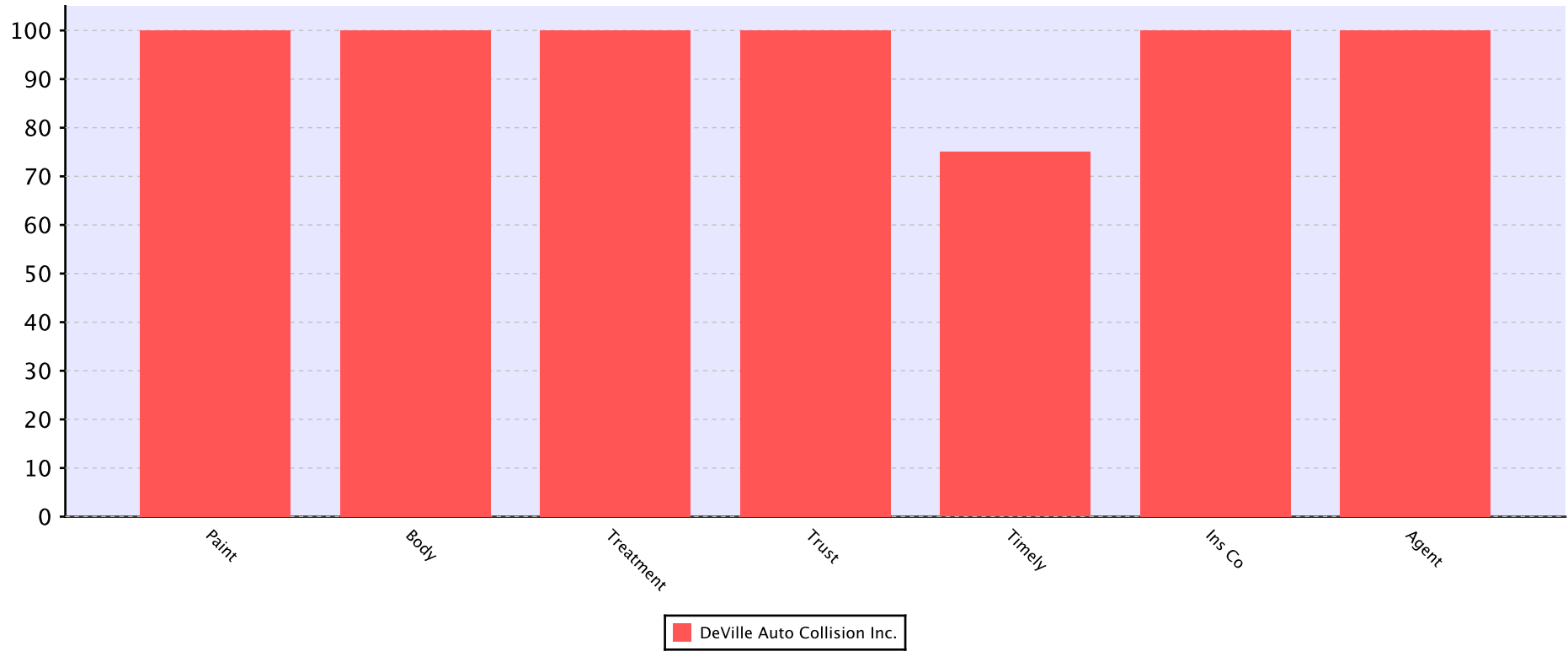


Performance Feedback Location Review



2013-09-01 through 2013-09-30

	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 %	75.0 %	100.0 %	100.0 %



	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVile Auto Collision Inc.	10	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	75.0 %	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>
Castronovo, Anthony (#6543) - Comment Survey	Yes	Yes	Blank	Yes	Blank	Agent Not Specified	Blank	Blank
Comment	Body Customer declined to answer all survey questions.							
Insurance Company:	Barter Depot							
Crisalli, Robert (#6560) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	Yes
Chose Body Shop Because	Family Friend A friend recommended this shop.							
Insurance Company:	Customer Pay							
Helbock, Bob (#6476) - 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							
Longobardi, Joe/Marge (#6502) - Chose Body Shop	Yes	Yes	Blank	Yes	Yes	Agent Not Specified	N/A	Yes
Chose Body Shop Because	Other Rotary friend/owner, David.							
Chose Body Shop Because	Repeat Customer I am a repeat customer at this shop.							
Compliment	Body Shop Thank you for being so helpful whenever we need you. David you and your parents are so helpful and comforting. People's car troubles are so distressing and your all so patient in everyone's needs.							
Insurance Company:	Customer Pay							
Mazza, Aileen (#6549) - Chose Body Shop Because	Yes	Yes	10	Yes	No	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Family Friend A friend recommended this shop.							
Comment	Delivery Date Aileen said that it took a little longer because they were waiting for parts but she was fine with it.							
Insurance Company:	Allstate Insurance							
Moriarty, Jeremy (#6553) - 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:	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>
Navatta, Anna (#6538) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	Yes
Chose Body Shop Because	I came to the company when the auto was purchased for insurance photos. I was impressed by the entire operation.							
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Compliment	Paint	The paint refinish looks wonderful, time will tell.						
Compliment	Delivery Date	Matter of fact, the repair work was done 2 days earlier than expected - smile!						
Compliment	Body Shop	I couldn't have been treated better. It couldn't have been a nicer experience.						
Insurance Company:	Customer Pay							
<hr/>								
	<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>
Savoca, Roseann (#6535) - Comment Survey	Yes	Yes	Blank	Yes	Blank	Agent Not Specified	Blank	Blank
Comment	Body	Customer declined to answer all survey questions.						
Compliment	Body Shop	Roseann said they did a great job.						
Insurance Company:	Allstate Insurance							
<hr/>								
	<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>
Sciacca, Maria (#6511) - Chose Body Shop Because	Yes	Yes	10	Yes	No	Agent Not Specified	N/A	N/A
Chose Body Shop Because	Dealership	The dealership where I bought the car recommended this shop.						
Complaint	Delivery Date	I thought I would have the car sooner.						
Insurance Company:	Customer Pay							
<hr/>								
	<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>
Wolff, Sandy (#6559) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes		Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Insurance Company:	Allstate Insurance							