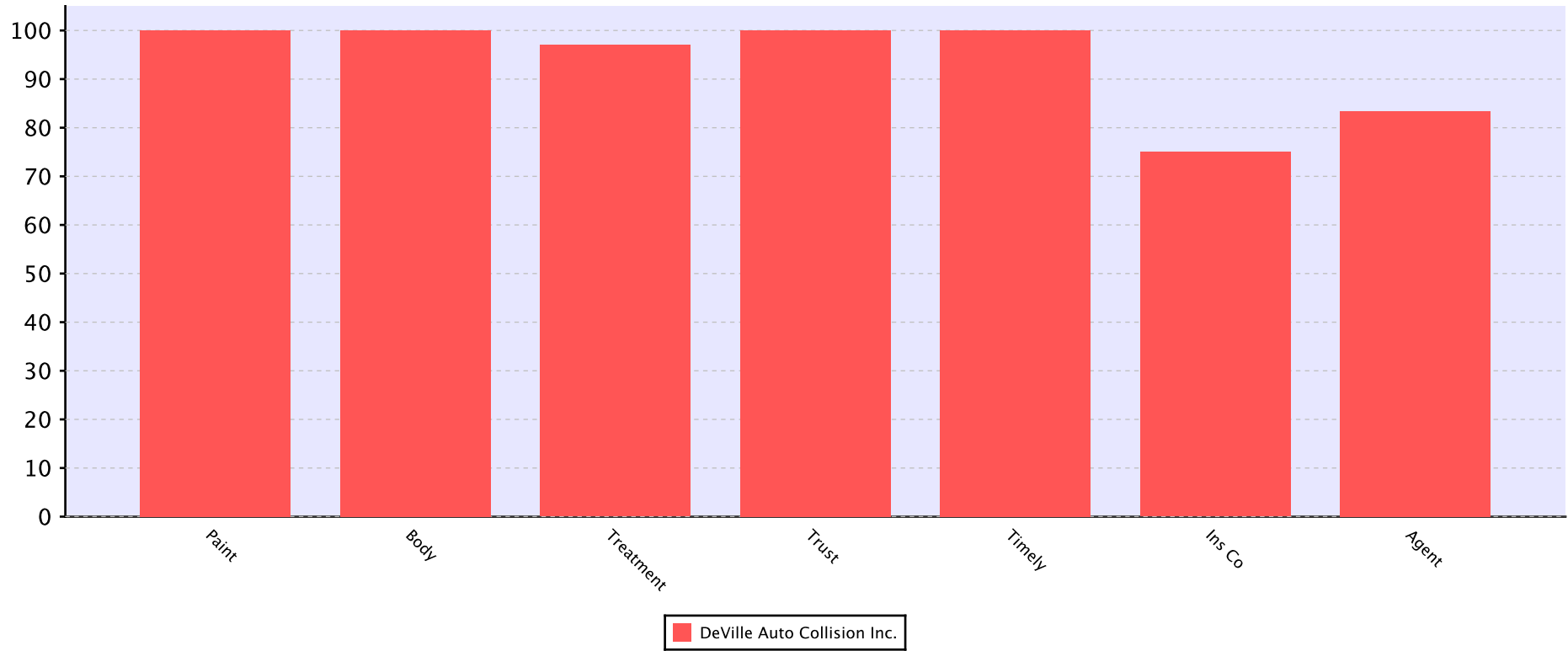


Performance Feedback Location Review



2011-07-01 through 2011-07-31

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	10	100.0 %	100.0 %	100.0 %	97.0 %	100.0 %	100.0 %	75.0 %	83.3 %



	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	10	100.0 %	100.0 %	100.0 %	97.0 %	100.0 %	100.0 %	75.0 %	83.3 %

	<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>
Agostini, Dalilah (#5569) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	Yes
Chose Body Shop Because	Agent Recommendation The insurance agent 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>
Brancale, Mercedita (Dd) (#5589) - Chose Body Shop	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Other I heard of this shop from an auto shop here in Staten Island.							
Insurance Company:	Sedgwick							

	<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>
Coppola, Jerry (#5635) - 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:	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>
Fisher, Samuel (#5587) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Blank
Chose Body Shop Because	Repeat Customer I am a repeat customer at this shop.							
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>
Licata, Alfred (#5605) - 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.							
Compliment	Body Shop This body shop is very professional.							
Compliment	When we got the car back, the inside and outside had been cleaned and the car looked brand new.							
Compliment	Body Shop The repair was finished in a timely fashion like the shop promised.							
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>
Lonuzzi, Lisa (#5615) - Chose Body Shop Because Survey	Yes	Yes	8	Yes	Yes	Agent Not Specified	N/A	No
Chose Body Shop Because	Family Friend A friend 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>
Parrella, Mike & Jannie (#5550) - Chose Body Shop	Yes	Yes	10	Yes	Yes	Agent Not Specified	No	Yes
Chose Body Shop Because	Repeat Customer		I am a repeat customer at this shop.					
Compliment	Body Shop		I am satisfied with the quality of the repair.					
Not Rec Ins Co	Other		I was not satisfied with the deductibles by USAA.					
Insurance Company:	USAA							
Schwarz, Andrew (#) - 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.					
Rec Body Shop	Body Shop		DeVille is the best auto collision shop! They do the best work, and their customer service is superior. I always recommend this shop to others, because I know they will be satisfied.					
Insurance Company:	none							
Tien, Albert (#5594) - 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		I give this body shop a Four Star Rating or whatever the highest rating for body shops would be.					
Insurance Company:	Geico							
Vass, Albert (#5639) - 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	Body Shop		This is a very good body shop.					
Compliment			The shop personnel were very friendly.					
Insurance Company:	None							