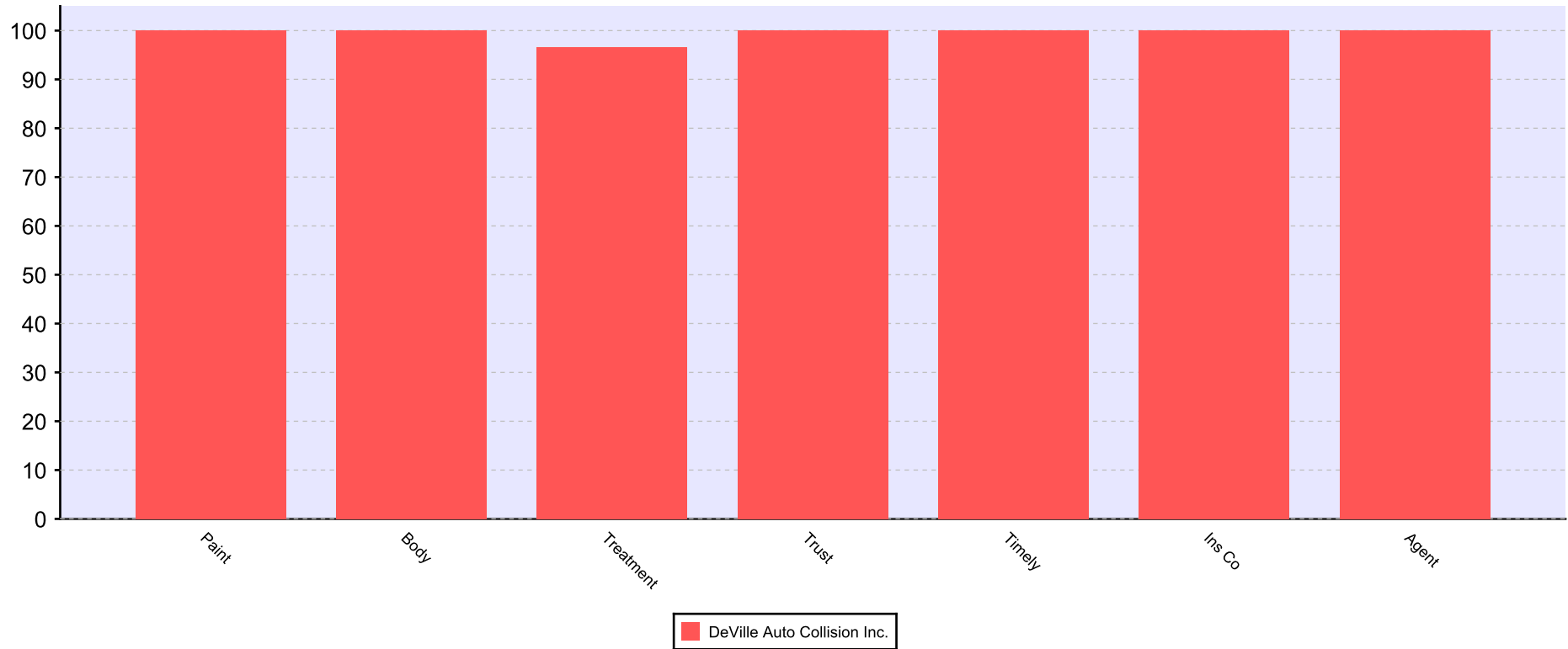


Performance Feedback Location Review Report



2009-05-01 through 2009-05-31

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	15	100.0 %	100.0 %	100.0 %	96.7 %	100.0 %	100.0 %	100.0 %	100.0 %



	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	15	100.0 %	100.0 %	100.0 %	96.7 %	100.0 %	100.0 %	100.0 %	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>
Castellano, John (#4380) - Chose Body Shop Because Survey		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	Everything was fine.							
Insurance Company:	None								
Corolo, Charlie (#4342) - Chose Body Shop Because Survey		Yes	Yes	10	Yes	Yes	Agent Not Specified	Blank	Blank
Chose Body Shop Because	Location	I chose this shop because of its location.							
Compliment	Body	Everything was fine.							
Insurance Company:	Liberty Mutual								
Desantis, Helen (#4357) - Chose Body Shop Because 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	Everyone at this shop was great.							
Insurance Company:	Geico								
Evans, Gary (#4315) - Chose Body Shop Because Survey		Yes	Yes	10	Yes	Yes	Folise Agency, Inc.	Yes	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.							
Compliment	Body Shop	Deville always provides excellent service. The car rental company came to us. The insurance adjuster came in a timely manner. They made a bad situation much easier to handle.							
Insurance Company:	Allstate Insurance								
Guerra, Eugene (#4352) - Chose Body Shop Because Survey		Yes	Yes	10	Yes	Yes		Yes	N/A
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.							
Insurance Company:	Geico								
Helbock, Bob (#4403) - Chose Body Shop Because Survey		Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
Chose Body Shop Because	Employee	I know the owner.							
Compliment	Body	They did a good job.							
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>
Herschfeld, Linda & Dave (#4373) - Chose Body Shop	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		Everything was fine.					
Insurance Company:	None							
Lecarreux, Ed (#4300) - Chose Body Shop Because Survey	Yes	Yes	8	Yes	Yes	Agent Not Specified	Yes	Blank
Chose Body Shop Because	Repeat Customer		I am a repeat customer at this shop.					
Compliment	Body		Everything was fine.					
Insurance Company:	Progressive							
Mcnelly, Jane (#4317) - 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.					
Compliment	Body		I feel like I have a new car.					
Compliment	The owner and the workers were very friendly, and made me feel like I was very important. I don't think there's anything I could suggest that would have made things better.							
Rec Body Shop	Body Shop		I would recommend the auto collision shop to anyone who needs the body shop.					
Insurance Company:	Geico							
Palazzola, Rita (#4397) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes		Yes	Blank
Chose Body Shop Because	Ins Co Recommend		The insurance company recommended this shop.					
Compliment	Body		Everything was fine.					
Insurance Company:	None							
Pearson, Laura (#4290) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	N/A
Chose Body Shop Because	Family Friend		A friend recommended this shop.					
Insurance Company:	Geico							
Pero, Marisa (#4308) - 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:	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>
Phillip, Orlando (#4304) - 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.							
Compliment	I would rate the staff a twenty on a scale of one to ten. They were very friendly and professional.							
Insurance Company: USAA								
Quirk, Kevin (#4387) - Chose Body Shop Because Survey	Yes	Yes	8	Yes	Yes		Yes	Blank
Chose Body Shop Because Dealership	The dealership where I bought the car recommended this shop.							
Insurance Company: Allstate Insurance								
Young, Debra (#4362) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because Employee	I know someone at the shop.							
Compliment	I was very happy that they detailed the car when they were finished with the repairs. The car looks beautiful.							
Insurance Company: State Farm Insurance Company								