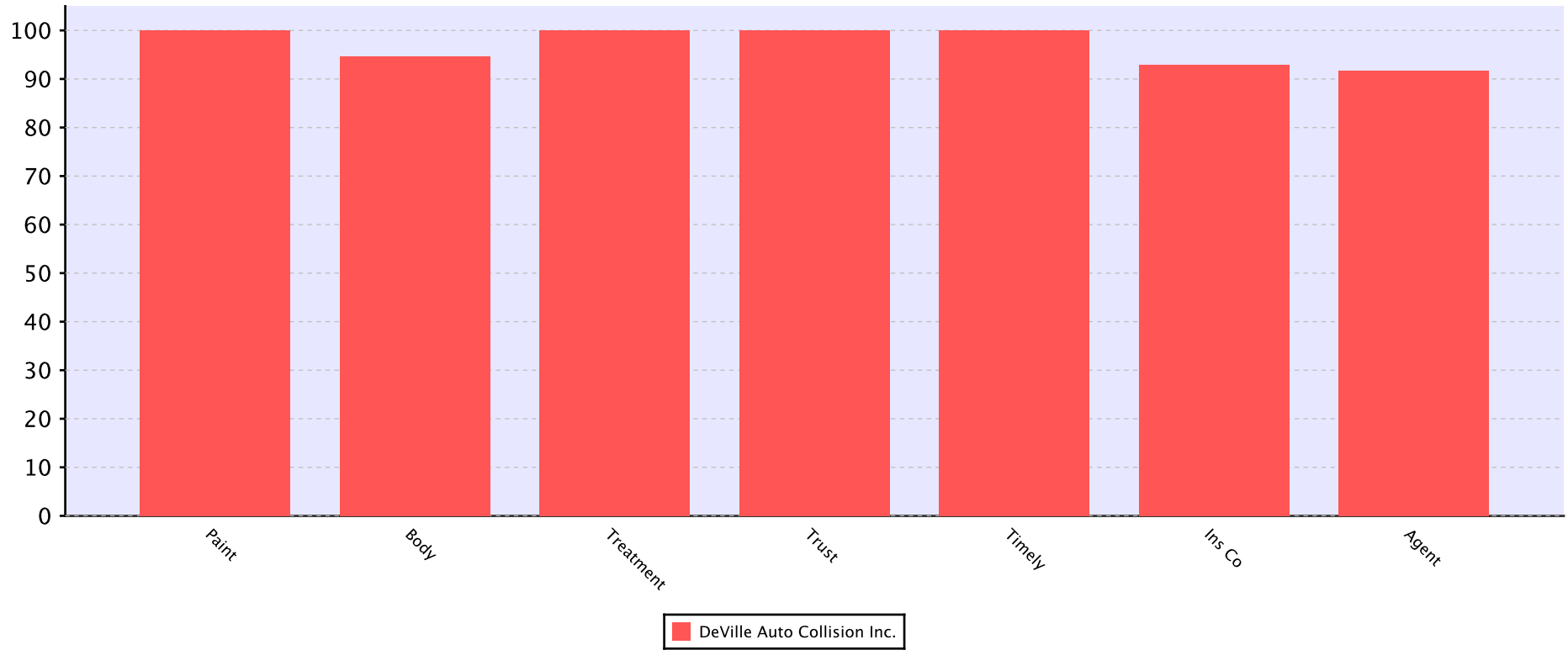


Performance Feedback Location Review



2010-06-01 through 2010-06-30

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	19	98.2 %	100.0 %	94.7 %	100.0 %	100.0 %	100.0 %	92.9 %	91.7 %



	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	19	98.2 %	100.0 %	94.7 %	100.0 %	100.0 %	100.0 %	92.9 %	91.7 %

		<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>
Attanssio, Frank J 3rd (#4803) - Chose Body Shop		Yes	No	10	Yes	Yes		No	No
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.							
Complaint	Body	There is a strip on the door that needs to be fixed. My wife has to make some arrangements to drop it back off. Dave already knows about this though.							
Complaint	Delivery Date	It got pushed off by a couple of weeks but it was because of the parts.							
Compliment	Cust Serv Rep	Dave was great and very helpful.							
Compliment	Body Shop	Everything at the shop was just fine.							
Not Rec Ins Co	Other	Everyone was pretty good except for the insurance company. I thought that Liberty Mutual would be more understanding and that is why I am searching for someone new for car and homeowners.							
Insurance Company:	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>
Austin, Gary (#5030) - Chose Body Shop Because Survey		Yes	Yes	10	Yes	Yes		Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.							
Compliment	Body Shop	My daughter was directly involved with her car, and she said all was fine with her experience at this shop. She said she was treated good.							
Insurance Company:	High Point 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>
Caputo, Bob (#5023) - Chose Body Shop Because Survey		Yes	Yes	10	Yes	Yes		N/A	Blank
Chose Body Shop Because	Dealership	The dealership where I bought the car recommended this shop.							
Compliment	Body	The paint refinish and body repair work looks "factory fresh" and new.							
Compliment	Delivery Date	From start to finish, the job took 3 days total.							
Compliment		This is the most courteous and professional group of body shop people I have ever dealt with in this type of business. They know how to transform an unsettling and upsetting situation into a totally satisfactory solution - A+++.							
Rec Body Shop	Body Shop	I already have recommended this shop.							
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>
Castellano, Phyllis (#4212) - Chose Body Shop Because		Yes	Yes	10	Yes	Yes		Yes	N/A
Chose Body Shop Because	Family Friend	A friend recommended this shop.							
Compliment		Everyone at this shop was friendly and made me feel that my claim was in good hands. They also explained the procedure clearly.							
Compliment	Delivery Date	The expected completion was met.							
Compliment	Rental car	The arrangements for a rental car also made my experience with this shop a pleasure.							
Rec Body Shop	Cust Service	I would recommend this shop because everyone I dealt with was caring, efficient, professional and helpful. The stress of the situation was relieved by this experience.							
Rec Ins Co	Other	The insurance company was fair and also kept me informed.							
Insurance Company:	Harleysville 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>
Delia, Theresa (#5022) - Chose Body Shop Because	Yes	Yes	Blank	Yes	Yes		Yes	Yes
Chose Body Shop Because Repeat Customer	I am a repeat customer at this shop.							
Compliment	I would rate the shop an 11.							
Compliment Body Shop	The shop is the best.							
Insurance Company: None								
Finkelstien, Randi (#4998) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes		Yes	Blank
Chose Body Shop Because Repeat Customer	I am a repeat customer at this shop.							
Compliment Ins Co	I don't have an insurance agent, however, I like the insurance company.							
Rec Body Shop Body Shop	I would absolutely recommend the shop.							
Rec Ins Co Claims Office	I would absolutely recommend the insurance company.							
Insurance Company: Geico								
Herschfeld, Linda & Dave (#4980) - Chose Body Shop	Yes	Yes	10	Yes	Yes		Yes	Yes
Chose Body Shop Because Repeat Customer	I am a repeat customer at this shop.							
Insurance Company: Geico								
Irons, George (#4937) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes		Yes	Yes
Chose Body Shop Because Employee	I know someone at the shop.							
Insurance Company: None								
Kanner, Dr. Joshua (#5016) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes		Yes	Yes
Chose Body Shop Because Repeat Customer	I am a repeat customer at this shop.							
Compliment Delivery Date	The job was done promptly.							
Compliment Body Shop	This body shop did a great job.							
Insurance Company: Unkown								
Martin, Jack (#4997) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes		Yes	Yes
Chose Body Shop Because Other	I heard about this shop through word of mouth.							
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>
Miszczak, Jaroslaw (#4986) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes		N/A	Yes
Chose Body Shop Because	Dealership The dealership where I bought the car recommended this shop.							
Comment	Ins Agent We haven't had a chance to recommend the agent but I think that if we were given that chance, we would.							
Compliment	Paint The repairs were really nice.							
Compliment	Body Shop My husband was very happy with the repairs.							
Insurance Company:	None							
Nocella, Steven (#4988) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes		Yes	Yes
Chose Body Shop Because	Family Friend A friend recommended this shop. I know Dave Fazio.							
Compliment	Body Shop I am very satisfied. The shop did a great job.							
Rec Body Shop	Body Shop I would absolutely recommend the shop.							
Insurance Company:	Travelers							
Nola, David / Karen (#4929) - Chose Body Shop Because	Yes	Yes	Blank	Yes	Yes		N/A	N/A
Chose Body Shop Because	Internet Ad I found this shop on the internet.							
Comment	Ins Co We actually didn't go through insurance.							
Compliment	Body Shop I was treated nicely by everyone.							
Compliment	Body Shop I am on my way out the door but I was happy with the work done.							
Compliment	Body Shop Everything was great.							
Compliment	Body Shop Everyone was great.							
Compliment	Body Shop The car looked good.							
Insurance Company:	None							
Sappin, David (#5044) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes		Yes	Yes
Chose Body Shop Because	Family Friend A friend recommended this shop.							
Compliment	Body Shop The shop was very professional. Hopefully I will not need the shop again, however, if I do I will definitely use DeVille.							
Rec Body Shop	Body Shop I would absolutely recommend the shop.							
Insurance Company:	Geico							
Stein, Helen (#4952) - Chose Body Shop Because Survey	Yes	Yes	Blank	Yes	Yes		Blank	Blank
Chose Body Shop Because	Other My boss recommended this shop.							
Comment	Body Shop Customer declined to complete survey.							
Compliment	Body Shop Everything was beyond my expectations.							
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>
Tessitore, Kimberly (#4985) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes		Yes	Yes
Chose Body Shop Because Family Friend								
Chose Body Shop Because Family Friend								
Compliment Body Shop								
Insurance Company: Geico								
Vo, Khue (#5058) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes		N/A	Yes
Chose Body Shop Because Internet Ad								
Insurance Company: None								
Wald**, Joseph (#4963) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Blank
Chose Body Shop Because Repeat Customer								
Rec Body Shop Body Shop								
Insurance Company: None								
Wald, Joseph (#4971) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes		Yes	N/A
Chose Body Shop Because Repeat Customer								
Rec Body Shop Body Shop								
Insurance Company: None								