

12th August 2002

Terry Chesire
Manning & Boyce Accident & Repair Ltd
Unit 45-47
Alma Road
Windsor
Berkshire
SL4 1QZ

Dear Terry,

I am writing to thank you for the exceptional service you have shown when my car required repair, in this case body work repairs being made.

I was moved to write this letter after my family praised how very clean the **inside** of the car was. There are not many accident/repair companies that take the time to offer an interior valet after completing the external repairs, but it is a very thoughtful and very much appreciated touch.

However, it is the level of the interior valet that has personally impressed me. I have been known to take my car for professional valet services and only one (Guildford Valet Services) have come close to the high standards I demand for valet services inside my car. I have to say that you did just as great a job and that is **not** an understatement; I am very impressed (You could almost mistake the interior as a showroom car!). Needless to say, I am very impressed and happy to recommend your team to my colleagues and friends who privately own cars should they need to approach a car accident/repair company.

It just remains for me to end this letter in wishing you continued success and to pass on my immense gratitude to your team. I have faxed a copy of this letter to ING Lease to let them know they have a great partnership with your company.

Yours sincerely,

Asad Malik