

April 18, 2009

Napa Peace of Mind Warranty
2999 Circle 75 Parkway
Atlanta, GA. 30339

Re: Authorization No.

Dear Sirs or Madams:

Thank you so much for sending me a check (\$313.64) for the additional repairs to my car. It was a real surprise and I am so impressed with your quick response to my problem.

B&B Muffler was highly recommended to me while I was in Austin, by family and friends. Also, I want to assure you that all of the personnel at B&B were very concerned about my problem and were helpful in every way. They insisted that I call them as soon as I found out what was wrong.

I will use them again, knowing that I will be well taken care of.

This kind of service and response is difficult to find these days.

Again, thank you very much!!!

Sincerely,

Marcia Putnam

April 29, 2009

Sonsio
P.O. Box 17480
Golden, Colorado 80402-6024

Re: Car repairs and warranty work

Attn: Corporate Warranty Center

Dear Sirs or Madam:

Attached is a letter I wrote to Peace of Mind Warranty service. Once again, I am very pleased with the warranty service. Also, I want to assure you that all of the personnel at B&B Muffler in Austin were very concerned about my vehicle and instrumental in helping me receive the reimbursement for the warranty work.

Sincerely,

A handwritten signature in cursive script that reads "Marcia Putnam".

Marcia Putnam

Cc: B&B Muffler