

January 23, 2013

Body Builders Paint and Body
Dave Byler
2814 Industrial Plaza Drive
Tallahassee, Florida 32301

Dear Mr. Byler:

Dave, thank you for the repairs on my Ford 250; the truck looks great and I feel like I am driving a new vehicle, which is saying a lot for a 13 year old truck.

There is a lot of anxiety when you have an auto accident, but the one thing that I did not have to worry about was Body Builders Paint and Body. All I had to do was to send my truck to your shop, and you took care of everything. Specifically, Todd Raines was very professional, always available and kept me informed throughout. I need to mention Katie as well, she always remembered my name and very professional. As you know, I have been in a few shops over the years and I can't tell you how frustrating it is to have to wait and hunt someone down to get information. Katie was always at the front desk and as soon as I walked in, she was there to help.

Thank you again for your professional and personal care.

Sincerely,

A handwritten signature in black ink, appearing to be 'SC' or similar initials, written in a cursive style.

Steve Coyle