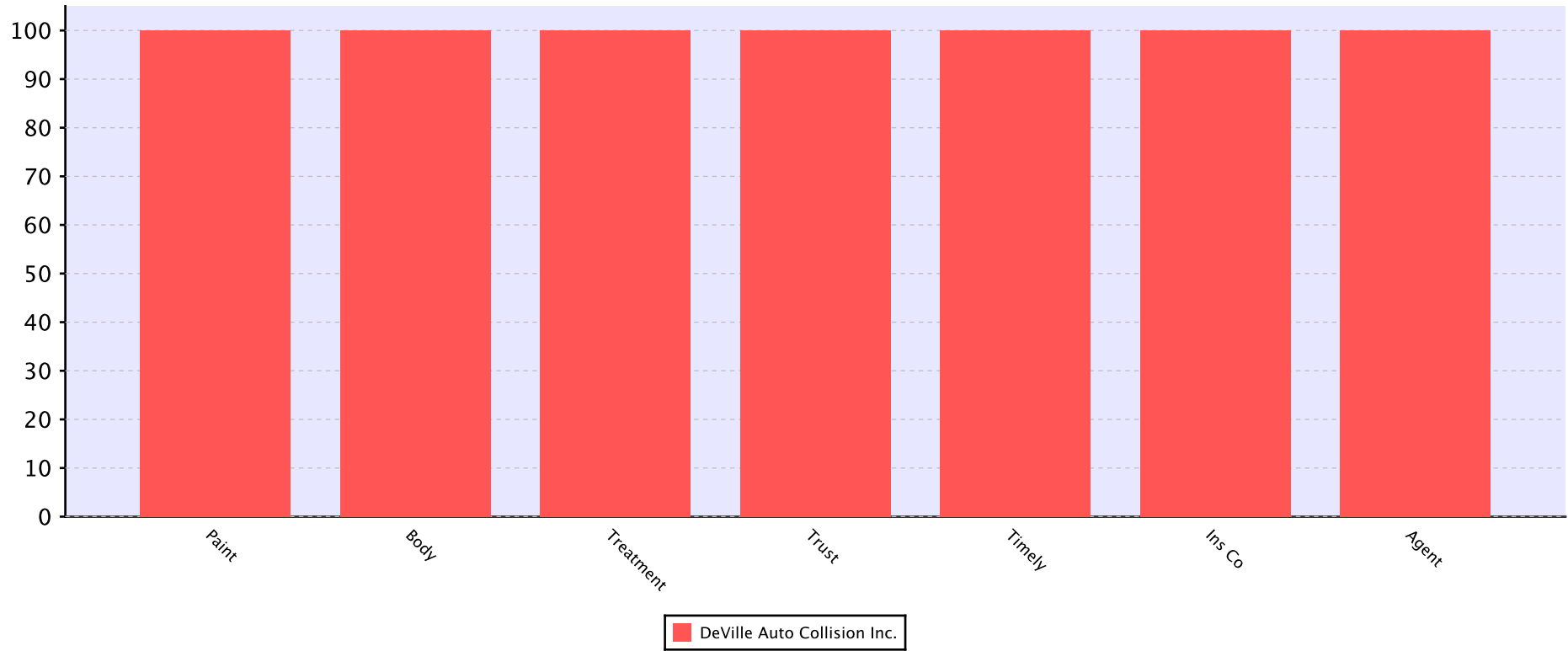


Performance Feedback Location Review



2012-04-01 through 2012-04-30

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	6	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %



	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	6	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	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>
Benezry, Michelle (#5608) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	N/A
Chose Body Shop Because	Repeat Customer		I am a repeat customer at this shop.					
Insurance Company:	USAA							
Evans, Gary (#6035) - 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 business has exceptional service.					
Insurance Company:	Customer Pay							
Naysmith, Andrew (#6017) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Blank	Blank
Chose Body Shop Because	Repeat Customer		I am a repeat customer at this shop. I have used this business numerous times over the years.					
Comment	Ins Co		I do not want to evaluate the insurance company that paid.					
Comment	Ins Agent		I do not want to evaluate my own insurance agent.					
Compliment	Body Shop		The vehicle looks good. It looks a lot better than it did when I brought it in.					
Insurance Company:	Barter Depot							
Reyes, Cynthia (#6000) - Chose Body Shop Because	Yes	Blank	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Family Friend		A friend recommended this shop.					
Insurance Company:	Customer Pay							
Robinson, Steven (#6008) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Repeat Customer		I am a repeat customer at this shop. I used this business about 10 years ago.					
Compliment	Body Shop		Everything was fine.					
Insurance Company:	Travelers							

	<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>
Stein, Sally (#5942) - Comment Survey	Yes	Yes	Blank	Blank	Blank	Agent Not Specified	Blank	Blank

Comment	Body	Customer declined to answer remaining questions.
Compliment	Body Shop	The repair was excellent.
Insurance Company:	State Auto Insurance Companies	
