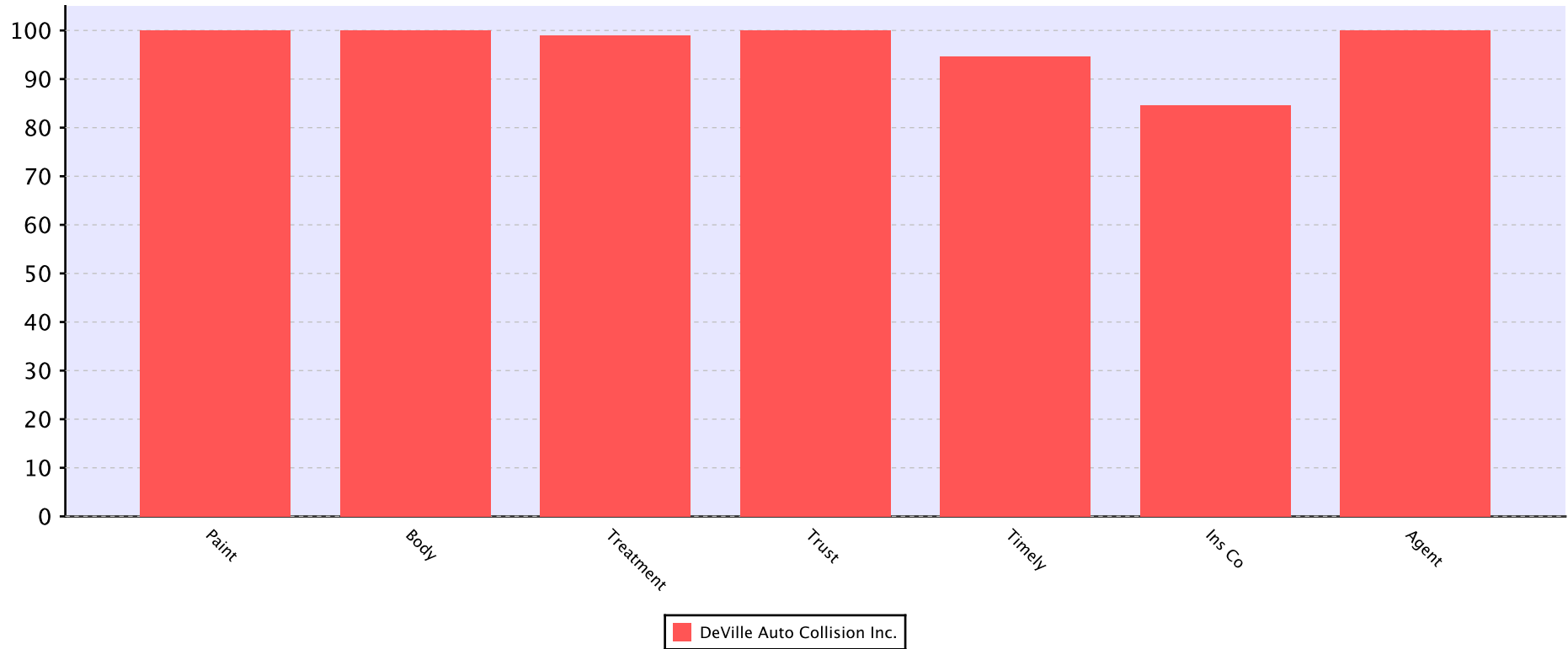


Performance Feedback Location Review



2011-04-01 through 2011-04-30

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	19	100.0 %	100.0 %	100.0 %	98.9 %	100.0 %	94.7 %	84.6 %	100.0 %



	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	19	100.0 %	100.0 %	100.0 %	98.9 %	100.0 %	94.7 %	84.6 %	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>
, (#14947) - 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.							
Chose Body Shop Because Other	This shop is a member of my rodary club.							
Compliment Body Shop	The Fager family is very professional. They take care of every detail including getting a rental car. It is such a pleasure dealing with this family run business.							
Compliment Body Shop	They are always very professional.							
Compliment Body Shop	They help you with every detail.							
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>
, (#15008) - Chose Body Shop Because Survey	Yes	Yes	9	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because Family Friend	A friend recommended this shop.							
Compliment Body Shop	I am happy with the nice job on my truck.							
Rec Ins Co Claims Office	I was treated very nice by Hartford.							
Insurance Company: The Hartford								

	<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>
, (#15045) - 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:								

	<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>
, (#15041) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	No	Yes
Chose Body Shop Because Family Friend	A friend recommended this shop.							
Not Rec Ins Co Other	I had to pay for the rental car out of my own pocket.							
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>
Balsamin, Dean (#5486) - Chose Body Shop Because	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	This body shop did a fantastic high quality repair.The quality more than exceeded my expectations.							
Compliment Delivery Date	The time for the repair exceeded my expectations.							
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>
Balsamin, Dean (#15051) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Blank	Blank
Chose Body Shop Because	Other	I selected this shop based on the word of mouth from others.						
Compliment	Paint	The quality of the paint very much met my expectations.						
Compliment		Every client should be treated as well as we were. It was a pleasure doing business with DeVille Auto Collision.						
Compliment	Body	The service was very good. A stressful incident of having your car damaged was made a lot better because of the fine service from DeVille Auto Collision.						
Rec Body Shop	Body Shop	I would absolutely recommend this shop.						
Insurance Company:								
Christofilakes, Pete (#5502) - Chose Body Shop Because	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	The quality of work is wonderful.This body shop did an exceptional job.						
Compliment		The service by the staff was very professional.						
Insurance Company:	Geico							
Competiello, Frank (#15008) - Chose Body Shop Because	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	Paint	The paint was excellent.						
Compliment	Body	The body looks like new.						
Compliment	Body Shop	I have no complaints.						
Insurance Company:	Hartford Insurance Group							
Ferramosca, Lorraine (#5488) - Chose Body Shop Because	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.						
Compliment	Body Shop	The work by this body shop was spectacular.This body shop is fantastic.						
Compliment		The staff was easy to work with.This staff is friendly and very personable.They are a very professional group of people.						
Insurance Company:	None							
Fusco, Clifford (#5456) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes		Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
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>
Lipuma, Dominick Jr (#5455) - Chose Body Shop Because	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		Everyone at Deville Auto Collision was very helpful. The work was excellent and timely. I would highly recommend this shop to everyone.					
Insurance Company:	Travelers							
Lobasso, Nicholas (#5411) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	No	Yes
Chose Body Shop Because	Repeat Customer		I am a repeat customer at this shop.					
Insurance Company:	Allstate Insurance							
McNally, Jane (#140921) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Blank
Chose Body Shop Because	Ins Co Recommend		The insurance company recommended this shop.					
Insurance Company:	Geico Insurance Co							
Milazzo, Steven (#5431) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	Yes
Chose Body Shop Because	Employee		I know someone at the shop.					
Compliment	Body Shop		I am very happy with the repair.					
Insurance Company:	None							
Olivo-Merced, Beneva (#5381) - Chose Body Shop	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Family Friend		A friend recommended this shop.					
Compliment	Body Shop		Deville is the best.					
Insurance Company:	Allstate Insurance							
Roma, Louis S (#5485) - Chose Body Shop Because	Yes	Yes	9	Yes	No	Agent Not Specified	Yes	N/A
Chose Body Shop Because	Repeat Customer		I am a repeat customer at this shop.					
Complaint	Delivery Date		The repair lasted longer than expected and I had no rental coverage.					
Compliment	Body Shop		This body shop did a very good job.					
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>
Schiano, Joe (#5508) - Chose Body Shop Because 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		Charles and his guys did a great job.					
Insurance Company:	None							
Stonick, Serena (#5389) - Chose Body Shop Because	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							
Stropoli, Vita & Philip (#5460) - Chose Body Shop	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Family Friend		A friend recommended this shop.					
Compliment	Body Shop		The quality of the work was excellent.					
Compliment			The staff was very professional.					
Insurance Company:	Geico							