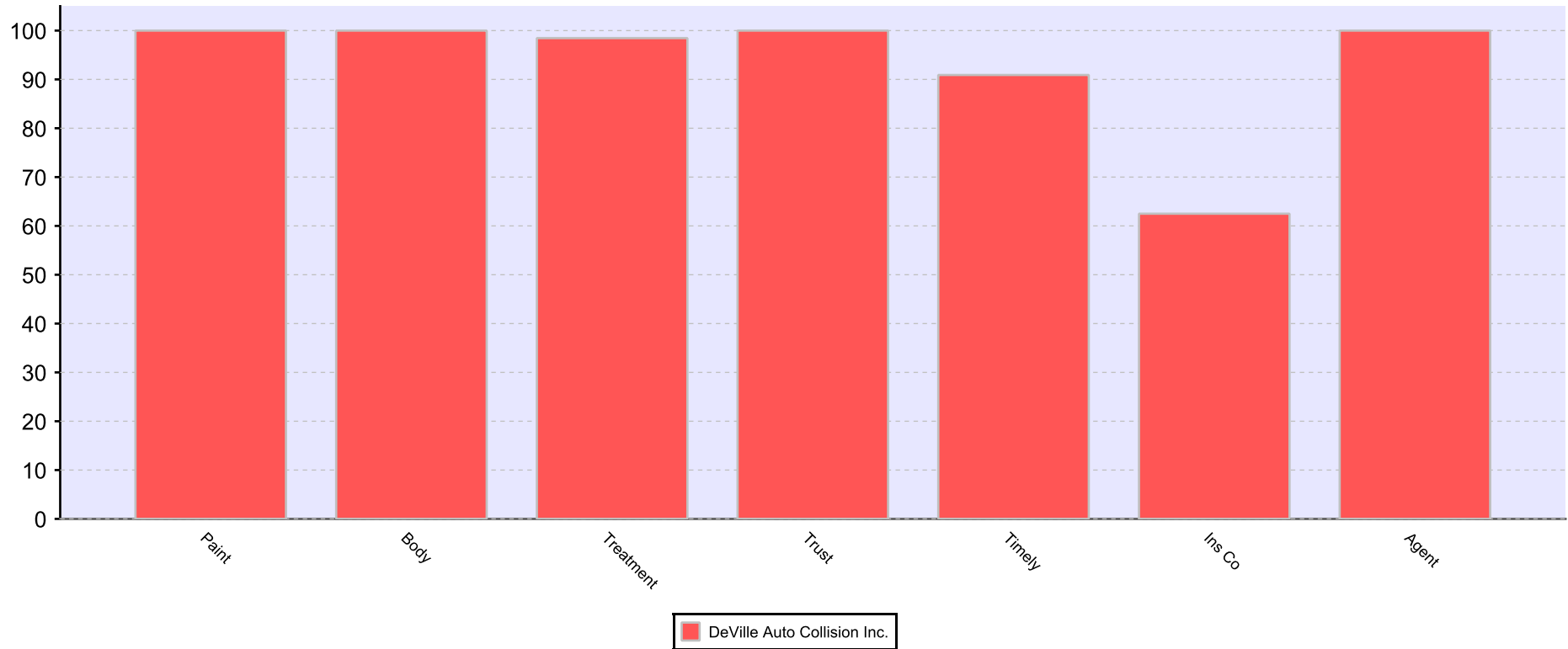


Performance Feedback Location Review Report



2008-02-01 through 2008-02-29

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	14	100.0 %	100.0 %	100.0 %	98.5 %	100.0 %	90.9 %	62.5 %	100.0 %



	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	14	100.0 %	100.0 %	100.0 %	98.5 %	100.0 %	90.9 %	62.5 %	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>
Albrizo, Frank (#13479) - Mail Survey		Yes	Yes	8	Yes	Yes	Agent Not Specified	No	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.							
Compliment	Body Shop	I trust that DeVille will always do the right thing and do a good job.							
Not Rec Ins Co	Other	I would not recommend Geico.							
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>
Arann, Larry (#6103) - Phone Survey		Yes	Yes	10	Yes	Blank	Agent Not Specified	N/A	N/A
Chose Body Shop Because	Family Friend	A friend recommended this shop.							
Compliment	Body	Everyone at this shop was great.							
Insurance Company:	*Unknown 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>
Esch, Mary (#13473) - Phone Survey		Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Blank
Chose Body Shop Because	Family Friend	A friend recommended this shop.							
Compliment	Body Shop	They did the job very well.							
Compliment	Body	I am very pleased with the repairs to my car.							
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>
Executive Directo Jcc, David Sorkin/ (#) - Mail Survey		Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
Chose Body Shop Because	Other	Seidl recommended this shop.							
Compliment	Body Shop	Great customer service.							
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>
Giordano, David (#13484) - Phone Survey		Yes	Yes	10	Yes	Blank	Agent Not Specified	No	Blank
Chose Body Shop Because	Family Friend	My son recommended this shop.							
Compliment	Body	They did an excellent job.							
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>
Illuzzi, Vinny & Brenda (#13525) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
Chose Body Shop Because	Repeat Customer I am a repeat customer at this shop.							
Compliment	Body Shop They are very professional and do great work.							
Insurance Company:	None							
Keen, Thomas (#13420) - Mail Survey	Yes	Yes	10	Yes	No	Agent Not Specified	No	Blank
Chose Body Shop Because	Internet Ad I found this shop on the internet.							
Comment	Delivery Date I felt that the time it took to final completion was longer than I expected.							
Compliment	Paint The paint finish was excellent.							
Compliment	Cust Serv Rep David and Denise were totally friendly, helpful and professional.							
Compliment	Even the people working on my car were very helpful and professional.							
Insurance Company:	Geico							
Krumrey, Christen & Artie (#13282) - Phone Survey	Yes	Yes	10	Yes	Yes	Inc. MaxwellInsuranceAg ency	Yes	N/A
Chose Body Shop Because	Ins Co Recommend The insurance company recommended this shop.							
Compliment	Cust Serv Rep Everyone at this shop was great.							
Insurance Company:	Allstate Insurance							
Monardo, Vince (#13485) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	Blank
Chose Body Shop Because	Family Friend A relative recommended this shop.							
Compliment	Body I am very happy with the service. They did a great job.							
Insurance Company:	Unknown							
Muscarella, Rocco (#13534) - Mail Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Family Friend A friend recommended this shop.							
Insurance Company:	*Unknown Insurance*							
Notaro, Tony (#13488) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
Chose Body Shop Because	TV Ad I saw a television ad for this shop.							
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>
Ojo, Enoch (#6100) - Phone Survey	Yes	Yes	Blank	Yes	Blank	Agent Not Specified	Blank	Blank
Insurance Company:		*Unknown 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>
Sullivan, Thomas (#13464) - 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	Family Friend		A friend recommended this shop.					
Compliment	Paint		The paint was a perfect match.					
Compliment	Body		I expected perfection, and it was perfect.					
Compliment	Cust Serv Rep		David was friendly, professional and helpful.					
Rec Agent	Other		Even though they played no part in this transaction, whenever I had a question for them, they were most cooperative.					
Insurance Company:	THE HANOVER INSURANCE GROUP							
	<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>
Zayer, Naceur (#13481) - Phone Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Blank
Chose Body Shop Because	Family Friend		A friend recommended this shop.					
Compliment	Body		Everything was fine.					
Insurance Company:	AIG							