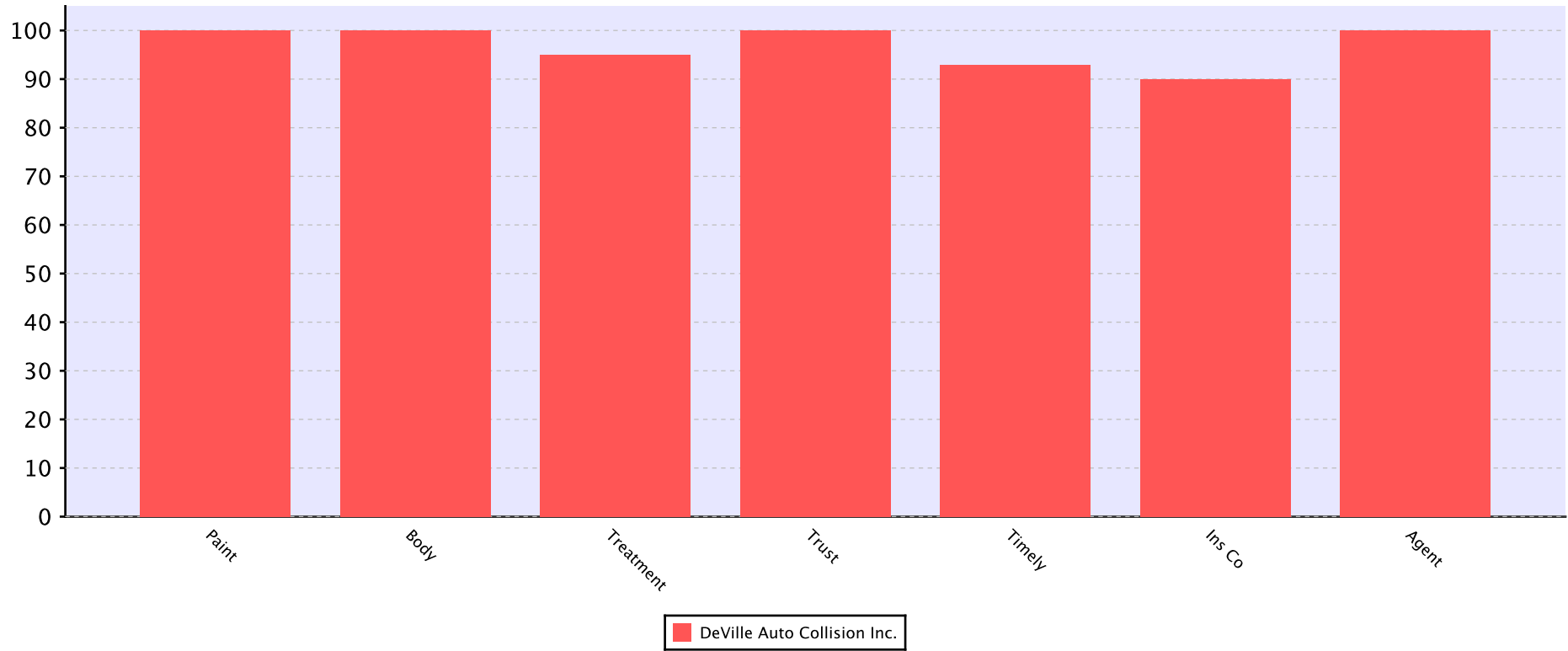


Performance Feedback Location Review



2014-12-01 through 2014-12-31

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	14	100.0 %	100.0 %	100.0 %	95.0 %	100.0 %	92.9 %	90.0 %	100.0 %



	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	14	100.0 %	100.0 %	100.0 %	95.0 %	100.0 %	92.9 %	90.0 %	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>
Angelone, David (#7012) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Insurance Company:	Customer Pay							
Cartigiano, Mike/Linda (#7004) - Chose Body Shop	Yes	Yes	9	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Insurance Company:	Geico							
Castellano, John (#7010) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes		N/A	N/A
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Compliment	Body Shop	The repair work was superb, the car looked like nothing happened and the color was perfect.						
Insurance Company:	Customer Pay							
Clifford, Dana (#7024) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	No	N/A
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Not Rec Ins Co	Other	Dana said the insurance company was not very professional when they were speaking to the mechanics.						
Insurance Company:	Geico							
Grushkin, Jerome L & Esther (#7020) - Chose Body Shop	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Compliment	Body Shop	Jerome said this business has good people, who know what they're doing.						
Insurance Company:	The Hartford							
Kitts, Richard (#7030) - Chose Body Shop Because Survey	Yes	Yes	7	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
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>
Marcolini, Robert (#7037) - Chose Body Shop Because	Yes	Yes	8	Yes	Yes		N/A	Yes
Chose Body Shop Because	Family Friend The other party involved in the accident paid for the repairs, referred him to this business.							
Compliment	Body Shop He said they were fine.							
Rec Body Shop	Body Shop Robert said the business did an excellent job. It was a little out of the way, but they did good work.							
Insurance Company:	Customer Pay							
Mauro, Peter (#6993) - 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							
Mercaldo, Tim (#6973) - Chose Body Shop Because	Yes	N/A	10	Yes	Yes	Agent Not Specified	N/A	Yes
Chose Body Shop Because	Repeat Customer I am a repeat customer at this shop.							
Compliment	Paint The paint refinish was excellent in every way.							
Compliment	Body Shop No need for improvement. Frankly in my experience David and his employees are committed to excellence on every level.							
Insurance Company:	Customer Pay							
Monda, Robert (#7036) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	Blank
Chose Body Shop Because	Family Friend A friend recommended this shop.							
Comment	Ins Agent She said this question is irrelevant.							
Insurance Company:	Customer Pay							
Panarello, Michael (#7015) - Comment Survey	Yes	Yes	9	Yes	Yes	Agent Not Specified	Yes	Blank
Comment	Body Shop (Customer chose not to answer all the questions.)							
Insurance Company:	Responce Insurance							
Person Center Care Services, (#6951) - Chose Body Shop	Yes	Yes	10	Yes	No	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Repeat Customer I am a repeat customer at this shop.							
Insurance Company:	Progressive							

	<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>
Spiezia, Bill (#7018) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Yellow Page Ad		I chose this shop from the yellow pages.					
Insurance Company:	Allstate Insurance							
Tien, Albert (#7023) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Repeat Customer		I am a repeat customer at this shop.					
Insurance Company:	Allstate Insurance							