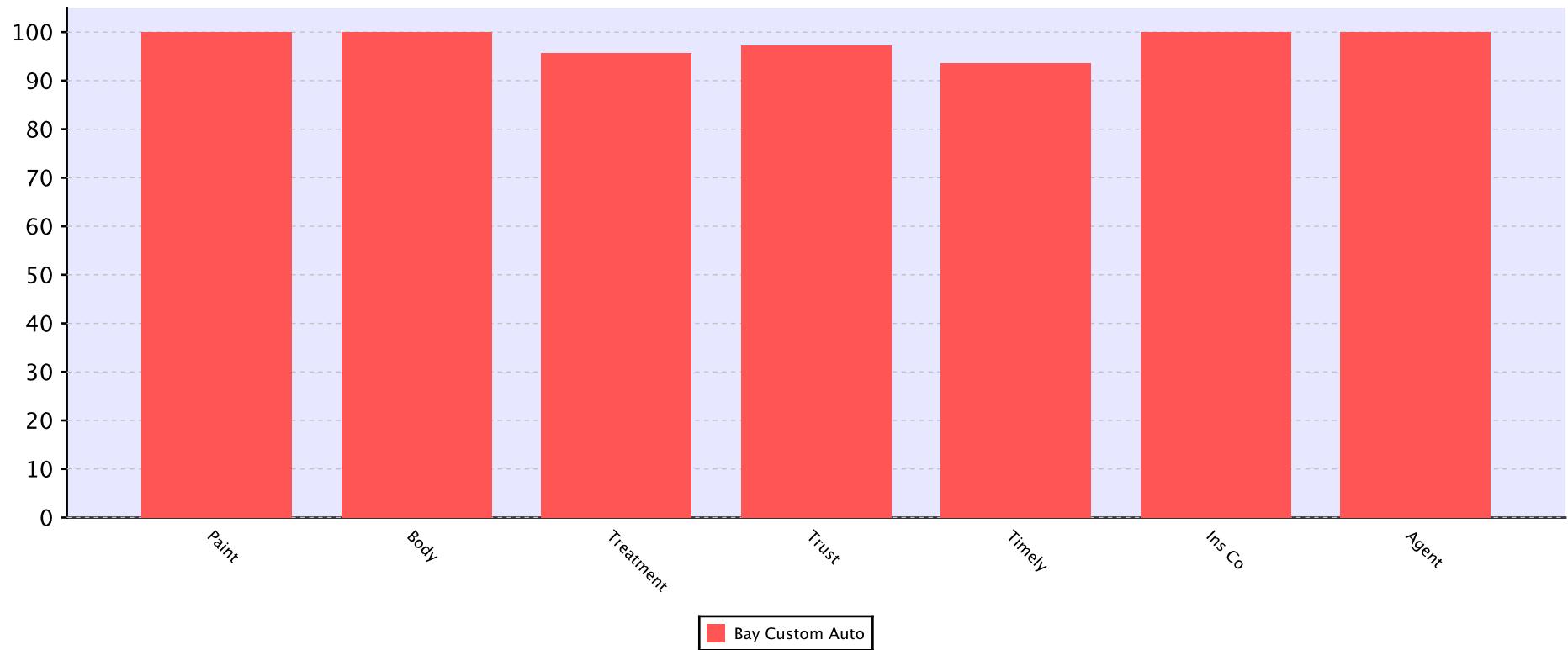


Performance Feedback Location Review



2011-11-01 through 2011-11-30

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
Bay Custom Auto	37	99.1 %	100.0 %	100.0 %	95.7 %	97.3 %	93.5 %	100.0 %	100.0 %



	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
Bay Custom Auto	37	99.1 %	100.0 %	100.0 %	95.7 %	97.3 %	93.5 %	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>
Alligood, Kevin (#17126) - Chose Body Shop Because		Yes	Yes	Blank	Yes	Yes	No Agent	N/A	Yes
Chose Body Shop Because	Employee	I know someone at the shop.							
Compliment		The staff was great.							
Compliment	Body Shop	I certainly would recommend Bay Custom Auto.							
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>
Altman, John (#17228) - Chose Body Shop Because		Yes	Yes	10	Yes	Yes	No Agent	Yes	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>
Barton, Grady (#17094) - Comment Survey		Yes	Yes	Blank	Yes	Blank	No Agent	Blank	Blank
Comment	Body	Customer declined to answer remaining questions.							
Compliment	Body Shop	The repair work was good.							
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>
Borgess, Joshua (#17008) - Chose Body Shop Because		Yes	Yes	10	Yes	Blank	No Agent	N/A	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.							
Comment	Delivery Date	The repairs took a bit longer than we expected. However, there was a lot of work involved so we understood. I wasn't inconvenienced by the delay so it all worked out just fine.							
Compliment	Body Shop	Bay Custom Auto did an excellent job.							
Rec Body Shop	Body Shop	I have recommended Bay Custom Auto before and I will again.							
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>
Brown, Sheila W (#17260) - Chose Body Shop Because		Yes	Yes	10	Yes	Yes	No Agent	Yes	Yes
Chose Body Shop Because	Ins Co Recommend	The insurance company recommended 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>
Burger, Robert (#16927) - Chose Body Shop Because		Yes	Yes	9	Yes	Yes	No Agent	N/A	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.							
Insurance Company:	Customer Pay								

Bay Custom Auto

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	<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>
Cho, Yoon (#17218) - Comment Survey Comment Body Insurance Company: Ameriprise	Yes	Yes	Blank	Yes	Yes	No Agent	Blank	Blank
Customer declined to remaining questions.								
Cutler**, David (#17177) - Chose Body Shop Because Chose Body Shop Because Location Insurance Company: Customer Pay	Yes	Yes	Blank	Yes	Yes	No Agent	Blank	Blank
I chose this shop because of its location.								
Davis Jr., Oliver (#17115) - Chose Body Shop Because Chose Body Shop Because Family Friend Chose Body Shop Because Internet Ad Comment Body Comment Ins Co Insurance Company: Allstate Insurance	Blank	Blank	9	Yes	Yes	No Agent	Blank	Yes
A friend recommended this shop.								
I found this shop on the Internet.								
The repair work pretty much met my expectations.								
I am undecided as to whether or not I would recommend the insurance company.								
Davis, Rhyem (#17087) - Chose Body Shop Because Chose Body Shop Because Ins Co Recommend Insurance Company: State Farm Insurance Company	Yes	Yes	8	Yes	Yes	No Agent	Yes	Yes
The insurance company recommended this shop.								
Edwards, James (#17020) - Chose Body Shop Because Chose Body Shop Because Family Friend Compliment Body Shop Compliment Rec Body Shop Body Shop Insurance Company: State Farm Insurance Company	Yes	Yes	10	Yes	Yes	No Agent	Yes	Yes
A friend recommended this shop.								
I was very satisfied. Everything was great.								
The staff was also great.								
I already have recommended Bay Custom Auto.								
Foots, Jeremy (#17172) - Chose Body Shop Because Chose Body Shop Because Family Friend Compliment Body Shop Insurance Company: Nationwide	Yes	Yes	N/A	Yes	Yes	Enterprise Vehicle	Yes	Yes
A friend recommended this shop.								
I did not have direct contact with the staff.								

	<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>
Gaudet, Michael (#17119) - Chose Body Shop Because	Yes	Yes	8	No	Yes	No Agent	Yes	Yes
Chose Body Shop Because	Dealership The dealership where I bought the car recommended this shop.							
Complaint	Body Shop Each time I got my vehicle back, there were things wrong with it that were visible with the naked eye. After the fourth repair, the work met my expectations.							
Compliment	Delivery Date The timing was fairly accurate.							
Suggestion	Body Shop I would advise the shop to use quality control before returning the vehicle to the customer.							
Insurance Company:	Customer Pay							
<hr/>								
Gillette, Delmar (#17323) - Chose Body Shop Because	Yes	Yes	9	Yes	Yes	No Agent	Yes	N/A
Chose Body Shop Because	Repeat Customer I am a repeat customer at this shop.							
Chose Body Shop Because	Dealership The Lexus dealership recommended this repair facility.							
Insurance Company:	Progressive							
<hr/>								
Gilman, Barbara (#16868) - Chose Body Shop Because	Yes	Yes	9	Yes	Blank	No Agent	Blank	Blank
Chose Body Shop Because	Dealership The dealership where I bought the car recommended this shop.							
Comment	Delivery Date The repairs took longer than we anticipated. It took about 31 days for the repairs to get done. Some of the delay was due to the insurance company and the extra damaged that was discovered.							
Comment	Ins Co I am in the insurance business.							
Compliment	Body Shop The car repairs were done nicely. The work was excellent. My wife was very happy.							
Compliment	Paint The man that took care of us was excellent.							
Insurance Company:	Ace Review For Republic Wester							
<hr/>								
Gore, Timothy (#17013) - Chose Body Shop Because	Yes	Yes	8	Yes	No	No Agent	Yes	Yes
Chose Body Shop Because	Repeat Customer I am a repeat customer at this shop.							
Chose Body Shop Because	Location This shop is located close to me.							
Comment	Delivery Date The repair time was not even close. However, the delay was due to parts availability.							
Insurance Company:	State Farm Insurance Company							
<hr/>								
Griffith, Emily (#17000) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	No Agent	Yes	Yes
Chose Body Shop Because	Repeat Customer I am a repeat customer at this shop.							
Insurance Company:	USAA							

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	<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>
Hammond, Gary (#17082) - Chose Body Shop Because Chose Body Shop Because Dealership Insurance Company: Customer Pay	Yes	Yes	10	Yes	Yes	No Agent	Yes	Yes
The dealership where I bought the car recommended this shop.								
Hendrix, Thomas (#17169) - Chose Body Shop Because Chose Body Shop Because Repeat Customer Insurance Company: Shop Policy	Yes	Yes	10	Yes	Yes	No Agent	Yes	Yes
I am a repeat customer at this shop.								
Jackson, Jeanette (#17290) - Chose Body Shop Because Chose Body Shop Because Dealership Comment Delivery Date Rec Body Shop Body Shop Insurance Company: Travelers	Yes	Yes	10	Yes	Blank	No Agent	Yes	Yes
The dealership where I bought the car recommended this shop.								
Repairs took a little bit longer than I expected but, the repair time was still fine.								
I would absolutely recommend Bay Custom Auto.								
Jeffries, Jj (#17074) - Chose Body Shop Because Survey Chose Body Shop Because Repeat Customer Compliment Body Shop Compliment Insurance Company: Customer Pay	Yes	Yes	10	Yes	Yes	No Agent	Yes	Yes
I am a repeat customer at this shop.								
I have no complaints at all.								
The shop is always very professional, nice, and polite.								
Lord, Jacqueline (#17028) - Chose Body Shop Because Chose Body Shop Because Location Insurance Company: State Farm Insurance Company	Yes	Yes	9	Yes	Yes	No Agent	Yes	Yes
I chose this shop because of its location.								
Marmo, Drew (#17122) - Chose Body Shop Because Chose Body Shop Because Ins Co Recommend Comment Delivery Date Insurance Company: State Farm Insurance Company	Yes	Yes	10	Yes	No	No Agent	Yes	Yes
The insurance company recommended this shop.								
I understand why the repairs were delayed. Yet, it seemed to take a bit longer than I was expecting.								
Martin, Lille (#17327) - Chose Body Shop Because Survey Chose Body Shop Because Location Insurance Company: Customer Pay	Yes	Yes	10	Yes	Yes	No Agent	Yes	Yes
I chose this shop because of its location.								

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	<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>
Moore, Chris (#17270) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	No Agent	N/A	Yes
Chose Body Shop Because Family Friend	A friend recommended this shop.							
Compliment	The repairs took one day longer due to a wait on the detailing.							
Rec Body Shop Body Shop	I have recommended this shop already.							
Insurance Company: Customer Pay								
Norton, Paul (#17110) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	No Agent	N/A	Yes
Chose Body Shop Because Repeat Customer	I am a repeat customer at this shop.							
Compliment Body Shop	The shop did a wonderful job. Thank you.							
Insurance Company: Customer Pay								
Paulos, Thom (#17239) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	No Agent	Yes	Yes
Chose Body Shop Because Repeat Customer	I am a repeat customer at this shop.							
Rec Body Shop Body Shop	I would absolutely recommend this shop.							
Insurance Company: Customer Pay								
Phillips, James (#17019) - Comment Survey	Yes	Yes	Blank	Yes	Blank	No Agent	Blank	Blank
Comment Body	Customer declined to answer remaining questions.							
Compliment Body Shop	The repair work turned out great.							
Compliment	Bay Custom Auto is the nicest group of people I've ever dealt with.							
Compliment Delivery Date	The repairs were done in a very timely manner.							
Question Body Shop	The headlight seems different now. I think it needs to be aligned. Can someone call me and give me more information about the headlights and how they should look?							
Insurance Company: Allstate Insurance								
Piske, Andrew (#17121) - Comment Survey	Yes	Yes	Blank	Yes	Yes	No Agent	Blank	Blank
Comment Body	Customer declined to answer remaining questions.							
Insurance Company: Progressive								
Purdie, Carolyn (#16966) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	No Agent	Yes	Yes
Chose Body Shop Because Dealership	The dealership where I bought the car recommended this shop.							
Insurance Company: Doan & Company								

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	<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>
Ricks, Jonathan (#17086) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	No Agent	Yes	Yes
Chose Body Shop Because Location	I chose this shop because of its location.							
Insurance Company: Progressive								
Taylor, Bernard W (#17249) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	No Agent	Yes	Yes
Chose Body Shop Because Other	I selected this shop because of the quality of their work.							
Compliment Body Shop	The repair work was beautiful.							
Compliment	I would definitely give the staff a 10.							
Compliment Delivery Date	The repair time was great.							
Compliment Body Shop	Bay Custom Auto is an excellent place to have your vehicle repaired.							
Rec Body Shop Delivery Date	I would absolutely recommend this shop.							
Insurance Company: State Farm Insurance Company								
Thibodeau, Steven (#17007) - Chose Body Shop Because	Yes	Yes	8	Yes	Blank	No Agent	Yes	N/A
Chose Body Shop Because Ins Co Recommend	The insurance company recommended this shop.							
Chose Body Shop Because Rental car	I am a repeat customer.							
Comment Delivery Date	The repairs took a little longer but it was worth it.							
Complaint Body Shop	The shop still has the cap to our truck and that's a little frustrating. It was supposed to be done two weeks ago but, it hasn't been done. I called the shop and was told that the cap was pushed to the back because other work came in. We are about to leave town and need the cap before we leave on Friday.							
Request	Could someone call me on Wednesday to keep me advised of the status of the cap repairs. I can be reached at (757) 773-2909.							
Insurance Company: USAA								
Vasquez, Sixto (#16919) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	No Agent	Yes	Yes
Chose Body Shop Because Family Friend	A friend recommended this shop.							
Insurance Company: Geico								
Westcott, Clarence (#16989) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	No Agent	Yes	Yes
Chose Body Shop Because Repeat Customer	I am a repeat customer at this shop.							
Compliment Body Shop	The repair work was excellent.							
Compliment	The staff was wonderful.							
Insurance Company: Southern Insurance								

Bay Custom Auto

2011-11-01 through 2011-11-30

	<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>
Woodard, Derrick (#17262) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	No Agent	N/A	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Compliment	Body Shop	Everything with Bay Custom Auto was 100% great.						
Insurance Company:	Customer Pay							
<hr/>								
	<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>
Ziembicki, Joshua (#17241) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	No Agent	Yes	Yes
Chose Body Shop Because	Agent Recommendation	The insurance agent recommended this shop.						
Insurance Company:	State Farm Insurance Company							