

Nancy L. [REDACTED]
[REDACTED]
Tallahassee, Florida [REDACTED]
[REDACTED]

June 13, 2010

Body Builders Paint & Body Shop, Inc.
2814 Industrial Plaza Drive
Tallahassee, Florida 32301

Dear Mr. Byler,

I want to thank you and your staff for the wonderful experience that I had with your company.

On a day that could have easily been a nightmare, your staff took care of not only my automobile concerns but my shattered nerves as well. It has been many years since I have had a mishap in my car and the experience left me a little shaken up. My USAA representative shared a list of three local paint and body shops and I wisely chose yours. Within one hour of my mishap, I was at your shop having my information noted and the estimate completed. I want to draw your attention particularly to your kind office staff. I was impressed with their empathetic and knowledgeable care.

Paul kept me up to date on the progress on a nearly daily basis. This was such a relief as I am very fond of my vehicle. He even contacted me when the representative from Jeep/Chrysler visited your shop in order to complete his report.

Long story short, I am once again driving my car. My Jeep not only looks great on the outside but seems like a new vehicle on the inside. Your staff is to be commended for their professional and personal care. They represent you and your company very well.

Many thanks,

Nancy L. [REDACTED]
[REDACTED]