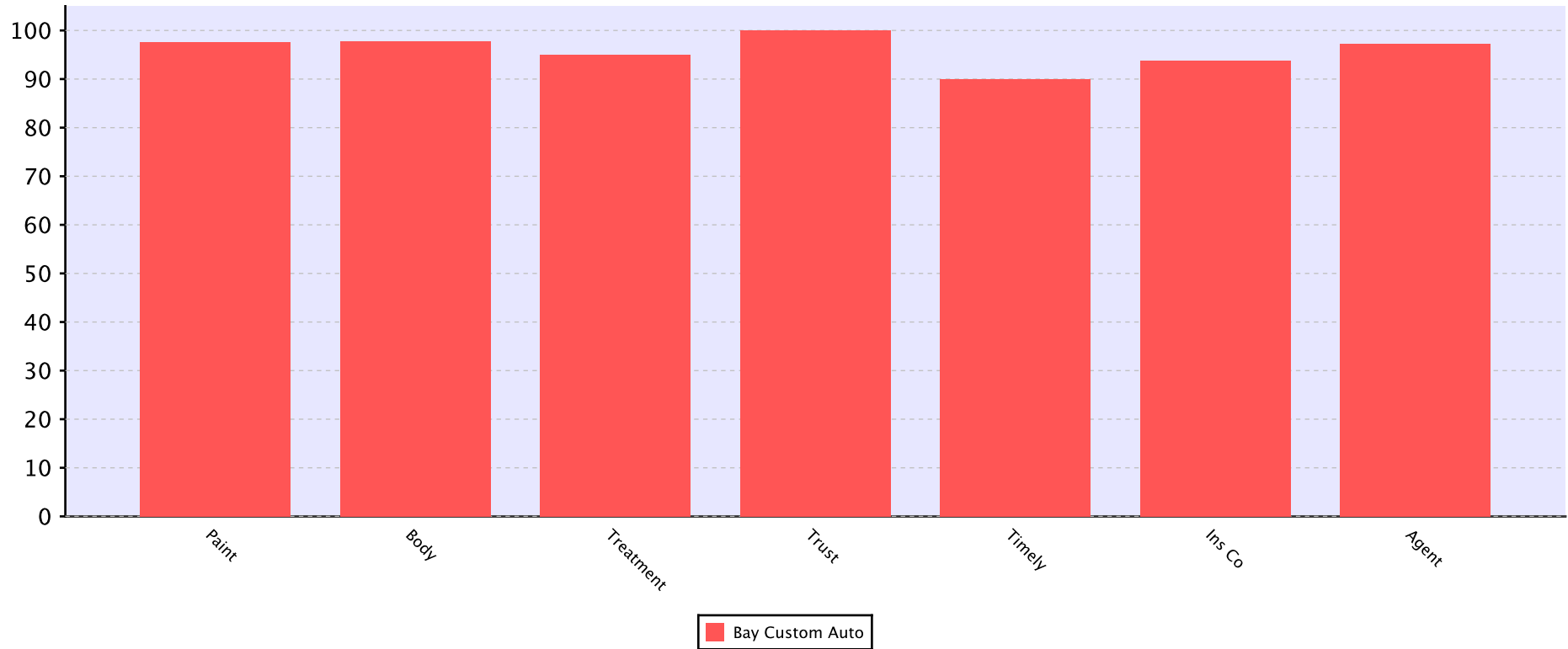


# Performance Feedback Location Review



2012-01-01 through 2012-01-31

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
Bay Custom Auto	44	98.4 %	97.6 %	97.7 %	95.0 %	100.0 %	90.0 %	93.8 %	97.2 %



	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
Bay Custom Auto	44	98.4 %	97.6 %	97.7 %	95.0 %	100.0 %	90.0 %	93.8 %	97.2 %

		<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>
Arrington, Brian (#17369) - Chose Body Shop Because		Yes	Yes	8	Yes	Yes	No Agent	No	Yes
<b>Chose Body Shop Because</b>	Location	I chose this shop because of its location.							
<b>Chose Body Shop Because</b>	Repeat Customer	I am a repeat customer of this shop.							
<b>Comment</b>	Body Shop	Everything was done fine. The only problem that we did have was that the battery cable wasn't connected tightly to the battery.							
<b>Not Rec Ins Co</b>	Claims Office	We had some issues with the insurance company; there was a lot of delay on them. They dragged their heels for a few days which prevented Bay Custom Auto from doing their job.							
<b>Insurance Company:</b>	Innovation Auto								

		<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>
Austin, David (#17211) - Chose Body Shop Because		Yes	Yes	10	Yes	No	No Agent	Blank	Yes
<b>Chose Body Shop Because</b>	Internet Ad	I found this shop on the internet.							
<b>Comment</b>	Delivery Date	The repair time was beyond the control of the shop.							
<b>Comment</b>	Ins Co	The insurance company was adequate.							
<b>Insurance Company:</b>	Nationwide								

		<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>
Carden, Deanna A (#17436) - Chose Body Shop Because		Yes	Yes	10	Yes	Yes	Nationwide	Yes	Yes
<b>Chose Body Shop Because</b>	Family Friend	A friend recommended this shop.							
<b>Insurance Company:</b>	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>
Carvajal-lopez, Raul (#17494) - Chose Body Shop		Yes	Yes	10	Yes	Yes	No Agent	Yes	Yes
<b>Chose Body Shop Because</b>	Family Friend	A friend recommended this shop.							
<b>Insurance Company:</b>	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>
Dequeljoe, David (#17331) - Chose Body Shop Because		Yes	Yes	8	Yes	Yes	No Agent	Yes	No
<b>Chose Body Shop Because</b>	Dealership	The dealership where I bought the car recommended this shop.							
<b>Comment</b>	Delivery Date	Initially, we had a little trouble with the insurance company but, the repair time worked out fine.							
<b>Insurance Company:</b>	USAA								

Bay Custom Auto

2012-01-01 through 2012-01-31

	<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>
Duke, Janie (#17588) - Chose Body Shop Because Survey	N/A	Yes	9	Yes	Yes	No Agent	Yes	Yes
<b>Chose Body Shop Because</b>	Ins Co Recommend The insurance company recommended this shop.							
<b>Comment</b>	Delivery Date The insurance company and the fact that holidays were involved delayed the repair time a little.							
<b>Compliment</b>	The staff called me to keep me updated.							
<b>Compliment</b>	Body Shop Once the supplies were in, repairs were done within a day.							
<b>Insurance Company:</b>	Innovation Auto							
<hr/>								
Etzel, Andreas (#17521) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	No Agent	Yes	Yes
<b>Chose Body Shop Because</b>	Location I chose this shop because of its location.							
<b>Insurance Company:</b>	Customer Pay							
<hr/>								
Figura, Theodore J (#17533) - Chose Body Shop Because	Yes	Yes	9	Yes	No	No Agent	Blank	Yes
<b>Chose Body Shop Because</b>	Repeat Customer I am a repeat customer at this shop.							
<b>Comment</b>	Delivery Date I ended up incurring extra rental car costs due to the delay in the repair time.							
<b>Comment</b>	Ins Co I'm not sure if I would recommend the insurance company that paid for the repairs.							
<b>Insurance Company:</b>	Geico							
<hr/>								
Filmore, Malik (#17749) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	No Agent	Yes	Yes
<b>Chose Body Shop Because</b>	Family Friend A friend recommended this shop.							
<b>Insurance Company:</b>	Customer Pay							
<hr/>								
Franklin, Randy (#17653) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	No Agent	N/A	Yes
<b>Chose Body Shop Because</b>	Repeat Customer I am a repeat customer at this shop.							
<b>Compliment</b>	Cust Serv Rep Jennifer was a tremendous help.							
<b>Insurance Company:</b>	Customer Pay							
<hr/>								
Franklin, Randy (#17669) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	No Agent	Yes	Yes
<b>Chose Body Shop Because</b>	Repeat Customer I am a repeat customer at this shop.							
<b>Compliment</b>	Cust Serv Rep Jennifer was a tremendous help. She was very friendly and took care of everything to my satisfaction and kept in contact with me. It was her that made the whole experience worthwhile.							
<b>Insurance Company:</b>	Customer Pay							

Bay Custom Auto

2012-01-01 through 2012-01-31

	<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>
Gary, Kenneth (#17491) - Chose Body Shop Because <b>Chose Body Shop Because</b> Family Friend <b>Insurance Company:</b> Sca Appraisal Company	Yes	Yes	8	Yes	Yes	No Agent	Yes	Yes
						A friend recommended this shop.		
Harrell, Selena (#17542) - Chose Body Shop Because <b>Chose Body Shop Because</b> Ins Co Recommend <b>Compliment</b> <b>Insurance Company:</b> Erie	Yes	Yes	10	Yes	Yes	No Agent	Yes	Yes
						The insurance company recommended this shop. I would rate the staff a 15.		
Hart, Jonathon (#17704) - Chose Body Shop Because <b>Chose Body Shop Because</b> Ins Co Recommend <b>Insurance Company:</b> State Farm Insurance Company	Yes	Yes	10	Yes	Yes	No Agent	Yes	Yes
						The insurance company recommended this shop.		
Hockaday, Kimberly (#17427) - Chose Body Shop <b>Chose Body Shop Because</b> Employee <b>Insurance Company:</b> Allstate Insurance	Yes	Yes	Blank	Yes	Yes	No Agent	Blank	Blank
						I know someone at the shop.		
Horowitz, Lindsey (#17771) - Chose Body Shop Because <b>Chose Body Shop Because</b> Ins Co Recommend <b>Insurance Company:</b> Customer Pay	Yes	Yes	9	Yes	Yes	No Agent	No	Yes
						The insurance company recommended this shop.		
Hurley, Ruth (#17477) - Chose Body Shop Because Survey <b>Chose Body Shop Because</b> Dealership <b>Insurance Company:</b> Farm Bureau Insurance	Yes	Yes	10	Yes	Yes	No Agent	Yes	Yes
						The dealership where I bought the car recommended this shop.		
Krieger, William (#17787) - Chose Body Shop Because <b>Chose Body Shop Because</b> Family Friend <b>Insurance Company:</b> Customer Pay	Yes	Yes	9	Yes	Yes	No Agent	N/A	N/A
						A friend recommended this shop.		
McGhee, Barry (#17175) - Chose Body Shop Because <b>Chose Body Shop Because</b> Repeat Customer <b>Comment</b> Body Shop <b>Compliment</b> Delivery Date <b>Insurance Company:</b> USAA	Yes	Yes	10	Yes	Yes	No Agent	Yes	Yes
						I am a repeat customer at this shop. The shop did everything right. The repairs were done in good time.		

Bay Custom Auto

2012-01-01 through 2012-01-31

	<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>
Montfort, Ross (#17577) - Chose Body Shop Because	Yes	Yes	9	Yes	Yes	No Agent	N/A	N/A
<b>Chose Body Shop Because</b> Family Friend	A friend recommended this shop.							
<b>Compliment</b> Body Shop	The repairs were fine and it looks better than it did new.							
<b>Compliment</b> Delivery Date	I was pleased with the same day service. The shop was also on time for my appointment and I even arrived a little early. Overall, the repair time exceeded my expectations.							
<b>Compliment</b> Body Shop	The staff was professional.							
<b>Compliment</b> Body Shop	The repair work was reasonably priced.							
<b>Insurance Company:</b> Customer Pay								
Morgan, Barbara (#17515) - Chose Body Shop Because	Yes	Yes	9	Yes	Yes	No Agent	N/A	Yes
<b>Chose Body Shop Because</b> Repeat Customer	I am a repeat customer at this shop.							
<b>Comment</b> Delivery Date	The shop forgot to tell me they would have furnished a vehicle for me. I was without transportation for two days.							
<b>Insurance Company:</b> Customer Pay								
Nelson, Orville (#17614) - Chose Body Shop Because	Yes	Yes	9	Yes	Yes	No Agent	Blank	Yes
<b>Chose Body Shop Because</b> Repeat Customer	I am a repeat customer at this shop.							
<b>Comment</b> Ins Co	I'm not sure if I would recommend the insurance company that paid for the repairs.							
<b>Compliment</b> Body Shop	I was very satisfied with Bay Custom Auto, their people, and their work.							
<b>Insurance Company:</b> State Farm Insurance Company								
Nieman, Dan (#17761) - Chose Body Shop Because	Yes	Yes	N/A	Yes	Blank	No Agent	Yes	N/A
<b>Chose Body Shop Because</b> Dealership	The dealership where I bought the car recommended this shop.							
<b>Comment</b> Paint	Everything met my expectations, except for the snow on my car.							
<b>Comment</b> Cust Service	My husband interacted with the staff.							
<b>Comment</b> Delivery Date	The repairs took a while but, we didn't know to expect for repair time.							
<b>Insurance Company:</b> Customer Pay								
Oliger, Don W (#17475) - Chose Body Shop Because	Yes	Yes	Blank	Yes	Yes	No Agent	Yes	Yes
<b>Chose Body Shop Because</b> Repeat Customer	I am a repeat customer at this shop.							
<b>Compliment</b> Paint	I am well satisfied.							
<b>Insurance Company:</b> State Farm Insurance Company								

Bay Custom Auto

2012-01-01 through 2012-01-31

	<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>
Owens, William (#17420) - Chose Body Shop Because	Yes	Yes	Blank	Blank	No	No Agent	Yes	N/A
<b>Chose Body Shop Because</b> Employee								
<b>Comment</b> Delivery Date								
<b>Compliment</b>								
<b>Rec Body Shop</b> Body Shop								
<b>Insurance Company:</b> Geico								
Ozzimo, Jane (#17703) - Chose Body Shop Because	Yes	Yes	10	Yes	N/A	No Agent	Yes	Yes
<b>Chose Body Shop Because</b> Repeat Customer								
<b>Compliment</b> Body Shop								
<b>Insurance Company:</b> Customer Pay								
Parker, Linda (#17539) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	No Agent	Yes	Blank
<b>Chose Body Shop Because</b> Repeat Customer								
<b>Insurance Company:</b> State Farm Insurance Company								
Petritsch, Mary (#17531) - Chose Body Shop Because	Yes	Yes	10	Yes	Blank	No Agent	Yes	Yes
<b>Chose Body Shop Because</b> Repeat Customer								
<b>Chose Body Shop Because</b> Location								
<b>Chose Body Shop Because</b> Ins Co Recommend								
<b>Comment</b> Delivery Date								
<b>Insurance Company:</b> State Farm Insurance Company								
Pohle, Steven (#17655) - Chose Body Shop Because	Yes	Yes	9	Yes	Yes	No Agent	Yes	Yes
<b>Chose Body Shop Because</b> Repeat Customer								
<b>Chose Body Shop Because</b> Dealership								
<b>Compliment</b> Body Shop								
<b>Insurance Company:</b> Unitrin Direct								
Poulos, Thom (#17619) - Chose Body Shop Because	Yes	Yes	8	Yes	Yes	No Agent	N/A	Yes
<b>Chose Body Shop Because</b> Yellow Page Ad								
<b>Insurance Company:</b> Customer Pay								

Bay Custom Auto

2012-01-01 through 2012-01-31

	<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>
Riggs, Jane (#17399) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	No Agent	Yes	Yes
<b>Chose Body Shop Because</b>	Family Friend	A friend recommended this shop.						
<b>Compliment</b>	Body Shop	The car looked it just came off the showroom floor when I got it back. The staff at Bay Custom Auto are just awesome people. I could not have been more pleased.						
<b>Rec Body Shop</b>	Body Shop	I would most definitely recommend this shop.						
<b>Insurance Company:</b>	Farm Bureau Insurance							
Ross, Calvart (#17582) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	No Agent	Yes	Yes
<b>Chose Body Shop Because</b>	Agent Recommendation	The insurance agent recommended this shop.						
<b>Compliment</b>	Body Shop	We had an unfortunate incident where the repairs were not right the first time. We had to go back a second time. The shop made good on the work and corrected the issues.						
<b>Compliment</b>	Body Shop	The experience with the shop was good.						
<b>Insurance Company:</b>	State Farm Insurance Company							
Simmons, Deidre (#17643) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	No Agent	Yes	Yes
<b>Chose Body Shop Because</b>	Internet Ad	I found this shop on the internet.						
<b>Insurance Company:</b>	State Farm Insurance Company							
Skaggs &, Wendy (#17676) - Chose Body Shop Because	No	No	10	Blank	No	No Agent	Yes	Yes
<b>Chose Body Shop Because</b>	Ins Co Recommend	The insurance company recommended this shop.						
<b>Comment</b>	Body Shop	I do not plan on taking my vehicle back to get it re-repaired.						
<b>Comment</b>	Delivery Date	I really thought that the repairs should not have taken four days for such minimal damage.						
<b>Maybe Rec Body Shop</b>	Body Shop	I would probably recommend this shop.						
<b>Insurance Company:</b>	Erie							
Stacy, Rick (#17462) - Chose Body Shop Because Survey	N/A	Yes	8	Yes	Yes	No Agent	N/A	Yes
<b>Chose Body Shop Because</b>	Repeat Customer	I am a repeat customer at this shop.						
<b>Insurance Company:</b>	Customer Pay							
Staton, Thomas C (#17502) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	No Agent	Yes	Yes
<b>Chose Body Shop Because</b>	Employee	I know someone at the shop.						
<b>Compliment</b>	Body Shop	Bay Custom Auto does impeccable work. I wouldn't use any one else for my repair work.						
<b>Rec Agent</b>	Other	I would definitely recommend my insurance agent.						
<b>Rec Ins Co</b>	Other	I would absolutely recommend my insurance company.						
<b>Insurance Company:</b>	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>
Tatum, Samuel (#17593) - Chose Body Shop Because	Yes	Yes	Blank	Yes	Yes	No Agent	Yes	Yes
<b>Chose Body Shop Because</b> Family Friend	A friend recommended this shop.							
<b>Compliment</b> Body Shop	The repairs were first class. The vehicle looks better now than it did before it was in the accident.							
<b>Compliment</b>	The staff members were extremely professional.							
<b>Insurance Company:</b> Progressive								
Thornsberry, Sherry (#17603) - Chose Body Shop	Yes	Yes	10	Yes	Yes	No Agent	Yes	Yes
<b>Chose Body Shop Because</b> Location	I chose this shop because of its location.							
<b>Rec Ins Co</b> Claims Office	The insurance company was very easy to work with.							
<b>Insurance Company:</b> Farm Bureau Insurance								
Thurston, Catherine (#17499) - Chose Body Shop	Yes	Yes	10	Yes	Yes	No Agent	Yes	Yes
<b>Chose Body Shop Because</b> Employee	I know someone at the shop.							
<b>Compliment</b> Body Shop	Everything was excellent.							
<b>Rec Body Shop</b> Body Shop	I would absolutely recommend Bay Custom Auto.							
<b>Insurance Company:</b> State Farm Insurance Company								
Ward, Jason Or Nicole (#17492) - Chose Body Shop	Yes	Yes	10	Yes	Yes	No Agent	Yes	Yes
<b>Chose Body Shop Because</b> Dealership	The dealership where I bought the car recommended this shop.							
<b>Chose Body Shop Because</b> Agent Recommendation	The All State representative recommended this shop.							
<b>Compliment</b> Body Shop	Everything went very smoothly.							
<b>Insurance Company:</b> Allstate Insurance								
Weiss, Scott (#17680) - Comment Survey	Yes	Yes	Blank	Yes	Blank	No Agent	Blank	Blank
<b>Comment</b> Delivery Date	The only thing I wasn't pleased with was that the wrong bumper came in twice. This required my truck to be there two more days.							
<b>Comment</b> Body	Customer declined to answer remaining questions.							
<b>Rec Body Shop</b> Body Shop	I recommend this shop to everyone.							
<b>Suggestion</b> Body Shop	I would suggest the shop take a picture of the bumper first, then order the parts, and then when the bumper comes in call the customer to have him/her bring in the vehicle for repair.							
<b>Insurance Company:</b> Unitrin Direct								

Bay Custom Auto

2012-01-01 through 2012-01-31

	<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>
Whitt, Jason (#17718) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	No Agent	Yes	N/A
<b>Chose Body Shop Because</b>	Ins Co Recommend	The insurance company recommended this shop.						
<b>Chose Body Shop Because</b>	Location	This shop is close to where I live.						
<b>Compliment</b>	Cust Serv Rep	The staff members were excellent.						
<b>Rec Body Shop</b>	Body Shop	I would highly recommend Bay Custom Auto.						
<b>Insurance Company:</b>	State Farm Insurance Company							
<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>
Williamson, Teresa A (#17478) - Chose Body Shop	Yes	Yes	10	Yes	Yes	No Agent	Yes	Yes
<b>Chose Body Shop Because</b>	Ins Co Recommend	The insurance company recommended this shop.						
<b>Compliment</b>		My care was even clean when I got it.						
<b>Compliment</b>	Body	Bay Custom Auto has great people all around. They do a good job.						
<b>Insurance Company:</b>	State Farm Insurance Company							
<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>
Yu, James (#17493) - Chose Body Shop Because Survey	Yes	Yes	9	Blank	Yes	No Agent	Blank	Yes
<b>Chose Body Shop Because</b>	Repeat Customer	I used this shop four or five years ago and was pleased.						
<b>Comment</b>	Ins Co	I am not sure if I would recommend the insurance company that paid for the repairs.						
<b>Complaint</b>	Body Shop	Having to return to the shop for re-repairs was very inconvenient. I was not very happy with this experience.						
<b>Compliment</b>	Body Shop	The front office is very professional and very helpful.						
<b>Maybe Rec Body Shop</b>	Body Shop	I am not sure if I would recommend this shop. I had to return my car twice to get it repaired to my expectations.						
<b>Insurance Company:</b>	State Farm Insurance Company							