



January 17, 2008

Mr. Michael Etridge
Auto Collision Experts
480-B Goldenrod Court
Westminster, MD 21157

RE: Repairs to my Lexus

Dear Mr. Etridge:

I would like to thank you for your expert and prompt repairs to my 2004 Lexus 470.

Your workmanship, rental car arrangement, and negotiations with the insurance adjustor relieved me of the burden of dealing with the incident.

I will be directing any future vehicle collision repairs to your shop.

Sincerely yours,

A handwritten signature in black ink, appearing to read "J. Timothy Reid", with a long horizontal flourish extending to the right.

J. Timothy Reid, CPCU
President

JTR:ft