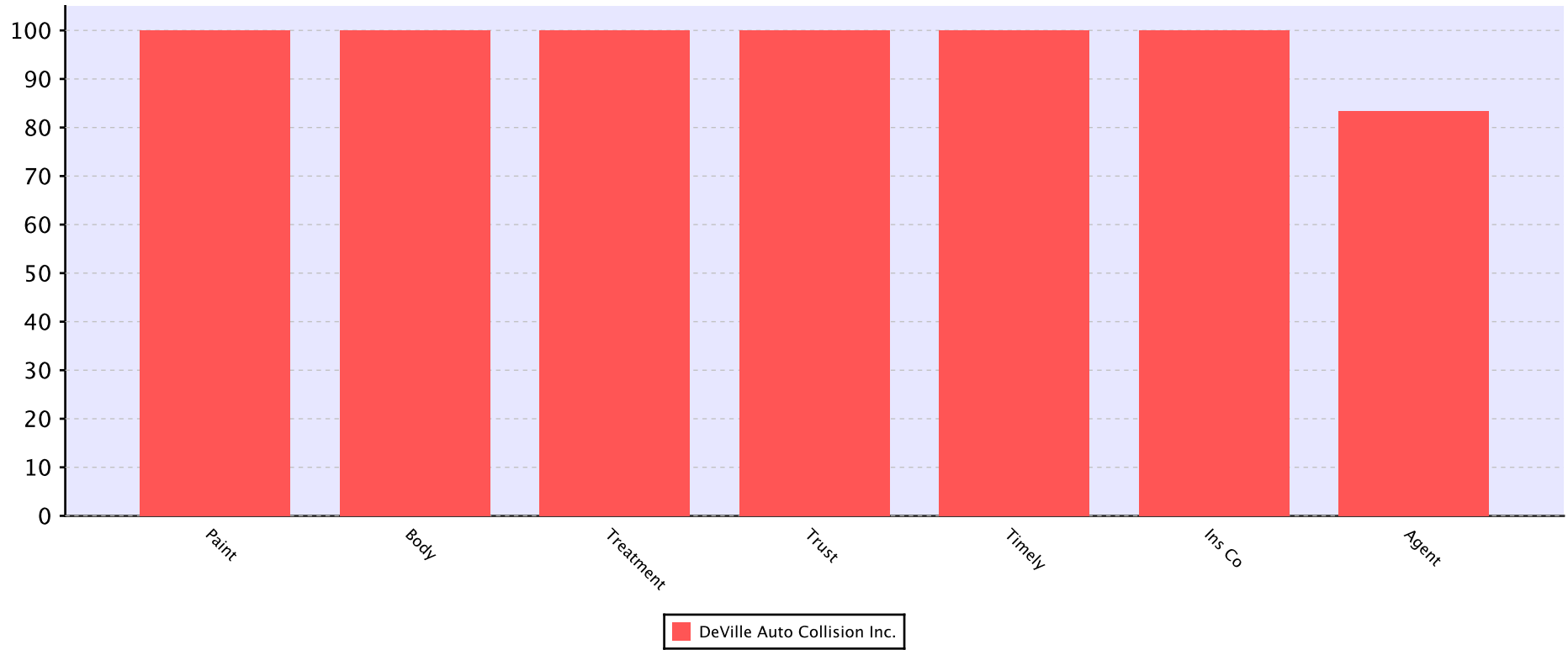


Performance Feedback Location Review



2010-01-01 through 2010-01-31

	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 %	100.0 %	100.0 %	83.3 %



	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 %	100.0 %	100.0 %	83.3 %

	<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>
Behan, Richard (#4763) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Maxwell Insurance Agency, Inc.	Yes	No
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Compliment	Body Shop	The car looks good as new.						
Compliment		I was warmly greeted, and totally informed.						
Compliment	Delivery Date	The car was returned to me before I was expecting it.						
Compliment	Body Shop	I wouldn't change anything, everything far exceeded my expectations.						
Not Rec Agent	Other	I am preparing to change insurance agents.						
Insurance Company:	Allstate Insurance							
Caruso, Stephen (#4784) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Blank
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Insurance Company:	Metlife							
Felice, Tracy (#4805) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Insurance Company:	None							
Hasten, William (#10032) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	TV Ad	I saw an ad on TV for this shop.						
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Chose Body Shop Because	Location	I chose this shop because of its location.						
Insurance Company:	Customer Pay							
Iannuzzi, Lou (#4627) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	State Farm-Deborah Valentine	Yes	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Insurance Company:	State Farm Insurance Company							

	<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>
Maggiore, John (#4779) - Chose Body Shop Because	Yes	Yes	Blank	Blank	Blank	Agent Not Specified	Blank	Blank
Chose Body Shop Because	Repeat Customer		I am a repeat customer at this shop.					
Compliment	Body		Everything was fine, thanks.					
Insurance Company:	None							
Nunez, Samuel (#4729) - Chose Body Shop Because	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:	State Farm Insurance Company							
Pennachio, Robert & Ally (#4745) - 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		David, Charles, and Joan and staff made this an easy, quick, and stress free experience. Their customer service is incomparable. They went above and beyond accomodating us. Our car looks brand new. We would not go to anyone else.					
Compliment	Delivery Date		The delivery date exceeded my expectations.					
Insurance Company:	Geico							
Silver, Ron (#4808) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Blank	Blank
Chose Body Shop Because	Family Friend		A friend recommended this shop.					
Insurance Company:	None							
Umbra, Benny (#4771) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes		N/A	N/A
Chose Body Shop Because	Other		SIEDC recommended this shop.					
Insurance Company:	None							