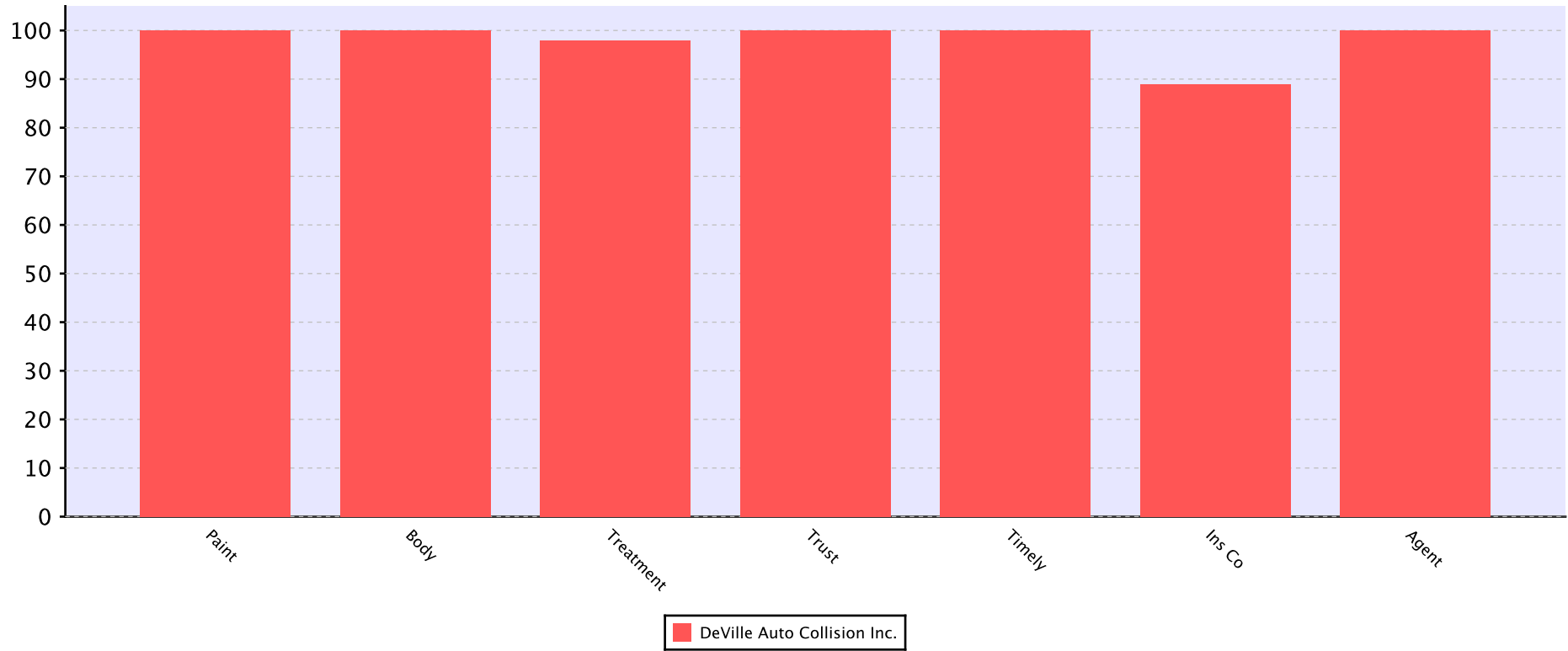


# Performance Feedback Location Review



2010-08-01 through 2010-08-31

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	19	100.0 %	100.0 %	100.0 %	97.9 %	100.0 %	100.0 %	88.9 %	100.0 %



	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	19	100.0 %	100.0 %	100.0 %	97.9 %	100.0 %	100.0 %	88.9 %	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>
Altbaum, Mark (#5119) - Chose Body Shop Because		Yes	Yes	10	Yes	Yes		N/A	Yes
<b>Chose Body Shop Because</b>	Employee	I know someone at the shop.							
<b>Comment</b>	Ins Co	I paid out of pocket for this repair.							
<b>Compliment</b>	Body Shop	I am very happy with the repair.							
<b>Insurance Company:</b>	None								
Austin, Gary (#5140) - Chose Body Shop Because Survey		Yes	Yes	10	Yes	Yes		Yes	Yes
<b>Chose Body Shop Because</b>	Repeat Customer	I am a repeat customer at this shop.							
<b>Compliment</b>	Paint	The painted matched.							
<b>Compliment</b>	Body	The body looks brand new.							
<b>Compliment</b>	Body Shop	They make you feel like a good friendly.							
<b>Compliment</b>	Delivery Date	The time was amazing.							
<b>Compliment</b>	Body Shop	I feel David did all he could and went above and beyond. He believed in 100 % customer satisfaction. They are very professional and friendly people.							
<b>Rec Body Shop</b>	Body Shop	I hope to never need to use them again but if I do, I would 100% use them again and recommend them to others.							
<b>Rec Ins Co</b>	Other	High Point did an excellent job.							
<b>Insurance Company:</b>	High Point Insurance								
Bourletos, Marcia (#5095) - Chose Body Shop Because		Yes	Yes	10	Yes	Yes		N/A	Yes
<b>Chose Body Shop Because</b>	Internet Ad	I found this shop on the internet.							
<b>Comment</b>	Ins Co	I paid cash for the repair.							
<b>Compliment</b>	Body Shop	I was very satisfied with the repair.							
<b>Insurance Company:</b>	None								
Breen, Tom (#5129) - Chose Body Shop Because Survey		Yes	Yes	10	Yes	Yes		N/A	N/A
<b>Chose Body Shop Because</b>	Location	I chose this shop because of its location.							
<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>
Carpinello, Robert & Grace (#5118) - Chose Body Shop	Yes	Yes	10	Yes	Yes		Yes	Yes
<b>Chose Body Shop Because</b>	Other	The SIEDC of Staten Island recommended this body shop.						
<b>Compliment</b>	Body Shop	The repair was great.						
<b>Insurance Company:</b>	Allstate Insurance							
Castellano, Phyllis (#5069) - Chose Body Shop Because	Yes	Yes	9	Yes	Yes		Yes	Yes
<b>Chose Body Shop Because</b>	Family Friend	A friend recommended this shop.						
<b>Insurance Company:</b>	Progressive							
Cibelli, Robert (#5123) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes		N/A	Yes
<b>Chose Body Shop Because</b>	Repeat Customer	I am a repeat customer at this shop.						
<b>Compliment</b>	I was treated very nicely by the staff at DeVille Auto Collision.							
<b>Insurance Company:</b>	None							
Falcone, Nicholas (#5103) - Chose Body Shop Because	Yes	Yes	8	Yes	Yes		Yes	Yes
<b>Chose Body Shop Because</b>	Family Friend	A friend recommended this shop.						
<b>Compliment</b>	Delivery Date	The repair time was just as I expected.						
<b>Rec Body Shop</b>	Body Shop	I would absolutely recommend this shop.						
<b>Insurance Company:</b>								
Fried, Arthur (#5136) - Chose Body Shop Because Survey	N/A	Yes	10	Yes	Yes		N/A	N/A
<b>Chose Body Shop Because</b>	Repeat Customer	I am a repeat customer at this shop.						
<b>Comment</b>	Body Shop	The repair was a bit on the expensive side.						
<b>Insurance Company:</b>	Allstate Insurance							
Galante, Stephen (#5112) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	N/A
<b>Chose Body Shop Because</b>	Location	I chose this shop because of its location.						
<b>Compliment</b>	Body Shop	The repairs were very good.						
<b>Insurance Company:</b>	USAA							

	<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>
Gregorio, Michael/Concetta (#5089) - Chose Body Shop <b>Chose Body Shop Because</b> Other <b>Compliment</b> Body Shop <b>Insurance Company:</b> Geico	Yes	Yes	10	Yes	Yes		Yes	N/A
								My business group recommended this body shop. Everything concerning the repair was great.
Kashdan, Greg (#5132) - Chose Body Shop Because <b>Chose Body Shop Because</b> Repeat Customer <b>Compliment</b> Body Shop <b>Insurance Company:</b> None	Yes	Yes	10	Yes	Yes		N/A	Yes
								I am a repeat customer at this shop. DeVille Auto Collision did a good job.
Lucchese, Dina (#5102) - Chose Body Shop Because <b>Chose Body Shop Because</b> Family Friend <b>Compliment</b> <b>Compliment</b> Ins Co <b>Insurance Company:</b> Allstate Insurance	Yes	Yes	10	Yes	Yes		N/A	Yes
								A friend recommended this shop. I am very happy with the service I received from the staff. I paid cash for the repair.
Mechlovics, Stanley (#5092) - Chose Body Shop Because <b>Chose Body Shop Because</b> Repeat Customer <b>Insurance Company:</b> Liberty Mutual	Yes	Yes	10	Yes	Yes		Yes	Yes
								I am a repeat customer at this shop.
Morse, Frank (#5125) - Chose Body Shop Because Survey <b>Chose Body Shop Because</b> Repeat Customer <b>Chose Body Shop Because</b> Other <b>Compliment</b> Body Shop <b>Insurance Company:</b> None	N/A	Yes	10	Yes	Yes		Blank	Yes
								I am a repeat customer at this shop. I chose this through word of mouth. This is a very good repair shop. They are honest and reliable.
Prinzi Jr, Richard (#5094) - Chose Body Shop Because <b>Chose Body Shop Because</b> Family Friend <b>Compliment</b> <b>Compliment</b> Body Shop <b>Rec Body Shop</b> Body Shop <b>Insurance Company:</b> None	Yes	Yes	10	Yes	Yes		N/A	N/A
								A friend recommended this shop. The shop personnel were very professional and good to me. Keep up the good work, DeVille Auto Collision. I will tell my friends about the service I received at this body 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>
Stingone, Genevieve (#5111) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes		Yes	Yes
<b>Chose Body Shop Because</b>	Repeat Customer		I am a repeat customer at this shop.					
<b>Compliment</b>	Body Shop		We are very satisfied with the prompt and excellent service we have received from the Fagis family. They are wonderful people and I would never consider anyone else to repair my cars.					
<b>Insurance Company:</b>	USAA							
Wald, Joseph (#5034) - Chose Body Shop Because Survey	Yes	Yes	9	Yes	Yes		No	N/A
<b>Chose Body Shop Because</b>	Family Friend		A friend recommended this shop.					
<b>Not Rec Ins Co</b>	Claims Office		I had a few problems with the insurance company before they started the claim process.					
<b>Insurance Company:</b>	None							
Wong, Roy (#5051) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes		N/A	N/A
<b>Chose Body Shop Because</b>	Other		I know the shop owner.					
<b>Compliment</b>	Body Shop		This is a very professional, class act body shop.					
<b>Insurance Company:</b>	None							