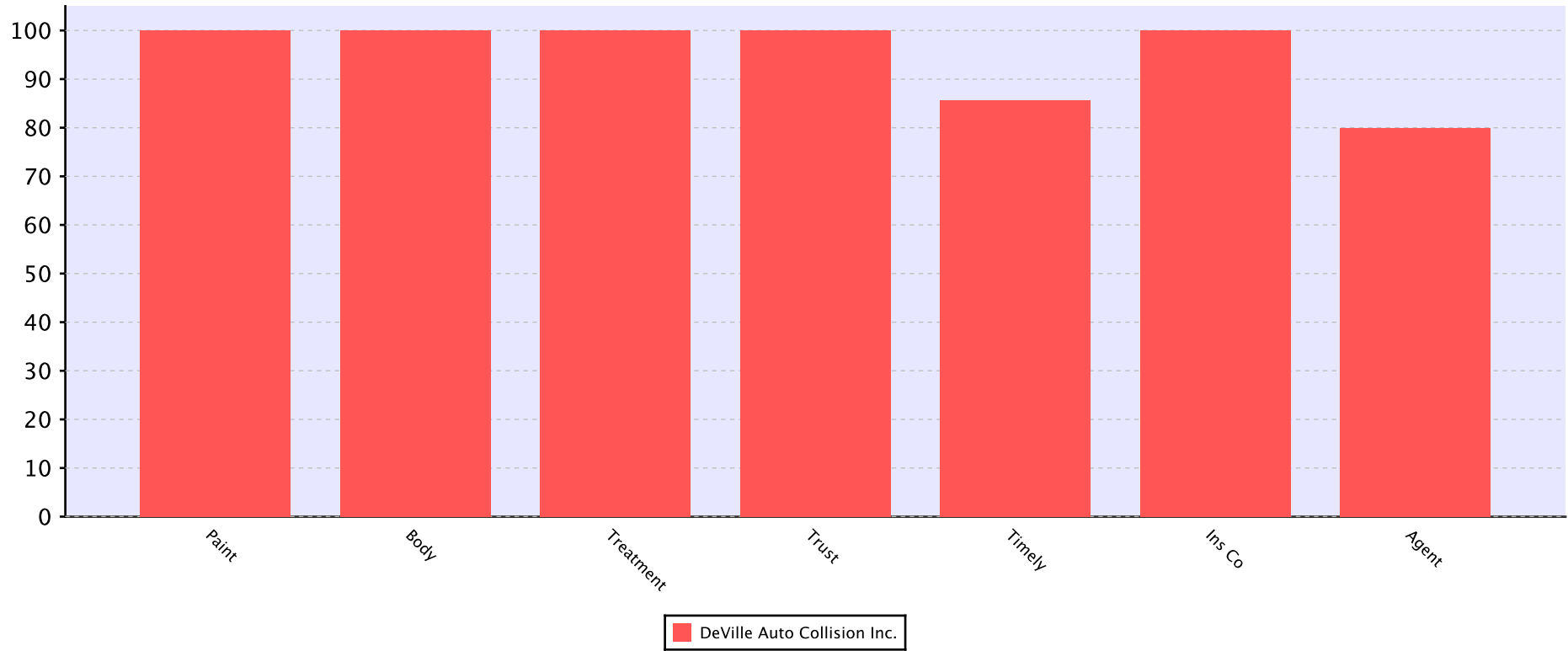


Performance Feedback Location Review



2012-03-01 through 2012-03-31

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	10	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	85.7 %	100.0 %	80.0 %



	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	10	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	85.7 %	100.0 %	80.0 %

	<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>
Attianese, Joseph (#5862) - Comment Survey	Yes	Yes	Blank	Yes	Blank	Agent Not Specified	Blank	Blank
Comment	Body Shop		Customer chose not to answer all the questions.					
Compliment	Body Shop		The shop went above and beyond the call of duty.					
Insurance Company:	Liberty Mutual							
Bolden, Lucille (#5943) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Blank	Yes
Chose Body Shop Because	Agent Recommendation		The insurance agent recommended this shop.					
Comment	Body Shop		The customer declined to answer the rest of the body shop survey questions.					
Compliment	Body Shop		Everyone at this shop was friendly, professional, and efficient.					
Insurance Company:	Metropolitan Insurance Co							
Buell, Erica (#5949) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Family Friend		A friend recommended this shop.					
Insurance Company:	Geico							
Burns, Bill (#5958) - Chose Body Shop Because Survey	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		Outstanding service and quality.					
Insurance Company:	None							
Damadeo, Joseph (#5956) - Comment Survey	Yes	Yes	Blank	Yes	Blank	Agent Not Specified	Blank	Blank
Comment	Body Shop		Customer chose not to answer all the questions.					
Insurance Company:	The Hartford							
Ficci, Vildana (#5926) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	No	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Family Friend		A friend recommended this shop.					
Insurance Company:	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>
Furmansky, Alexandra (#5950) - Chose Body Shop	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	No
Chose Body Shop Because	Family Friend		A friend recommended this shop.					
Not Rec Agent	Cust Service		I don't know the agents name.					
Insurance Company:	Geico							
Malik, Sarah (#5944) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	N/A
Chose Body Shop Because	Family Friend		A friend recommended this shop.					
Insurance Company:	Geico							
Modzelewski, Richard (#5968) - Comment Survey	Yes	Yes	Blank	Yes	Blank	Agent Not Specified	Blank	Blank
Comment	Body Shop		Customer chose not to answer all the questions.					
Insurance Company:	Customer Pay							
Sorce, John (#5891) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Family Friend		A friend recommended this shop.					
Insurance Company:	The Hartford							