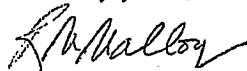


Dear Mr. Lore:

Please be advised that the services of Roland Grundmann of your firm were extremely appreciated by me for the recent purchase of my Toyota van. Mr. Grundmann followed through on a daily basis, keeping me advised on the delivery date, installation of controls, financing and my appointment with the Department of Motor Vehicles. Roland made several phone calls on my behalf to make my purchase a pleasant experience. His efficiency and professional manner are to be commended. He is an extreme asset to your company and I wanted you to know how appreciative I am of his services.

Sincerely yours,



Richard M.