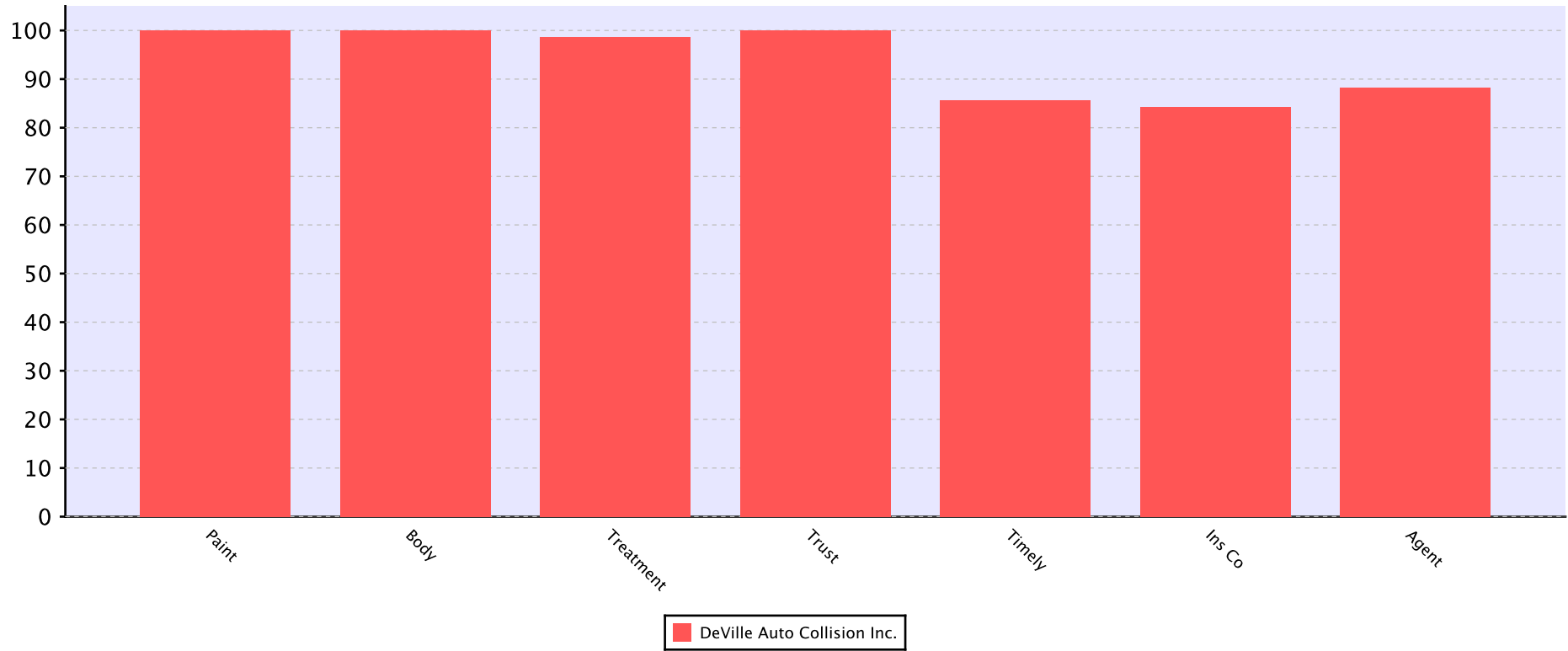


# Performance Feedback Location Review



2011-05-01 through 2011-05-31

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	21	100.0 %	100.0 %	100.0 %	98.6 %	100.0 %	85.7 %	84.2 %	88.2 %



	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVile Auto Collision Inc.	21	100.0 %	100.0 %	100.0 %	98.6 %	100.0 %	85.7 %	84.2 %	88.2 %

	<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>
Abruzzo, Natalie (#5480) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
<b>Chose Body Shop Because</b>	Ins Co Recommend		The insurance company recommended this shop.					
<b>Compliment</b>	Body Shop		I appreciate the excellent job done by this body shop.					
<b>Compliment</b>	Body Shop		I had no expectations as to when this repair should be finished.					
<b>Insurance Company:</b>	Chubb Insurance							
Benezry, Shalom (#5503) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
<b>Chose Body Shop Because</b>	Family Friend		A friend recommended this shop.					
<b>Compliment</b>	Cust Serv Rep		The staff at this body shop is very nice.					
<b>Insurance Company:</b>	Allstate Insurance							
Castronovo, Vincent (#5521) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
<b>Chose Body Shop Because</b>	Family Friend		A friend recommended this shop.					
<b>Insurance Company:</b>	Barter Depot							
Depietro, Olga (#5525) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	No	No
<b>Chose Body Shop Because</b>	Other		I won a free detailing at a the place I work at.					
<b>Insurance Company:</b>	None							
Elting, Mickey (#5522) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
<b>Chose Body Shop Because</b>	Family Friend		A friend recommended this shop.					
<b>Compliment</b>	Body Shop		Everything with the repair was very good.					
<b>Compliment</b>			The service from the staff was terrific.					
<b>Insurance Company:</b>	21st Century							

	<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>
Elting, Mickey (#5543) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
<b>Chose Body Shop Because</b>	Repeat Customer		I am a repeat customer at this shop.					
<b>Rec Body Shop</b>	Body Shop		I have already recommended this body shop.					
<b>Insurance Company:</b>	High Point Insurance							
Lai, Henry (#5558) - Chose Body Shop Because Survey	Yes	Yes	8	Yes	Yes	Agent Not Specified	Yes	Yes
<b>Chose Body Shop Because</b>	Location		I chose this shop because of its location.					
<b>Compliment</b>	Body Shop		The quality of the work was very good.					
<b>Insurance Company:</b>	None							
Lauter, Art & Geri (#5528) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	N/A
<b>Chose Body Shop Because</b>	Repeat Customer		I am a repeat customer at this shop.					
<b>Compliment</b>	Body Shop		The quality of the repair was excellent.					
<b>Compliment</b>	I received excellent service from this staff.							
<b>Insurance Company:</b>	USAA							
Lauter, Art and Geri (#15084) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
<b>Chose Body Shop Because</b>	Repeat Customer		I am a repeat customer at this shop.					
<b>Compliment</b>	The staff is excellent.							
<b>Compliment</b>	Body Shop		Deville Auto Collision has excellent service. They are very helpful with questions.					
<b>Insurance Company:</b>	USAA							
Mitchell, Ellen (#5534) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	Blank
<b>Chose Body Shop Because</b>	Family Friend		A friend recommended this shop.					
<b>Compliment</b>	The quality of the work exceeded my expectations.This body shop does a good job.							
<b>Compliment</b>	I appreciated how clean my car was when I picked the vehicle up.							
<b>Rec Body Shop</b>	Body Shop		I have already recommended DeVille Auto Collision.This body shop is spotless and I feel very comfortable when I am there.					
<b>Insurance Company:</b>	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>
Mullen, Sherie (#5516) - Chose Body Shop Because	Yes	Yes	10	Yes	No	Agent Not Specified	Yes	Yes
<b>Chose Body Shop Because</b>	Family Friend	A friend recommended this shop.						
<b>Complaint</b>	Delivery Date	The delay to finish the repair was due to a parts backorder.						
<b>Compliment</b>	Body Shop	Everything with the repair is good.						
<b>Insurance Company:</b>	Allstate Insurance							
Riccardelli, Emilio (Ricky) (#5526) - Chose Body Shop	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
<b>Chose Body Shop Because</b>	Family Friend	A friend recommended this shop.						
<b>Compliment</b>	Body Shop	Everything concerning the repair is good.						
<b>Insurance Company:</b>	State Farm Insurance Company							
Riccardelli, Emilio (Ricky) (#) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
<b>Chose Body Shop Because</b>	Other	I selected this shop based on word of mouth from others.						
<b>Rec Body Shop</b>	Body Shop	The repair work more than matched my expectations. The job was well done. I would recommend Devile Auto Collision to someone else.						
<b>Insurance Company:</b>								
Roma, Louis S. (#15050) - Chose Body Shop Because	Yes	Yes	10	Yes	No	Agent Not Specified	Yes	Blank
<b>Chose Body Shop Because</b>	Repeat Customer	I am a repeat customer at this shop.						
<b>Comment</b>	Delivery Date	The repairs took three weeks. I did not have rental coverage, which made it a little tough; however, I understood.						
<b>Insurance Company:</b>	All State							
Schimler, Neil (#5483) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	No	Agent Not Specified	No	N/A
<b>Chose Body Shop Because</b>	Repeat Customer	I am a repeat customer at this shop.						
<b>Complaint</b>	Ins Co	The delay was not the body shops fault as it was eight days before the adjuster looked at my car.						
<b>Insurance Company:</b>	Geico							
Scott, Gloria (#5495) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
<b>Chose Body Shop Because</b>	Dealership	The dealership where I bought the car recommended this shop.						
<b>Compliment</b>	Body Shop	The quality of work is excellent.						
<b>Compliment</b>		The staff at this body shop was very friendly and nice.						
<b>Insurance Company:</b>	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>
Semey, Diane (#5535) - Chose Body Shop Because Survey	Yes	Yes	9	Yes	Yes	Agent Not Specified	N/A	Yes
<b>Chose Body Shop Because</b>	Family Friend		A friend recommended this shop.					
<b>Insurance Company:</b>	None							
Simon, Mark (#5533) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
<b>Chose Body Shop Because</b>	Other		I noticed the shop was very clean and professional.					
<b>Compliment</b>	Body Shop		The quality of the work was very good.This body shop is great.					
<b>Compliment</b>			I was treated very professionally.					
<b>Insurance Company:</b>	None							
Spadafora, Joseph (#5479) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes		Yes	No
<b>Chose Body Shop Because</b>	Family Friend		A friend recommended this shop.					
<b>Insurance Company:</b>	Unknow							
Stein, Helen (#5433) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	No	Yes
<b>Chose Body Shop Because</b>	Family Friend		My boss, Frank Bennett recommended this shop.					
<b>Compliment</b>	I am always treated in a friendly, professional and helpful manner.							
<b>Not Rec Ins Co</b>	Claims Office		Allstate took to long to take responsibility for the claim.					
<b>Insurance Company:</b>	Allstate Insurance							
Stein, Kathryn (#5518) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
<b>Chose Body Shop Because</b>	Repeat Customer		I am a repeat customer at this shop.					
<b>Chose Body Shop Because</b>	Employee		I have known David for years.					
<b>Comment</b>	Body Shop		There was a delay but that was Allstate's fault.					
<b>Compliment</b>	Body Shop		The quality of the repair exceeded my expectations.					
<b>Insurance Company:</b>	Allstate Insurance							