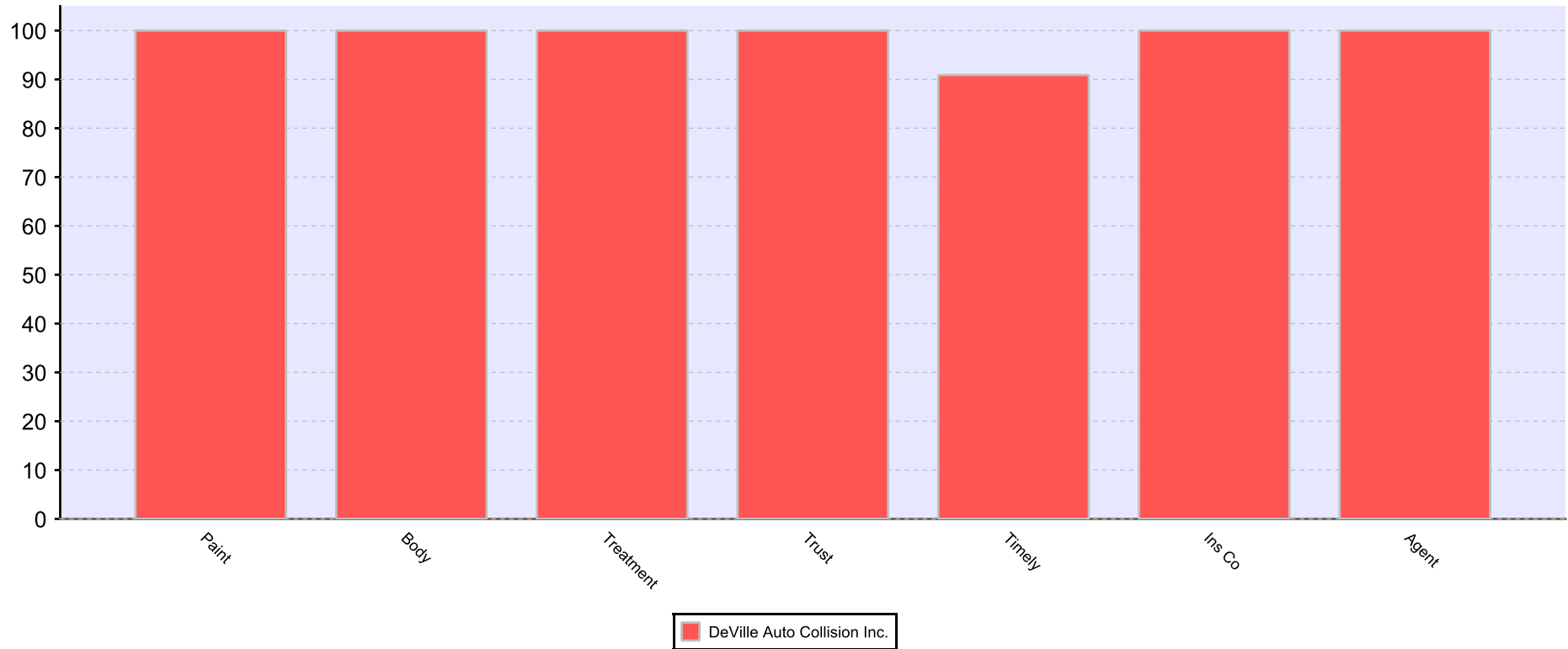


Performance Feedback Location Review Report



2008-04-01 through 2008-04-30

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	14	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	90.9 %	100.0 %	100.0 %



	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent	
DeVille Auto Collision Inc.	14	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	90.9 %	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>
Amoury, Majorie (#13596) - Mail Survey			Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because Other			I heard about this shop through word of mouth.							
Chose Body Shop Because Family Friend			A friend recommended this shop.							
Compliment Body Shop			I was treated with the utmost courteousness and the workmanship was excellent. DeVille is a quality repair facility and I would recommend it highly.							
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>
Bramante, Athony & Hollis (#13617) - Phone Survey			Yes	Yes	Blank	Yes	Blank	Inc. TheLimeriAgency	Blank	Blank
Insurance Company: Travelers										
			<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>
Carter, Anthony (#13598) - Mail 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.							
Compliment Body Shop			They were very helpful and provided excellent service. These are great people.							
Insurance Company: UNITRIN UNITED										
			<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>
Christofilakes, Pete (#6166) - Mail Survey			Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because Other			I heard about this shop through word of mouth.							
Comment Body Shop			The car was being returned to the lease company when they finished. It looks like a brand new car.							
Insurance Company: None										
			<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>
Composto, Tony (#6161) - Phone Survey			Yes	Yes	Blank	Yes	Blank	Agent Not Specified	Blank	Blank
Insurance Company: None										
			<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>
Giarratano, Joe (#13592) - Mail 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.							
Chose Body Shop Because Employee			Charlie lives across the street. I am his god father.							
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>
Li, Chris (#6125) - Phone Survey Chose Body Shop Because Family Friend Insurance Company: *Unknown Insurance*	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
						A friend recommended this shop.		
Lubrano, Gene (#13583) - Mail Survey Chose Body Shop Because Repeat Customer Insurance Company: Travelers	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
						I am a repeat customer at this shop.		
Maggiore, John (#13628) - Phone Survey Compliment Body Shop Insurance Company: None	Yes	Yes	Blank	Yes	Blank	Agent Not Specified	Blank	Blank
						They did a good job. It is a great place.		
Mandart, Rosemarie (#13551) - Phone Survey Chose Body Shop Because Other Complaint Delivery Date Insurance Company: Allstate Insurance	Yes	Yes	10	Yes	No	Agent Not Specified	Yes	Yes
						It was through the business world....business dealings with the owner.		
						It took longer than expected, but it was absolutely no fault of DeVille....it was because of the insurance company.		
Ramsingh, Mado (#132811) - Phone Survey Chose Body Shop Because Family Friend Insurance Company: None	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
						A friend recommended this shop.		
Russo, Johnny (#13616) - Phone Survey Chose Body Shop Because Family Friend Insurance Company: State Farm Insurance Company	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
						A friend recommended this shop.		
Schwartz, Andrew (#13606) - Mail Survey Chose Body Shop Because Repeat Customer Compliment Body Shop Compliment Body Shop Insurance Company: None	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	Blank
						I am a repeat customer at this shop.		
						I would definitely recommend this shop.		
						David and Charlie always see that our car is impeccable when we get it back. Thank you for the service and professionalism.		

	<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>
Zehrer, Shannon (#13571) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	N/A
Chose Body Shop Because	Family Friend		A friend recommended this shop.					
Complaint	Detail		There is a loud rattling noise in the car on the inside. Please contact me regarding this problem.					
Compliment	Body Shop		The shop took very good care of me.					
Insurance Company:	New Jersey Manufacturers							
