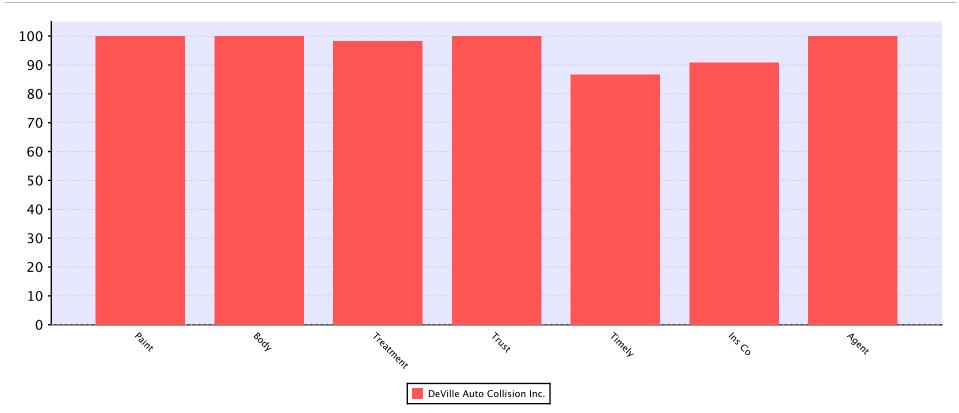
Performance Feedback Location Review



2011-02-01 through 2011-02-28

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	17	100.0 %	100.0 %	100.0 %	98.2 %	100.0 %	86.7 %	90.9 %	100.0 %



2011-02-01 through 2011-02-28

DeVille Auto Collision Inc.

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DeVille Auto Collision Inc.	Surveys 17	100.0 %	*Paint 100.0 %	*Body 100.0 %	Treatment 98.2 %	*Trust 100.0 %	Timely 86.7 %	Ins Co 90.9 %	Agent 100.0 %		
			Paint	Body	Treatment	Trust	Timely	Agent Name		Ins Co	Agent
Christie, Tara S (#5350) - Chose	e Body Shop Becau	se	Yes	Yes	10	Yes	Yes	Agent Not	Specified		Yes
Chose Body Shop Because	Family Friend		A friend r	ecommend	lad this sho	nn.					
Compliment	Body Shop			ity of the re		•					
Compliment	Delivery Date			•			I due to a sn	ow storm not	t the body	shops fa	ault
Insurance Company:	Geico		mo ropa	ii wao a iita	o longor in	ан охросто	. 440 10 4 011	ow otomi no	t the body	опоро п	adit.
			Paint	Body	Treatment	Trust	Timely	Agent Name		Ins Co	Agent
Dimeo, Jerry (#5353) - Chose B	ody Shop Because	Survey	Yes	Yes	10	Yes	No	Agent Not	Specified	N/A	Yes
Chose Body Shop Because	Family Friend		A friend r	ecommend	led this sho	pp.					
Compliment	Body Shop		I was sat	isfied with t	he repair.						
Compliment			I was ext	remely sati	sfied with t	he wonderfu	l service.				
Insurance Company:	None										
			Paint	Body	Treatment	Trust	Timely	Agent Name		Ins Co	Agent
Fiala, Stephen J (#5322) - Chos	se Body Shop Becau	use	Yes	Yes	10	Yes	Yes	Agent Not	Specified	Yes	Yes
Chose Body Shop Because	Family Friend		A friend r	ecommend	led this sho	pp.					
Insurance Company:	Unknow										
			Paint	Body	Treatment	Trust	Timely	Agent Name		Ins Co	Agent
Gasparo, Stella (#5351) - Comn	nent Survey		Yes	Yes	10	Yes	Blank	Agent Not	Specified	Blank	Blank
Comment	Body Shop		Declined	to answer	rest of surv	ey questions	S.				
Compliment	Body Shop		The entir	e repair pro	cess was	excellent.					
Insurance Company:	Geico										
			Paint	Body	Treatment	Trust	Timely	Agent Name		Ins Co	Agent
Greenwald, Steve (#5231) - Cho	ose Body Shop Bec	ause	Yes	Yes	10	Yes	Yes			Yes	Yes
Chose Body Shop Because			I found th	is shop on	the interne	et.					
Insurance Company:	Geico										

DeVille Auto Collision Inc.

Hollwach, John (#5360) - Chose	e Body Shop Because	Paint Yes	Body Yes	Treatment	Trust Yes	Timely Yes	Agent Not Specified	Ins Co Yes	Agent Yes
Chose Body Shop Because		My emr	olover recon	nmended th	is body shop				
Compliment	Body Shop	, ,	ality of the re		, ,	•			
Compliment	войу опор		eated very v						
Compliment	Delivery Date		•		ceeded my e	vnectations	•		
Insurance Company:	None	THE UIII	e to ililisii ti	ie repair ex	ceeded my e	xpeciations	.		
mourance company.	None								
Keen Thomas Ir (#F220) Cha	an Bady Chan Bangyan	Paint Voc	Body Voc	Treatment	Trust	Timely	Agent Name	Ins Co	Agent NI/A
Keen, Thomas Jr (#5320) - Cho	se Body Snop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	res	N/A
Chose Body Shop Because	Family Friend	A friend	l recommen	ded this sho	op.				
Insurance Company:	Geico								
		Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent
Keshecki, Ed (#5314) - Commer	nt Survey	Yes	Yes	10	Yes	Blank	Agent Not Specified	Blank	Blank
Comment	Body Shop	Decline	d to answer	rest of surv	vey questions	2			
Insurance Company:	Liberty Mutual	Decimie	a to anower	1001 01 001	roy quostioni				
modranio company.	Liberty Mataai	D	B. I.	-	-		A d No	O.	•
Martino, Joseph (#5364) - Chos	a Pady Chan Paggues	Paint Yes	Body Yes	Treatment 9	Trust Yes	Timely Yes	Agent Not Specified	Ins Co	Agent Yes
Martino, Joseph (#3364) - Chos	е войу эпор весаиѕе	168	168	9	162	162	Agent Not Specified	NO	res
Chose Body Shop Because	Repeat Customer	I am a r	epeat custo	mer at this	shop.				
Not Rec Ins Co	Claims Office				state handled from the clai		tible. It was up to Alls	tate to col	llect the deductible from the other person not for
Insurance Company:	Allstate Insurance								
		Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent
Mauro, Peter (#5365) - Chose B	Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Family Friend	A frienc	I recommen	ded this sho	op.				
Insurance Company:	Travelers								
		Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent
Onofrietti, Felix & Cindy (#5372)	Chasa Bady Shan	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Oriometti, i elix & Oridy (#3372)	7 - Chose Body Shop								
Chose Body Shop Because	•		epeat custo	mer at this	shop.				
,	•	I am a r	•		•	accommo	dating, wonderful people	e.	

DeVille Auto Collision Inc.

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		Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent
Pollak**, Chris (#5376) - Chose I	Body Shop Because	Yes	Yes	10	Yes	No	Agent Not Specified	Yes	N/A
Chose Body Shop Because	Employee	I know	someone a	t the shop.					
Rec Ins Co	Claims Office	Geico v	was pretty o	good.					
Insurance Company:	Geico								
		Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent
Romanwski, Miroslaw (#5357) -	Chose Body Shop	Yes	Yes	8	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Family Friend	A friend	d recomme	nded this sh	op.				
Compliment	Body Shop	I am ha	appy with th	e repair.					
Insurance Company:	Liberty Mutual								
		Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent
Rosado, Aida (#5367) - Chose B	Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	Yes
Chose Body Shop Because	Family Friend	A friend	d recomme	nded this sh	op.				
Compliment	Body Shop	The qu	ality of the	repair was fa	antastic.				
Compliment		I was ti	reated like f	amily.					
Insurance Company:	None								
		Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent
Silverman, Neal (#5317) - Chose	e Body Shop Because	Yes	Yes	10	Yes	Yes		Yes	N/A
Chose Body Shop Because	Repeat Customer	I am a	repeat cust	omer at this	shop.				
Compliment	Body Shop	The qu	ality of the	work was ex	cellent.The	work was u	p and above my expecta	ations.I a	m always happy with the work by this body sho
Compliment		The sta	aff would ca	II me with up	odates on t	he status of t	the repair.		
Compliment	Delivery Date						g the extensive damage	and the	holidays.
Rec Ins Co	Claims Office	Geico v	was very go	ood.					•
Insurance Company:	Liberty Mutual		, ,						
		Paint	Body	Treatment	Trust	Timely	Agent Name	Ins Co	Agent
Walsh, Steve (#5394) - Chose B	ody Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	Yes
Chose Body Shop Because	Repeat Customer	I am a	repeat cust	omer at this	shop.				
Chose Body Shop Because Compliment	Repeat Customer Body Shop		•	omer at this d a very goo	•				

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Willis, Leonard (#5315) - Chose	Body Shop Because	Paint Yes	Body Yes	Treatment 10	<u>Trust</u> Yes	Timely Yes	Agent Not Specified	Ins Co Blank	Agent Yes
Chose Body Shop Because	Repeat Customer	I am a rep	eat custom	ner at this s	shop.				
Insurance Company:	Geico								