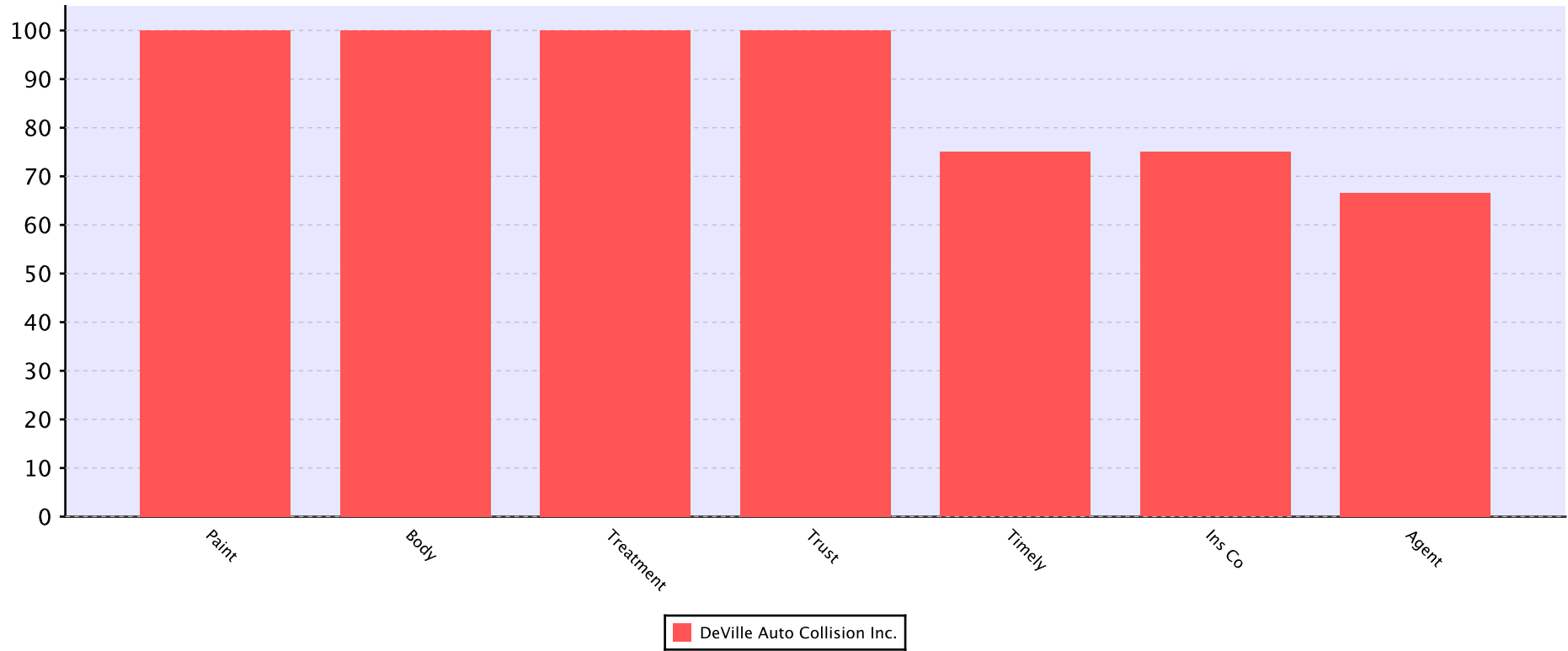


Performance Feedback Location Review



2012-08-01 through 2012-08-31

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	5	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	75.0 %	75.0 %	66.7 %



	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	5	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	75.0 %	75.0 %	66.7 %

	<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>
Bariletti, Mike (#6101) - Chose Body Shop Because Survey	N/A	N/A	10	Yes	N/A	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Comment	Body Shop	The car was totaled.						
Compliment	Body Shop	DeVille is extremely nice. They went out of their way to help.						
Insurance Company:	Allstate Insurance							
Degiolarmo-Burns, Karen (#6084) - Chose Body Shop	Yes	Yes	10	Yes	No		Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Compliment	Body Shop	One of the cleanest shops I ever went to.						
Insurance Company:	Allstate Insurance							
Rosado, Aida (#6115) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	<<No Agency>>	N/A	Blank
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Compliment	Body Shop	DeVille is top of the line as far as I'm concerned. You can not find any better.						
Insurance Company:	None							
Shashaty, Richard (#6086) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	No	No
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Compliment	Paint	I could not be happier with the paint refinish.						
Compliment	Body	He explained the benefit of Honda parts.						
Compliment	Cust Serv Rep	The staff was friendly, professional and helpful from entry to detailed finish auto.						
Compliment	Delivery Date	He delivered 4 days earlier than expected.						
Compliment	Body Shop	I felt at ease from beginning to the end. My car looked new, even the tires shined. The parts and paint matched. I felt secure driving away knowing the repairs were done properly. David Fazio is a very good business man. Thank you.						
Not Rec Agent	Cust Service	DeVille had to fight to get me what I am entitled to.						
Not Rec Ins Co	Adjuster	They preferred that I used "junk yard used lights"??						
Rec Body Shop	Body Shop	I already gave out P.O.S.'						
Insurance Company:	Harleysville 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>
Tarangelo, Theresa (#6108) - 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.					
Compliment	Body Shop		Professional and courteous, always a pleasure dealing with them.					
Compliment	Body Shop		DeVille is a great facility. They are very professional and make it easy by having the rental company easily accessible also. It is always a great experience dealing with them. Never any surprises.					
Insurance Company:	Geico							
