

Dear Chris:

I am writing this letter to express my gratitude and appreciation of your professionalism and courtesy as the Ride-A-Way General Manager. Before you joined the East Hartford team, I had been through six months of a recurring problem with my 2007 Buick Terraza. You became the third General Manager involved in my situation. However, your handling of my situation was completely different. Your advocacy for me was evident from the first time we spoke on the phone. Since we met, you have been actively involved with my situation. You even took the time to travel to my workplace in Holyoke to hear the recurring noise. Needless to say, the problem was never solved, but you continued to advocate for me. It is obvious to me that customer service is your number one priority. I have been involved with many automobile dealerships and customer service is your number one priority. I have been involved with many automobile dealerships and am glad to say that Ride-A-Way had provided the most satisfying experience. I am grateful to be a customer of yours and look forward to working with you in the future.

Sincerely,

Chad M.