

Mr. & Mrs. Mark D. Raab
347 High Knob Lane
Reisterstown, MD 21136

August 21, 2006

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

Dear Mike:

Back in the spring my sister-in-law's Honda Civic was damaged in an accident that caused substantial damage to the driver's side of her vehicle. I was not sure where to get the repairs done, so asked my son had been involved in an accident about ten months prior. He had his nearly new Acura TL repaired at your shop and was extremely pleased with your work and highly recommended your facility.

I am glad that I took his recommendation. The work was done quickly, professionally and the end result was outstanding.

Then in June of this year I had an incident where some teenagers threw a large rock at my Toyota 4 Runner, chipping the paint and putting a substantial dent in the door. I was pleased to know that your firm is on my insurance company's "preferred contractor's" list and that I didn't even have to take the extra time to go to the State Farm's claim's office first.

As usual, the work performed by ACE was outstanding. I take extreme pride in my automobiles and am very particular about who works on them. I am very pleased with all aspects of the work performed by ACE and will not hesitate to refer others to your firm. (in fact, I have already referred you to two others).

Hopefully I will not need any body shop services again in the near future, but if I do, your shop will certainly get my business.

Thanks again for the outstanding workmanship and service. These qualities are very hard to come by these days.

Sincerely,

Mark D. Raab