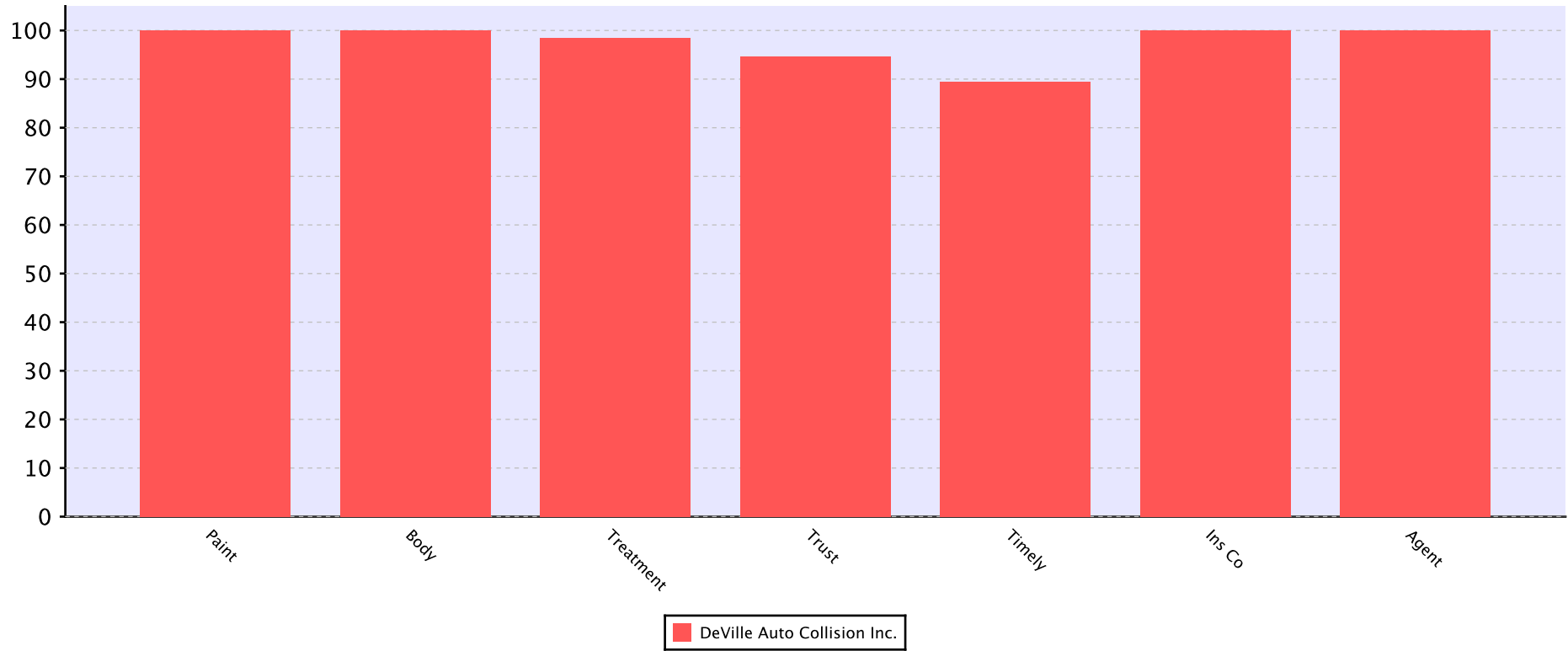


Performance Feedback Location Review



2011-08-01 through 2011-08-31

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	19	98.2 %	100.0 %	100.0 %	98.4 %	94.7 %	89.5 %	100.0 %	100.0 %



	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	19	98.2 %	100.0 %	100.0 %	98.4 %	94.7 %	89.5 %	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>
Appel, Mike And Joanne (#5614) - Chose Body Shop	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 satisfied with the quality of the repair.					
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>
Caputo, Bob (#5637) - Chose Body Shop Because 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.					
Compliment	This staff always treats me very well.							
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>
Chiatto, Frank (#5674) - Chose Body Shop Because	Yes	Yes	9	Yes	Yes	Agent Not Specified	N/A	Yes
Chose Body Shop Because	Repeat Customer		I am a repeat customer at 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>
Ciraulo, Robert (#5599) - 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		This body shop does great work.					
Compliment	The service by this staff is top notch.The staff is very professiona and responsive to any questionsl.							
Rec Agent	Involved with claim		My agent was very helpful.					
Rec Ins Co	Claims Office		Travelers handled the claim very well.					
Insurance Company:	Travelers							

	<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>
Costanzo, Roland (#5691) - Chose Body Shop Because	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.					
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>
Degennaro, Mat (#5669) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	Yes
Chose Body Shop Because	Family Friend		A friend recommended this shop.					
Compliment	Body Shop		Everything with the repair is fine.					
Insurance Company:	None							
Degroat, Dessiree (#5640) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Blank	Blank
Chose Body Shop Because	Family Friend		A friend recommended this shop.					
Insurance Company:	Geico							
Golterman, Bill (#5611) - Chose Body Shop Because	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		The repair was as good as it could possibly be.					
Insurance Company:	None							
Lai, Henry (#5650) - Chose Body Shop Because Survey	Yes	Yes	9	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Location		I chose this shop because of its location.					
Compliment	The shop was courteous and helpful.							
Insurance Company:	Geico							
Langan, Diane Jim (#5672) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Family Friend		A friend recommended this shop.					
Chose Body Shop Because	Repeat Customer		I have used this body shop in the past.					
Compliment	Body Shop		The quality of the work is great.					
Rec Body Shop	Body Shop		I trust DeVille Auto Collision.					
Rec Ins Co	Adjuster		The adjuster for Allstate was excellent.					
Insurance Company:	Allstate Insurance							
Menoni, Dawn (#5686) - Chose Body Shop Because	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 am happy with the excellent quality of work by this body 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>
Nocella, Paula (#5606) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes		Yes	N/A
Chose Body Shop Because	Family Friend	My son recommended this shop.						
Compliment	Body Shop	The work that was done on my car was above and beyond my expectations.						
Rec Body Shop	Body Shop	I would highly recommend this shop.						
Insurance Company:	Travelers							
Padula, Linda/Frank (#5632) - Chose Body Shop Because	Yes	Yes	10	No	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 took thirty-five days which part of the time the truck sat on the shops lot waiting for an adjuster from Geico to do an estimate.						
Compliment	Body Shop	The quality of the repair is beautiful.						
Compliment	Cust Serv Rep	Joan was a wonderful person to work with.						
Not Rec Body Shop	Body Shop	I am upset because we asked for Subaru parts and had to pay the difference of \$91. This was our second repair at this shop and feel the shop could have covered this expense for us.						
Insurance Company:	Geico							
Ruiz, Evelyn (#5647) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	N/A
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Compliment	Body Shop	The quality of the repair is excellent.						
Insurance Company:	Geico							
Schultz, Joseph (#5681) - Chose Body Shop Because	Yes	Yes	10	Yes	No	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Insurance Company:	Travelers							
Sekulo, Michael (#5620) - 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:	Liberty Mutual							
Smith, Ken & Dolly (#5673 6475) - Chose Body Shop	N/A	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. I have dealt with this shop for years.						
Compliment	Body Shop	This shop is top of the line.						
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>
Surahio, Zareen (#5651) - Chose Body Shop Because	Yes	Yes	9	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Repeat Customer		I am a repeat customer at this shop.					
Insurance Company:	None							
Toribio, Anthony (#5578) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	N/A
Chose Body Shop Because	Employee		I know someone at the shop.					
Compliment	This shop has excellent customer service.							
Insurance Company:	Progressive							