body Shop Because</b>	Repeat Customer	I am a repeat customer at this shop.						
<b>Compliment</b>	Body Shop	The repair work is fine.						
<b>Insurance Company:</b>	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>
Depasquale, Michael (#5741) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	Blank
<b>Chose Body Shop Because</b>	Family Friend	A friend recommended this shop.						
<b>Insurance Company:</b>	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>
Didonna, Masion & Desiree (#5711) - Chose Body Shop	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	Yes
<b>Chose Body Shop Because</b>	Family Friend		A friend recommended this shop.					
<b>Insurance Company:</b>	None							
Furmanski, Leon (#5709) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
<b>Chose Body Shop Because</b>	Other		I went to a shop where they sell auto paint and this shop recommended this body shop.					
<b>Compliment</b>	Body Shop		This body shop did a very good job.					
<b>Compliment</b>			The service was very good by the staff. The repair was handled in a very smooth manner.					
<b>Compliment</b>	Delivery Date		The time to complete the repair was understandable.					
<b>Rec Body Shop</b>	Body Shop		This body shop is very family oriented. I have already recommended this body shop to friends.					
<b>Rec Ins Co</b>	Claims Office		The insurance company was very professional in handling the claim.					
<b>Insurance Company:</b>	None							
Generoso, Michael (#5720) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	Yes
<b>Chose Body Shop Because</b>	Repeat Customer		I am a repeat customer at this shop.					
<b>Insurance Company:</b>	None							
Kitts, Richard (#5721) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Blank	Blank
<b>Chose Body Shop Because</b>	Employee		I know someone at the shop.					
<b>Insurance Company:</b>	None							
Korde, David (#5661) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	Yes
<b>Chose Body Shop Because</b>	Repeat Customer		I am a repeat customer at this shop.					
<b>Compliment</b>	Body Shop		This body shop did a perfectly great job.					
<b>Compliment</b>			The treatment by the staff was perfect.					
<b>Insurance Company:</b>	None							
Lezamiz**, Frances (#5689) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
<b>Chose Body Shop Because</b>	Family Friend		A friend recommended this shop.					
<b>Rec Ins Co</b>	Claims Office		The insurance company was very concerned and courteous.					
<b>Insurance Company:</b>	Progressive							

	<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>
Matera, Nicholas (#5713) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	Yes
<b>Chose Body Shop Because</b>	Family Friend	A friend recommended this shop.						
<b>Compliment</b>	Body Shop	I am totally satisfied with the quality of the repair.						
<b>Compliment</b>	Cust Serv Rep	I was extremely satisfied with the service.						
<b>Rec Agent</b>	Involved with claim	My agent was very helpful.						
<b>Insurance Company:</b>	None							
Mistretta, Madeline (#5684) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	No	N/A
<b>Chose Body Shop Because</b>	Repeat Customer	I am a repeat customer at this shop.						
<b>Compliment</b>	Body Shop	The quality of work is very professional.						
<b>Compliment</b>		The staff handled the repair in an exceptional manner.						
<b>Compliment</b>	Delivery Date	The time to complete the repair was excellent.						
<b>Insurance Company:</b>	Geico							
Prinzi, Alyssa (#5657) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes		Yes	Yes
<b>Chose Body Shop Because</b>	Family Friend	A friend recommended this shop.						
<b>Insurance Company:</b>	Geico							
Rainey, Jennifer (#5714) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
<b>Chose Body Shop Because</b>	Family Friend	A friend recommended this shop.						
<b>Rec Body Shop</b>	Body Shop	The people at Deville Auto are very nice.						
<b>Insurance Company:</b>	None							
Reicon, Jeff Wollman (#5700) - Comment Survey	Yes	Yes	Blank	Yes	Yes	Agent Not Specified	Blank	Blank
<b>Comment</b>	Body Shop	Declined to answer rest of survey questions.						
<b>Compliment</b>	Body Shop	The quality of the work by this body shop is great.						
<b>Insurance Company:</b>	None							
Sabatini, Richard (#5704) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	Blank
<b>Chose Body Shop Because</b>	Repeat Customer	I am a repeat customer at this shop.						
<b>Compliment</b>	Body Shop	This was the best service ever.						
<b>Insurance Company:</b>	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>
Salzano, Richard (#5718) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
<b>Chose Body Shop Because</b>	Family Friend		A friend recommended this shop.					
<b>Insurance Company:</b>	Geico							
Savoca, Roseann (#5717) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Blank	Blank
<b>Chose Body Shop Because</b>	Family Friend		A friend recommended this shop.					
<b>Insurance Company:</b>	None							
Stayoch, Bronwyn (#5705) - Chose Body Shop Because	Blank	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
<b>Chose Body Shop Because</b>	Family Friend		A friend recommended this shop.					
<b>Compliment</b>	Body Shop		Thank you, DeVille Auto Collision, for fixing the window so beautifully.					
<b>Insurance Company:</b>	USAA							