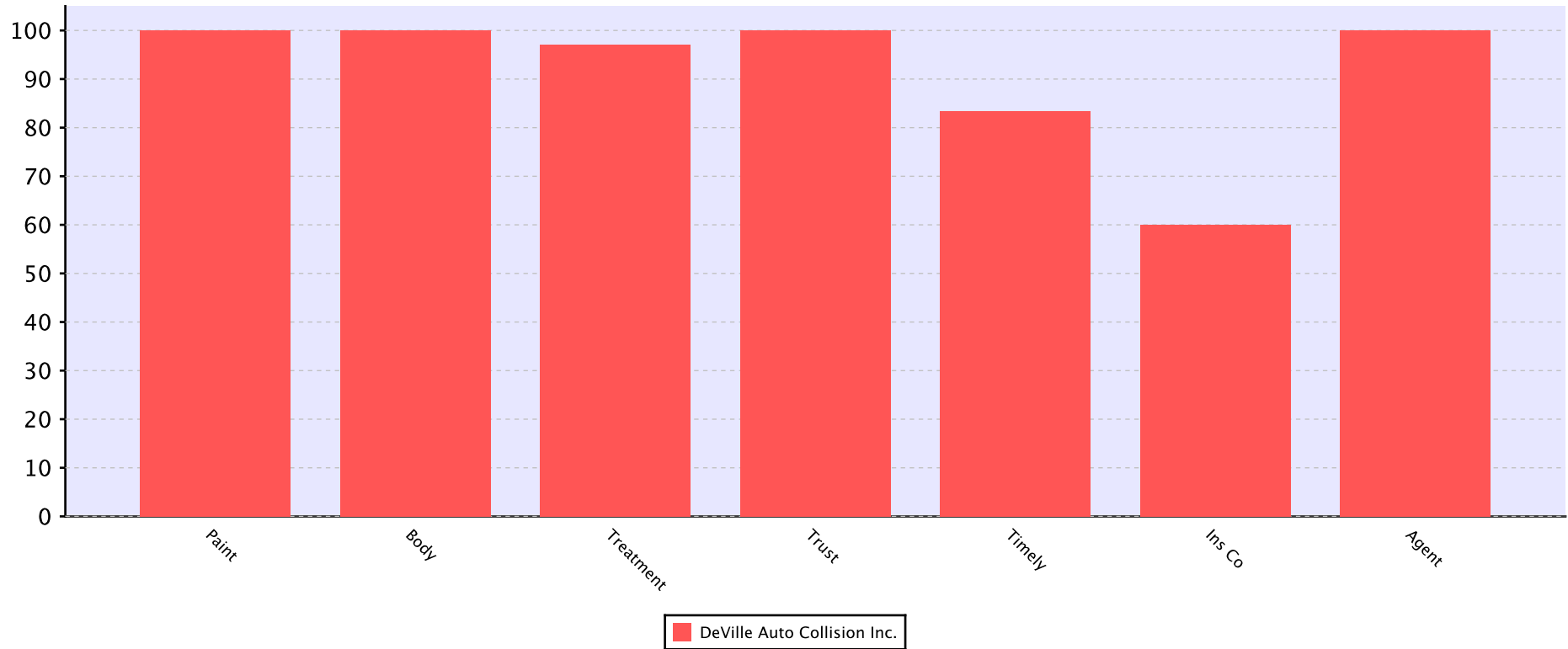


Performance Feedback Location Review



2014-04-01 through 2014-04-30

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	11	100.0 %	100.0 %	100.0 %	97.1 %	100.0 %	83.3 %	60.0 %	100.0 %



	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	11	100.0 %	100.0 %	100.0 %	97.1 %	100.0 %	83.3 %	60.0 %	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>
Bayne, Mike (#6755) - Comment Survey	Yes	Yes	Blank	Yes	Blank	Agent Not Specified	Blank	Blank
Comment	Body Customer declined to answer all survey questions.							
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>
Daniels, Alberto (#6757) - Comment Survey	Yes	Yes	Blank	Yes	Blank	Agent Not Specified	Blank	Blank
Comment	Body Customer declined to answer all survey questions.							
Insurance Company:	Customer Pay							

	<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>
Granato, Mary Jo (#6701) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	No	Yes
Chose Body Shop Because	Repeat Customer I am a repeat customer at this shop.							
Compliment	Body Shop David Fasio and family were terrific, professional throughout.							
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>
Gruskin, Jerry/Ester (#6717) - Comment Survey	Yes	Yes	Blank	Yes	Blank	Agent Not Specified	Blank	Blank
Comment	Body Customer declined to answer all survey questions.							
Insurance Company:	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>
Guberman, Sergey (#6776) - 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							

	<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>
Johnson, Toni (#6760) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	No	N/A
Chose Body Shop Because	Location I chose this shop because of its location.							
Not Rec Ins Co	Claims Office Toni said there were a few snags with the rental and the appraisal.							
Insurance Company:	USAA							

	<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>
Packer, Kenith (#6764) - Comment Survey	Yes	Yes	10	Yes	Blank	Agent Not Specified	Blank	Blank
Comment	Body Shop (Customer chose not to answer all the questions.)							
Insurance Company:	Customer Pay							
Powell, Anthony (#6770) - Chose Body Shop Because	Yes	Yes	8	Yes	Yes	Agent Not Specified	Yes	N/A
Chose Body Shop Because	Family Friend A friend recommended this shop.							
Comment	Cust Service Anthony said this is as good as he gives, nothing is perfect.							
Insurance Company:	Geico							
Reyes, Elliot (#6750) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	No	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Location I chose this shop because of its location.							
Comment	Delivery Date Elliot said it was a week delay. He said he got an excuse about another company not being able to bring it in.							
Insurance Company:	Nationwide							
Tuzzo, Annette (#6744) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	N/A
Chose Body Shop Because	Employee I know someone at the shop.							
Insurance Company:	Customer Pay							
Williams, Chris (#6743) - Comment Survey	Yes	Yes	Blank	Yes	Blank	Agent Not Specified	Blank	Blank
Comment	Body Customer declined to answer all survey questions.							
Insurance Company:	Geico							