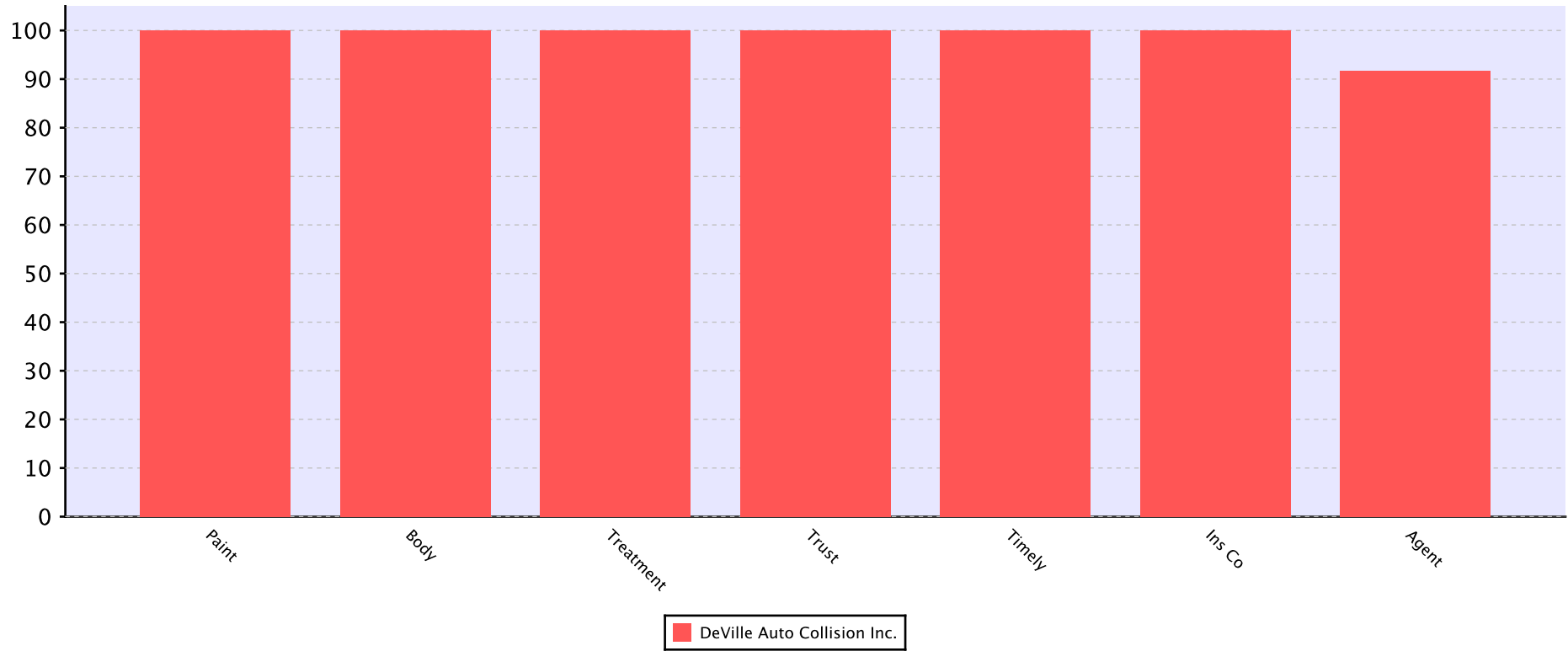


Performance Feedback Location Review



2011-11-01 through 2011-11-30

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	17	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	91.7 %



	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	17	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	91.7 %

	<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>
Ania, Jack (#5795) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Ins Co Recommend		The insurance company recommended this shop.					
Comment	Parts		The repair lasted longer than I expected but I don't feel it was the shop's fault as Ford had a hard time getting parts.					
Rec Ins Co	Claims Office		Pure was great.					
Insurance Company:	Pure Insurance							
Christie, Stephen (#5774) - 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.					
Insurance Company:	Geico							
Cianciauruso, Michael (#5780) - Chose Body Shop	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Dealership		The dealership where I bought the car recommended this shop.					
Rec Ins Co	Other		The only problem I am having, is I am still waiting to be reimbursed for my deductible.					
Insurance Company:	Progressive							
Durov, Stanislav (#5801) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Internet Ad		I found this shop on the internet.					
Compliment	Body Shop		The quality of the repair is perfect.					
Compliment			The service was perfect. The staff was very nice.					
Insurance Company:	Travelers							
Ferramosca, Lorraine (#5787) - 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		The work by this body shop is always beautiful.					
Compliment			I have always been satisfied with the service from this staff. The staff is extremely professional. The staff is easy to work with.					
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>
Galante, Stephen (#5784) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	No
Chose Body Shop Because	Employee	I know someone at the shop.						
Compliment	Body Shop	This body shop always does good work.						
Compliment	Delivery Date	The repair was completed right on time.						
Insurance Company:	None							
Galante, Stephen (#5828) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	Blank
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Compliment	Body Shop	The quality of the repair is excellent.						
Compliment		The staff is very good at this body shop.						
Compliment	Delivery Date	The repair was finished a day sooner than expected.						
Rec Body Shop	Body Shop	DeVille Auto Collision is a good outfil.						
Insurance Company:	None							
George, Kosky & Rachael (#5789) - Chose Body Shop	N/A	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							
Katsores, Mike (#5553) - 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.						
Rec Agent	Cust Serv Rep	My agent is very good.						
Insurance Company:	None							
Nocella, Steven (#5837) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes		Yes	N/A
Chose Body Shop Because	Employee	My son goes to school with the owners son.						
Compliment	Body Shop	The repair is great.						
Insurance Company:	Travelers							
Pillarella, Jo-Ann & Andrew (#5802) - Chose Body Shop	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	Yes
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>
Savino, Diane (#5824) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	Yes
Chose Body Shop Because	Dealership		The dealership where I bought the car recommended this shop.					
Compliment	Body Shop		The quality of the repair is excellent.					
Insurance Company:	Allstate Insurance							
Schifter, Cory (#5818) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	Yes
Chose Body Shop Because	Other		Another business recommended this body shop.					
Compliment	Cust Serv Rep		I would like to say thank you to David Fazio and his family.I am expecting Thanksgiving dinner next week.					
Insurance Company:	None							
Siciliano, Julianne & Anthony (#5791) - Chose Body Shop	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							
Spiezia, Bill (#5785) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Employee		I know someone at the shop.					
Compliment	Body Shop		This body shop always does a great job.					
Insurance Company:	Liberty Mutual							
Stilwell, Rodney (#5810) - 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.					
Insurance Company:	None							
Zayfert, Marilyn (#5811) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	N/A
Chose Body Shop Because	Family Friend		A friend recommended this shop.					
Compliment	Body Shop		I am 100% happy with this body shop.					
Compliment			I was treated extremely well by this staff.					
Insurance Company:	Travelers							