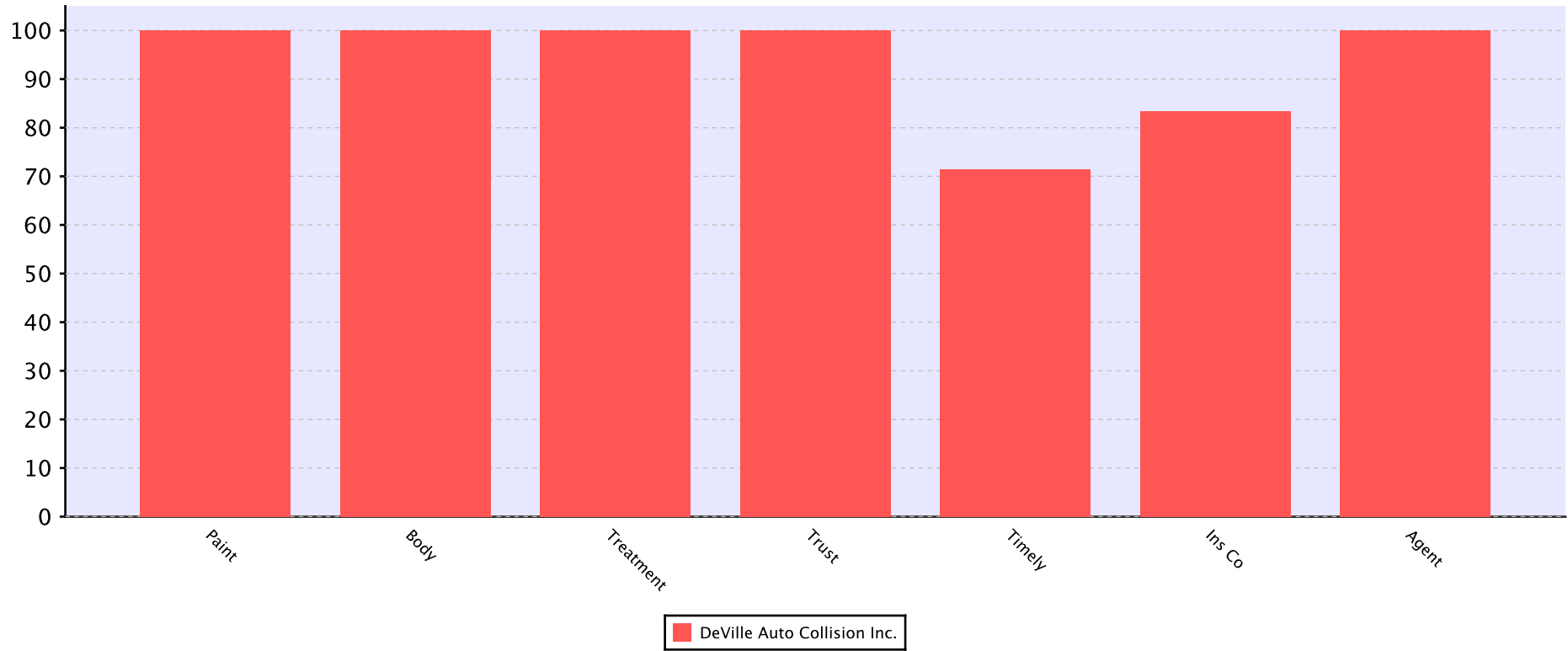


# Performance Feedback Location Review



2013-04-01 through 2013-04-30

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	7	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	71.4 %	83.3 %	100.0 %



	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	7	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	71.4 %	83.3 %	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>
Cassone, John (#Casso-6314-4169) - Chose Body Shop	Yes	Yes	10	Yes	No	Agent Not Specified	Yes	Blank
<b>Chose Body Shop Because</b>	Repeat Customer	I am a repeat customer at this shop.						
<b>Complaint</b>	Delivery Date	The repair work took a little longer than expected.						
<b>Compliment</b>	Cust Serv Rep	The staff always treated me in a friendly, professional and helpful manner.						
<b>Compliment</b>	Cust Serv Rep	David, Joan and Charlie were very helpful through the entire process.						
<b>Insurance Company:</b>								
Chiatto, Geri (#6350) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	No	Blank
<b>Chose Body Shop Because</b>	Family Friend	A friend 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	Nice, friendly and caring people at this shop.						
<b>Compliment</b>	Body Shop	My husband and I have been customers of DeVille Auto Body for many years. We have never had a complaint for them. I would recommend them and have done so to anyone. They are professional, friendly, caring and wonderful people.						
<b>Not Rec Ins Co</b>	Claims Office	The insurance company gave Auto Body Shop a hard time.						
<b>Rec Body Shop</b>	Body Shop	I absolutely would recommend this shop to others.						
<b>Insurance Company:</b>	State Farm Insurance Company							
Galante, Steve (#6364) - 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>Chose Body Shop Because</b>	Repeat Customer	I am a repeat customer at this shop.						
<b>Compliment</b>	Cust Serv Rep	Very nice and professional people who go the extra mile.						
<b>Rec Body Shop</b>	Body Shop	I have recommended this shop in the past based on past experience.						
<b>Insurance Company:</b>	Customer Pay							
Gertisser, Kathleen (#6330) - Chose Body Shop Because	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>Compliment</b>	Body Shop	Totally professional and excellent all around.						
<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>
Lagiusa, Andrew (#6312) - Chose Body Shop Because	Yes	Yes	10	Yes	No	Agent Not Specified	Yes	Blank
<b>Chose Body Shop Because</b>	Repeat Customer		I am a repeat customer at this shop.					
<b>Insurance Company:</b>	Progressive							
Perez, Wilbert Jr (#6334) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
<b>Chose Body Shop Because</b>	Other		Family member.					
<b>Compliment</b>	Body Shop		I am happy with all, great service and customer service.					
<b>Insurance Company:</b>	Allstate Insurance							
Wachs, Barbara (#6340) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Blank
<b>Chose Body Shop Because</b>	Family Friend		A friend recommended this shop.					
<b>Compliment</b>	Paint		Beautiful job, looks like new.					
<b>Compliment</b>	Cust Serv Rep		First rate treatment from initial contact to end product.					
<b>Compliment</b>	Delivery Date		Everything was timely and as promised.					
<b>Compliment</b>	Body Shop		The Fazo Family at DeVille Auto Collision treated my husband and me as part of their own family. We both have nothing but praise for the facility, it's staff and the quality of their work. On a scale of 1-10 we give DeVille Auto Collision a 20+.					
<b>Rec Body Shop</b>	Body Shop		I already recommended this shop to my son-in-law who has made contact.					
<b>Rec Ins Co</b>	Claims Office		The insurance company that paid for the repairs was that of the person who hit my car. They were efficient and responsible.					
<b>Insurance Company:</b>	Aig							