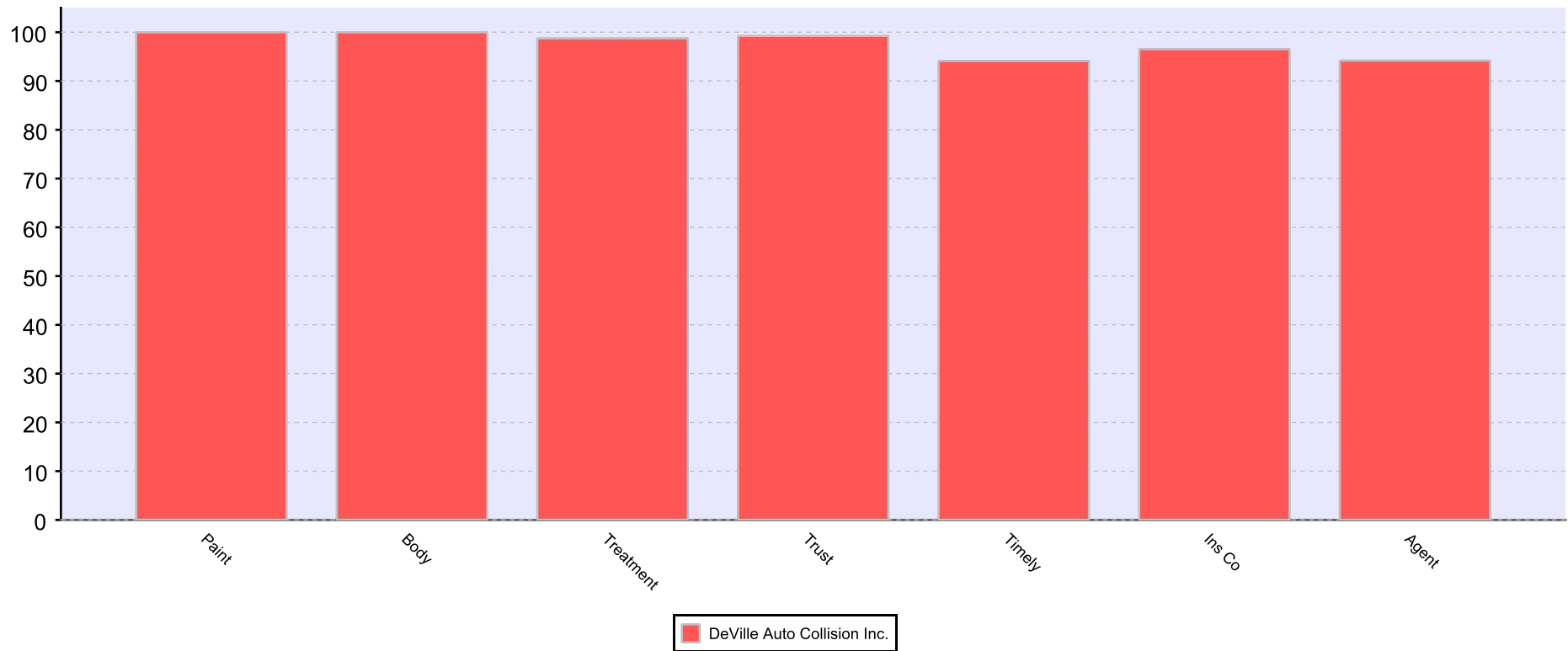


Performance Feedback Location Review Report



2008-04-01 through 2008-11-30

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	118	99.8 %	100.0 %	100.0 %	98.8 %	99.2 %	94.1 %	96.6 %	94.2 %



	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	118	99.8 %	100.0 %	100.0 %	98.8 %	99.2 %	94.1 %	96.6 %	94.2 %

		<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>
Abati, Alfred (#3943) - Phone Survey		Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Dealership	The dealership where I bought the car recommended this shop.							
Compliment	Body Shop	This shop was really wonderful, I am very pleased with the service here.							
Insurance Company:	Geico								
Agostini, Dalilah (#3899) - Mail Survey		Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Agent Recommendation	The insurance agent recommended this shop.							
Compliment	Body Shop	We are very pleased with how the car turned out.							
Compliment		Denise is a great asset to this shop.							
Compliment	Body Shop	We were very pleased with the service that we got at this shop. It was magnificent and the work was done in a timely manner.							
Insurance Company:	Allstate Insurance Company								
Amoury, Majorie (#13596) - Mail Survey		Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Other	I heard about this shop through word of mouth.							
Chose Body Shop Because	Family Friend	A friend recommended this shop.							
Compliment	Body Shop	I was treated with the utmost courteousness and the workmanship was excellent. DeVille is a quality repair facility and I would recommend it highly.							
Insurance Company:	Allstate Insurance								
Anderson, Jeannette (#3987) - Phone Survey		Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.							
Compliment	Body	I thought they did an excellent job. They were courteous. They had my rental car ready. I thought they were highly professional.							
Insurance Company:	Liberty Mutual Insurance Co.								
Andino, Alice & Ralph (#3850) - Phone Survey		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	I am very happy with the outcome. It looks beautiful. They did a very good job all around.							
Compliment		They are very nice people. They are very honest and professional. They are a wonderful family.							
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>
Beiles, Arnold (#3920) - Phone Survey	Yes	Yes	Blank	Yes	Blank	Agent Not Specified	Blank	Blank
Insurance Company: Geico								
Biancaniello, Marie (#3978) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Blank
Chose Body Shop Because Family Friend	A friend recommended this shop.							
Compliment Body	Everything at this shop was fine.							
Insurance Company: Geico								
Bobkier, Jeffery (#123511) - Mail Survey	Yes	Yes	10	No	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because Family Friend	A friend recommended this shop.							
Insurance Company: Liberty Mutual								
Bramante, Athony & Hollis (#13617) - Phone Survey	Yes	Yes	Blank	Yes	Blank	Inc. TheLimeriAgency	Blank	Blank
Insurance Company: Travelers								
Brown, Virgil (#13654) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
Chose Body Shop Because Family Friend	A friend recommended this shop.							
Insurance Company: None								
Brusco, Frank/Carla (#3948) - Mail Survey	Yes	Yes	Blank	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because Family Friend	A friend recommended this shop.							
Insurance Company: None								
Brusco, Tony (#3857) - Phone Survey	Yes	Yes	10	Yes	No	Agent Not Specified	Yes	Blank
Insurance Company: Allstate Insurance Company								
Butera, Lucille (#4066) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because Family Friend	A friend recommended this shop.							
Compliment Body	Everything was perfect.							
Compliment Body Shop	Deville Auto Collision went above and beyond for me. I didn't expect it to be such a good experience.							
Insurance Company: Allstate Insurance Company								

	<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>
Caltabiano, Pat & Johnny (#13607) - Mail 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.							
Compliment	Body Shop There is no better auto repair facility anywhere in the tri-state area than DeVille.							
Insurance Company:	Geico							
Cambria, Maria (#3914) - Phone Survey	Yes	Yes	10	Yes	Blank	Agent Not Specified	Blank	Blank
Insurance Company:	State Farm Insurance Company							
Cambria, Ronald (#4091) - Mail 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							
Capace, Chris (#130763) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	Yes
Chose Body Shop Because	Repeat Customer I am a repeat customer at this shop.							
Compliment	Body Shop They did an excellent job as always.							
Insurance Company:	None							
Caputo, Bob (#13470) - Mail Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Blank
Chose Body Shop Because	Dealership The dealership where I bought the car recommended this shop.							
Compliment	Paint It is a difficult color to match and it looks like it is factory new.							
Insurance Company:	Encompass Insurance							
Carter, Anthony (#13598) - Mail 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.							
Compliment	Body Shop They were very helpful and provided excellent service. These are great people.							
Insurance Company:	UNITRIN UNITED							
Catalano, John (#13665) - Mail Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Blank
Chose Body Shop Because	Other I heard about this shop through word of mouth.							
Insurance Company:	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>
Christofilakes, Pete (#6166) - Mail Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Other I heard about this shop through word of mouth.							
Comment	Body Shop The car was being returned to the lease company when they finished. It looks like a brand new car.							
Insurance Company:	None							
Citera**, Frank (#13640) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
Chose Body Shop Because	Family Friend A friend recommended this shop.							
Compliment	Body They did a great job.							
Insurance Company:	None							
Cohen, Jim (#3849) - Phone Survey	Yes	Yes	10	Yes	Yes	The Limeri Agency, Inc.	Yes	Blank
Chose Body Shop Because	Family Friend A friend recommended this shop.							
Compliment	Body They did a good job.							
Insurance Company:	Geico							
Cohen, Jim (#3961) - Phone Survey	Yes	Yes	9	Yes	Yes	Agent Not Specified	N/A	Yes
Chose Body Shop Because	Other I found this body shop through my husband's rotary.							
Rec Body Shop	Body Shop I absolutely would recommend this body shop.							
Insurance Company:	None							
Cohen, Micheal J (#137081) - Phone Survey	Yes	Yes	9	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Yellow Page Ad I chose this shop from the yellow pages.							
Compliment	Body Shop They did a very good job on my car.							
Insurance Company:	Allstate Insurance							
Composto, Tony (#6161) - Phone Survey	Yes	Yes	Blank	Yes	Blank	Agent Not Specified	Blank	Blank
Insurance Company:	None							
D'Amadeo, Pat & Maria (#3970) - Mail 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.							
Compliment	Body Shop Thank you so much for your professional, friendly, and timely service. As in the past, it has been a pleasure dealing with you during an unfortunate circumstance.							
Insurance Company:	State Farm Insurance Company							

	<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>
Degrazia, Thomas (#13722) - Phone Survey Chose Body Shop Because Repeat Customer Insurance Company: None	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
I am a repeat customer at this shop.								
Degrazia, Thomas (#) - Mail Survey Chose Body Shop Because Repeat Customer Insurance Company:	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
I am a repeat customer at this shop.								
Delahanty, Neal (#3988) - Mail Survey Chose Body Shop Because Dealership Chose Body Shop Because Location Compliment Paint Compliment Body Shop Insurance Company: None	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
The dealership where I bought the car recommended this shop.								
I chose the shop because of its location.								
The paint looks great.								
They did an excellent job. I am completely satisfied.								
Depalma, Pat (#4014) - Phone Survey Compliment Body Insurance Company: None	Yes	Yes	Blank	Blank	Blank	Agent Not Specified	Blank	Blank
Everything was fine. Thanks								
Evens, Nancy (#3922) - Phone Survey Chose Body Shop Because Repeat Customer Insurance Company: None	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
I am a repeat customer at this shop.								
Flynn, Maria Jeane (#3945) - Phone Survey Insurance Company: Geico	Yes	Yes	Blank	Yes	Blank	Agent Not Specified	Blank	Blank
Foote, Dan (#6206) - Phone Survey Chose Body Shop Because Family Friend Compliment Body Shop Insurance Company: None	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
I heard about the shop through word of mouth.								
If I ever need any repairs that's where I will go.								

	<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>
Forster, Elizabeth (#4063) - Mail 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.							
Compliment	Body Shop They did an excellent job. I have recommended people to them.							
Insurance Company:	Geico							
Gadsden, Joesetta (#13513) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Blank
Chose Body Shop Because	Family Friend A friend recommended this shop.							
Compliment	Body Everything at this shop was fine.							
Insurance Company:	Allstate Insurance							
Gajdzinska, Wiera (#3989) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Blank
Chose Body Shop Because	Family Friend A friend recommended this shop.							
Compliment	Ins Co They were very nice.							
Compliment	Body Everything was wonderful.							
Insurance Company:	State Farm Insurance Company							
Gebhardt, Roy (#4034) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	N/A
Chose Body Shop Because	Other I found out about the body shop through a club I belong to.							
Insurance Company:	Geico							
Giarratano, Joe (#13592) - Mail 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	Employee Charlie lives across the street. I am his god father.							
Insurance Company:	Geico							
Giarratano, Joe (#4022) - Mail Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Blank
Chose Body Shop Because	Repeat Customer I am a repeat customer at this shop.							
Insurance Company:	Geico							
Gibson, Steven (#4023) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Blank	Blank
Chose Body Shop Because	Yellow Page Ad I chose this shop from the yellow pages.							
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>
Gilmore**, Kelly (#3959) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Blank	Blank
Chose Body Shop Because Family Friend	A friend recommended this shop.							
Insurance Company: None								
Gilmore, Kelly (#3889) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	Yes
Chose Body Shop Because Employee	I know someone at the shop.							
Compliment Body	Make sure to brink in future work to deville.							
Insurance Company: None								
Greenwald, Steve (#3734) - Phone 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.							
Insurance Company: None								
Gregoretti, Trisha & Nick (#4021) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because Family Friend	A friend recommended this shop.							
Insurance Company: State Farm Insurance Company								
Gunn, John (#13618) - Phone Survey	Yes	Yes	10	Blank	Yes	Agent Not Specified	Yes	N/A
Chose Body Shop Because Repeat Customer	I am a repeat customer at this shop.							
Insurance Company: Liberty Mutual								
Hayes, Marlene (#3913) - Mail Survey	Yes	Yes	10	Yes	Blank	Agent Not Specified	No	No
Chose Body Shop Because Other	I heard about this shop through word of mouth.							
Chose Body Shop Because Dealership	The dealership where I bought the car recommended this shop.							
Chose Body Shop Because Location	I chose this shop based on its location.							
Comment Delivery Date	The insurance company appraiser took too long to show up and submit his papers for approval.							
Compliment Paint	The paint matched perfectly.							
Compliment Body	The body repairs met my expectations after a few minor adjustments were taken care of.							
Compliment Body Shop	You were very cordial and accommodating to my needs.							
Compliment Body Shop	I would recommend this shop because you do quality work and you know how to deal with insurance adjusters.							
Compliment	You made a bad experience bearable.							
Not Rec Agent Other	My claim did not go through my insurance; the other party was 100% liable.							
Not Rec Ins Co Claims Office	The insurance company kept trying to lower the price and they gave me a hard time about the rental I needed while my car was in the shop.							
Insurance Company: Travlrs Insurance Co								

	<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>
Hayes, Marlene & Peter (#4070) - Mail Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Blank
Chose Body Shop Because	Repeat Customer I am a repeat customer at this shop.							
Compliment	Body Shop They were friendly and accomodating.							
Rec Ins Co	Other The payment was speedy.							
Insurance Company:	Unknown							
Helou, Ramez (#3867) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
Chose Body Shop Because	Family Friend A friend recommended this shop.							
Insurance Company:	None							
Hernandez, Marco (#3975) - Phone Survey	Yes	Yes	8	Yes	No	Agent Not Specified	Yes	Blank
Chose Body Shop Because	Family Friend My brother recommended this shop.							
Compliment	Body Everything now is fine.							
Insurance Company:	Geico							
Hershfeld, Linda & Dave (#129801) - Phone Survey	N/A	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
Chose Body Shop Because	Other My wife is in an organization with the owner.							
Insurance Company:	None							
Herterizc, Lee (#3868) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Family Friend A friend recommended this shop.							
Compliment	Body They were the right place to go to, and a first rate company, and I'm glad I went to them.							
Insurance Company:	Arbella Mutual Insurance							
Horowitz, Marc (#4061) - Phone Survey	N/A	Yes	Blank	Yes	Blank	Agent Not Specified	Blank	Blank
Insurance Company:	None							
Horvath, Rita & Wendel (#4032) - Mail Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
Chose Body Shop Because	Family Friend A friend recommended this shop.							
Compliment	Body Shop They did excellent work.							
Compliment	Delivery Date It was completed on time.							
Compliment	Body I could not even notice the repairs.							
Compliment	They were polite and courteous people.							
Compliment	Paint It blended well with the other paint.							
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>
Imbriale, Robert (#131371) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
Chose Body Shop Because Family Friend	My mother recommended this shop.							
Compliment Body	Everything was beyond my expectations.							
Compliment Body Shop	They have always been great to me, and do an excellent job.							
Compliment Delivery Date	The time it took exceeded my expectations.							
Insurance Company: Geico								
Jacovino, Louis R (#3851) - Mail Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because Agent Recommendation	The insurance agent recommended this shop.							
Compliment Paint	The paint matches the car. It looks good. It looks like new.							
Compliment Body	It looks good, almost as if the car was not in an accident.							
Compliment Body Shop	They are great at Deville. They are so nice.							
Compliment Body Shop	Because of the job they did on my car, I would recommend this shop.							
Compliment Delivery Date	The repairs were done as I was told.							
Compliment Body Shop	They were very helpful in a family way. The work done was good, very good. Thanks.							
Insurance Company: Geico								
Jcc Of Staten Island, (#13599) - Mail Survey	Yes	Yes	9	Yes	No	Agent Not Specified	Yes	Yes
Chose Body Shop Because Other	I heard about this shop based on word of mouth.							
Compliment Body Shop	The finished product was very impressive and the customer service was professional.							
Insurance Company: PHILADELPHIA INSURANCE								
Johnson, Jimmy (#3935) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Blank	Blank
Compliment Body Shop	They were very professional and customer friendly.							
Insurance Company: None								
Katz**, David (#3880) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because Ins Co Recommend	The insurance company recommended this shop.							
Insurance Company: Allstate Insurance Company								
Klein, Dr. David (#3957) - Phone Survey	Yes	Yes	9	Blank	Blank	Agent Not Specified	Blank	Blank
Compliment Body	Everything was fine.							
Insurance Company:								

	<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>
Kooienga, Douglas (#) - Mail 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.							
Compliment	Body Shop I am very satisfied.							
Insurance Company:								
Koutas, George (#3955) - Phone Survey	Yes	Yes	8	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Location I chose this shop because of its location.							
Insurance Company:	None							
Lagiusa, Teresa (#13696) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Family Friend A friend recommended this shop.							
Insurance Company:	Allstate Insurance							
Larosa, Thomas A (#3897) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Location I chose this shop because of its location.							
Insurance Company:	Geico							
Lauter, Geri (#3866) - Mail 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.							
Compliment	Body Shop They are the nicest and easiest collision center.							
Compliment	Body Shop They make sure everything is handled without pressure. They provide excellent service.							
Insurance Company:	Aig Insurance Co							
Lecarreux, Ed (#3995) - Phone Survey	Yes	Yes	9	Yes	Yes	The Limeri Agency, Inc.	Yes	Blank
Compliment	Body Everything was fine.							
Insurance Company:	Progressive							
Lecarreux, Ed (#4002) - Phone Survey	Yes	Yes	Blank	N/A	Yes	Agent Not Specified	Blank	Blank
Compliment	Ins Co I have my own problem with the insurance company.							
Compliment	Body Everything was fine.							
Insurance Company:	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>
Lecarreux, Ed (#4001) - Phone Survey	Yes	Yes	8	Yes	Yes	Agent Not Specified	No	Yes
Chose Body Shop Because	Repeat Customer I am a repeat customer at this shop.							
Compliment	Body Shop I would give them 8 3/4.							
Rec Agent	Involved with claim I would recommend this agent. It is not their fault about the company.							
Rec Ins Co	Claims Office This insurance company is not to wonderful. They leave a lot to be desire.							
Insurance Company:	Progressive							
Leone, Rocco (#3662) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
Chose Body Shop Because	Family Friend A friend recommended this shop.							
Compliment	Body Shop I already have recommended them to two of my friends							
Insurance Company:	None							
Lewis, Edward (#3932) - Mail Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	No
Chose Body Shop Because	Repeat Customer I am a repeat customer at this shop.							
Compliment	Body Shop I would highly recommend this shop to anyone.							
Insurance Company:	None							
Li, Chris (#6125) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Family Friend A friend recommended this shop.							
Insurance Company:	*Unknown Insurance*							
Li, Chris (#13685) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Family Friend A friend recommended this shop.							
Insurance Company:	*Unknown Insurance*							
Lipuma, Dominick Jr (#13671) - Phone Survey	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.							
Insurance Company:	*Unknown Insurance*							
Locke, Fran (#13704) - Phone Survey	Yes	Yes	10	Yes	Yes	Inc. ThomasGranelloAge ncy	N/A	N/A
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>
Lubrano, Gene (#13583) - Mail Survey Chose Body Shop Because Repeat Customer Insurance Company: Travelers	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
								I am a repeat customer at this shop.
Maggiore, John (#13628) - Phone Survey Compliment Body Shop Insurance Company: None	Yes	Yes	Blank	Yes	Blank	Agent Not Specified	Blank	Blank
								They did a good job. It is a great place.
Mandart, Rosemarie (#13551) - Phone Survey Chose Body Shop Because Other Complaint Delivery Date Insurance Company: Allstate Insurance	Yes	Yes	10	Yes	No	Agent Not Specified	Yes	Yes
								It was through the business world....business dealings with the owner. It took longer than expected, but it was absolutely no fault of DeVille....it was because of the insurance company.
Marchese, Anthony (#3931) - Mail Survey Chose Body Shop Because Repeat Customer Comment Ins Co Comment Ins Agent Compliment Insurance Company: None	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
								I am a repeat customer at this shop. I paid myself. I do not have an agent. David, your fathers work in the past has always been great and you followed in his foot steps. Thanks for the great job.
Marchese, John & Kerri (#4030) - Phone Survey Compliment Body Shop Insurance Company: None	Yes	Yes	Blank	Yes	Blank	Agent Not Specified	Blank	Blank
								I am on my way to work, but he is fabulous.
Massoni, John (#3928) - Mail Survey Chose Body Shop Because Dealership Compliment Paint Compliment Body Compliment Body Shop Compliment Body Shop Insurance Company: None	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
								The dealership where I bought the car recommended this shop. Excellent paint job. The body repairs met my expectations. I was treated as all of the above and beyond. I have already recommended this shop.

	<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>
Mathies, Robert (#3770) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Ins Co Recommend		The insurance company recommended this shop.					
Compliment	Body Shop		I was grateful for the pen and paper.					
Compliment	The car looked very clean.							
Insurance Company:								
Menoni, Adam (#3983) - Phone Survey	Yes	Yes	Blank	Yes	Blank	Agent Not Specified	Blank	Blank
Insurance Company:	None							
Meyers, Stephen (#3947) - Phone Survey	Yes	Yes	10	Yes	Yes	Thomas Granello Agency, Inc.	Yes	Yes
Chose Body Shop Because	Repeat Customer		I am a repeat customer at this shop.					
Rec Body Shop	Body Shop		I absolutely would recommend this body shop.					
Insurance Company:	Allstate Insurance Company							
Michaelson, Brian (#3953) - Phone Survey	Yes	N/A	Blank	Yes	Blank	Agent Not Specified	Blank	Blank
Comment	Detail		I only brought it in for detailing.					
Insurance Company:	None							
Moliterni, Anthony (#13726) - Phone Survey	Yes	Yes	Blank	Yes	Blank	Agent Not Specified	Blank	Blank
Insurance Company:	None							
Montanti, Dr.vincent (#13675) - Phone 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:	Travelers							
Nardone, Joseph & Domenica (#4046) - Mail 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		De Ville is committed to quality. Thanks.					
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>
Naysmith, Andrew (#3976) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Blank
Chose Body Shop Because	Family Friend A husband friend recommended this shop.							
Compliment	Body Everything was great.							
Insurance Company:	State Farm Insurance Company							
Oetting, William & Michele (#3860) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	Yes
Chose Body Shop Because	Other The person who hit me recommended it.							
Insurance Company:	None							
Oliva, Donna (#3917) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Blank	Blank
Chose Body Shop Because	Family Friend A friend recommended this shop.							
Insurance Company:	Geico							
Oliva, Donna (#3701) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Family Friend A friend recommended this shop.							
Insurance Company:	None							
Peretz, Dorothy (#4024) - Phone Survey	Yes	Yes	9	Yes	Yes	Agent Not Specified	Yes	N/A
Chose Body Shop Because	Family Friend A friend recommended this shop.							
Insurance Company:	Geico							
Ramsingh, Mado (#132811) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Family Friend A friend recommended this shop.							
Insurance Company:	None							
Rehak, Jacqueline & Joe (#3894) - Mail Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	No
Chose Body Shop Because	Repeat Customer I am a repeat customer at this shop.							
Compliment	Body Shop I was treated as if I were related. I felt comfortable with all the assistance I was given. Denise went above and beyond. Thank you.							
Insurance Company:	Allstate Insurance Company							
Rinaudo, Matteo (#13679) - Phone Survey	Yes	Yes	9	Yes	No	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Family Friend My uncle is a client of this shop.							
Complaint	Delivery Date The repair job took a long time.							
Compliment	Body Shop They did a good job.							
Insurance Company:	New Jersey Manufacturers							

	<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>
Rispoli J li, Ralph (#4065) - Mail Survey Chose Body Shop Because Family Friend Insurance Company: Allstate Insurance Company	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
						A friend recommended this shop.		
Russo, John (#136011) - Phone Survey Chose Body Shop Because Repeat Customer Insurance Company: None	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
						I am a repeat customer at this shop. We have been using DeVille forever.		
Russo, Johnny (#13616) - Phone Survey Chose Body Shop Because Family Friend Insurance Company: State Farm Insurance Company	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
						A friend recommended this shop.		
Russo, Salvatore (#4003) - Mail Survey Chose Body Shop Because Family Friend Compliment Insurance Company: Geico	Yes	Yes	Blank	Yes	Yes	Agent Not Specified	Yes	Blank
						A friend recommended this shop. I am extremely grateful and satisfied for this service.		
Salinardi, Pam (#3893) - Phone Survey Chose Body Shop Because Dealership Compliment Body Insurance Company: None	Yes	Yes	10	Yes	Yes	Agent Not Specified	Blank	Blank
						The dealership where I bought the car recommended this shop. Everything at this shop was great.		
Sanders, Drew (#13649) - Phone Survey Insurance Company: Geico	Yes	Yes	Blank	Yes	Yes	Agent Not Specified	No	No
Scamardella, Paula (#6209) - Phone Survey Chose Body Shop Because Family Friend Insurance Company: None	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
						A friend recommended this shop.		
Scerbo, Peter (#3958) - Mail Survey Chose Body Shop Because Repeat Customer Insurance Company: High Point Insurance	Yes	Blank	10	Yes	Yes	Agent Not Specified	Yes	Yes
						I am a repeat customer at this shop.		

	<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>
Schwartz, Andrew (#13606) - Mail Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	Blank
Chose Body Shop Because Repeat Customer	I am a repeat customer at this shop.							
Compliment Body Shop	I would definitely recommend this shop.							
Compliment Body Shop	David and Charlie always see that our car is impeccable when we get it back. Thank you for the service and professionalism.							
Insurance Company: None								
Schwartz, Andrew (#3904) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because Location	I chose this shop because of its location.							
Insurance Company: None								
Sendra, Antonio (#4010) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
Compliment Body	Everything was fine.							
Insurance Company: None								
Sgroi, Maurizio (#3972) - Mail Survey	Yes	Yes	10	Yes	Yes	Maurizio Sgroi Allstate Insurance	Yes	Yes
Compliment	David, his family and staff helped from point A to point Z. They completed the job with excellence - thank you.							
Insurance Company: Progressive								
Shall, John & Linda (#13634) - Mail Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because Other	Al Lambert recommended the shop to me.							
Insurance Company: Allstate Insurance								
Simmonds, Michael (#13687) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because Dealership	The dealership where I bought the car recommended this shop.							
Insurance Company: Kemper Insurance								
Simmonds, Michael (#3901) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because Dealership	The dealership where I bought the car recommended this shop.							
Insurance Company: Kemper 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>
Simply the Best, Natalie (#3929) - Mail Survey Chose Body Shop Because Other Insurance Company: None	Yes	Yes	Blank	Yes	Yes	Agent Not Specified	Blank	Blank
I received a referral for this shop.								
Siniscalchi, Cathrine (#4013) - Phone Survey Chose Body Shop Because Family Friend Complaint Delivery Date Compliment Compliment Body Shop Insurance Company: Barter Depot	Yes	Yes	10	Yes	No	Agent Not Specified	Yes	Yes
A friend recommended this shop. Would have like it a little shorter. It was all right. Very good. Very nice. Absolutely would recommend this shop.								
Solomon, Alison (#3992) - Mail Survey Chose Body Shop Because Repeat Customer Insurance Company: Tristate	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Blank
I am a repeat customer at this shop.								
Sommerlad, Carissa (#13639) - Phone Survey Chose Body Shop Because Repeat Customer Complaint Delivery Date Request Insurance Company: Geico	Yes	Yes	8	Yes	No	Agent Not Specified	Yes	Yes
I am a repeat customer at this shop. It took way too long. Please give me a call as the car is now pulling to the right & the sunroof won't open now since the repair was done.								
Staten Island Zoo, (#13659) - Mail Survey Chose Body Shop Because Repeat Customer Insurance Company: None	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
I am a repeat customer at this shop.								
Travers, Charlie (#13647) - Phone Survey Chose Body Shop Because Other Compliment Cust Serv Rep Compliment Body Shop Insurance Company: None	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	Yes
My cousin recommended the shop. David's crazy. Just kidding, he's a really good person. I was happy with everything.								

	<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>
Zandler, Zsold & Erika (#4036) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because Internet Ad	I found this shop on the internet.							
Insurance Company:								
Zehrer, Shannon (#13571) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	N/A
Chose Body Shop Because Family Friend	A friend recommended this shop.							
Complaint Detail	There is a loud rattling noise in the car on the inside. Please contact me regarding this problem.							
Compliment Body Shop	The shop took very good care of me.							
Insurance Company: New Jersey Manufacturers								