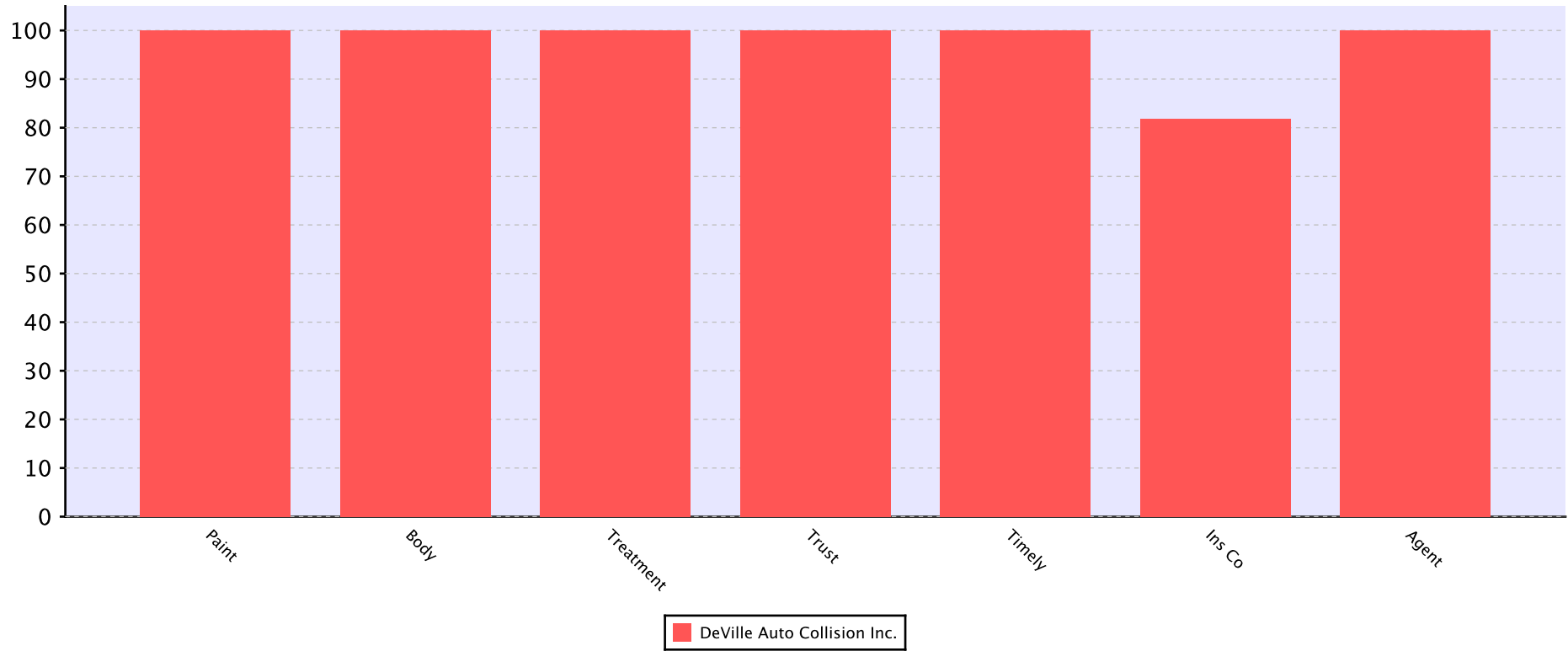


# Performance Feedback Location Review



2012-10-01 through 2012-10-31

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	15	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	81.8 %	100.0 %



	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	15	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	81.8 %	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>
Abati, Alfred (#6152) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	N/A
<b>Chose Body Shop Because</b>	Family Friend	A friend recommended this shop.						
<b>Compliment</b>	Body Shop	It is a family operation and we like it very much. We have used this facility several times in the past. If needed, we would use them again.						
<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>
Carter, Anthony (#6182) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
<b>Chose Body Shop Because</b>	Family Friend	A friend recommended this shop.						
<b>Insurance Company:</b>	Customer Pay							

	<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>
Cassidy, Alice (#6201) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
<b>Chose Body Shop Because</b>	Other	The person I hit recommended this shop.						
<b>Chose Body Shop Because</b>	Family Friend	A friend recommended this shop.						
<b>Compliment</b>	Body Shop	Wonderful service, will take our car back if need be. Thank you.						
<b>Rec Ins Co</b>	Claims Office	The insurance company was very nice and fast with payment.						
<b>Insurance Company:</b>	Customer Pay							

	<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>
Cibelli, Richard E (#6190) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
<b>Chose Body Shop Because</b>	Repeat Customer	I am a repeat customer at this shop.						
<b>Insurance Company:</b>	Customer Pay							

	<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>
Cody, Chris (#6145) - 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>Insurance Company:</b>	21st Century 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>
Eltling, Mickey (#6056) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	No	Yes
<b>Chose Body Shop Because</b>	Agent Recommendation	My agent recommended this shop.						
<b>Chose Body Shop Because</b>	Repeat Customer	I am a repeat customer at this shop.						
<b>Compliment</b>	Body Shop	DeVille has always done a great job.						
<b>Rec Ins Co</b>	Claims Office	My agent explained everything.						
<b>Insurance Company:</b>	High Point Insurance							
Eltling, Mickey (#6148) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes		No	Yes
<b>Chose Body Shop Because</b>	Agent Recommendation	My agent recommended this shop.						
<b>Chose Body Shop Because</b>	Repeat Customer	I am a repeat customer at this shop.						
<b>Compliment</b>	Cust Serv Rep	David was very helpful.						
<b>Not Rec Ins Co</b>	Claims Office	Insurance company was not helpful.						
<b>Insurance Company:</b>	Ameriprise Insurance							
Illuzzi, Pat (#6171) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes		Yes	Yes
<b>Chose Body Shop Because</b>	Repeat Customer	I am a repeat customer at this shop.						
<b>Compliment</b>	Paint	Excellent work.						
<b>Compliment</b>	Body Shop	The entire staff is wonderful.						
<b>Compliment</b>	Body Shop	I already started to mention this facility to other people.						
<b>Compliment</b>	Body Shop	The car looks better than new.						
<b>Compliment</b>	Body Shop	From start to finish my experience was second to none. They treat your right and the job was done perfectly.						
<b>Insurance Company:</b>	Geico							
Labita, Joe (#6192) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Blank	Blank
<b>Chose Body Shop Because</b>	Other	Rotary Club.						
<b>Compliment</b>	Body Shop	The best all-around. Mr. Labita						
<b>Rec Body Shop</b>	Body Shop	I absolutely would recommend this shop to others.						
<b>Insurance Company:</b>	Customer Pay							
Machi, Robert (#6169) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes		Yes	Yes
<b>Chose Body Shop Because</b>	Family Friend	A friend recommended this shop.						
<b>Compliment</b>	Body Shop	Best body shop in NYC.						
<b>Insurance Company:</b>	Allstate 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>
Mele, Andy (#6185) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
<b>Chose Body Shop Because</b>	Family Friend		A friend recommended this shop.					
<b>Insurance Company:</b>	Customer Pay							
Merlino, John/Nicole (#6166) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes		Yes	Yes
<b>Chose Body Shop Because</b>	Employee		I know someone at the shop.					
<b>Compliment</b>	Body Shop		This is a class organization.					
<b>Insurance Company:</b>	Progressive							
Poritz, Alan/Freya (#6141) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Blank
<b>Chose Body Shop Because</b>	Other		Community involvement.					
<b>Chose Body Shop Because</b>	Family Friend		A friend recommended this shop.					
<b>Insurance Company:</b>	Travelers							
Russo, Monique (#6168) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes		Yes	Blank
<b>Chose Body Shop Because</b>	Repeat Customer		I am a repeat customer at this shop.					
<b>Insurance Company:</b>	Geico							
Whelan, Norman (#6140) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes		Yes	Yes
<b>Chose Body Shop Because</b>	Repeat Customer		I am a repeat customer at this shop.					
<b>Compliment</b>	Cust Serv Rep		Always treated in a friendly, professional and helpful manner.					
<b>Compliment</b>	Body Shop		Great service, great workmanship, great people to deal with. I have been associated with DeVille for over 25 years.					
<b>Rec Agent</b>	Involved with claim		The agent is very efficient.					
<b>Rec Body Shop</b>	Body Shop		I would recommend this shop to others anytime.					
<b>Rec Ins Co</b>	Claims Office		The insurance company was prompt in settling the claim.					
<b>Insurance Company:</b>	Allstate Insurance							