

Rich Cramer
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Rich:

As scheduled, I met "Dominic" yesterday at the Wenwood home - thus the reason for this letter.

Dominic "far exceeded my expectations" and was outstanding to do business with. His personality, tremendous knowledge and understanding of the product and its features, and his ability to explain "what his plan was, and what my options were" was truly remarkable.

After showing Dominic my "situation" and my "concerns" -I left everything in "his hands" and went back to work. Yesterday evening, my wife Julie and I went out to Lake Fenton to see Dominic's results - and quite frankly - I was overwhelmed and extremely impressed. He is truly a "positive" reflection of you, your brother, father and company - everything about him says "I care and I want to do a good job".

Kindest Regards;

Joe Serra
President
Serra Automotive