



August 22, 2006

Auto Collision Experts, Inc.
480 B Goldenrod Terrace
Westminster, MD 21157

To The Staff of ACE:

I want to take the time to thank you for the wonderful service you provided for me over the past two years. You have made what is normally an unpleasant experience turn into a worry-free hassle. The moment I walked through your front door all my needs were taken care of. You assisted me in getting a rental car while my car was being repaired. I had never been in an accident before and I remember asking Mike, "What do I do now?" The response from Mike was basically "nothing"...he would be in contact with the insurance company and everything would be taken care of. Mike worked with my insurance company to make sure everything was taken care of and kept me in the loop during the entire process. I never had to call anyone other than Auto Collision Experts, Inc. to take care of my car.

When I went to pick up my 2003 Avalon, I was impressed with the quality of work and the final product. The work was first class. There were no hidden surprises or unexpected bills. That is why I have taken my car to Auto Collision Experts, Inc whenever I have had an accident and will continue to do so in the future. I have recommended your company to all my friends and business associates. Thanks again for all your help.

Sincerely,

A handwritten signature in black ink, appearing to read 'David A. Dyke', written in a cursive style.

David A. Dyke
Vice President - Operations