



FAX 317/888-7145

TELEX 276252

Lloyd's, London Correspondent

April 7, 1999

CHARLES Preservation & Detailing  
255 Capri Circle #33  
Treasure Island, FL 33706

Re: Ferrari 355, Porsche 959, Porsche 911, Jaguar XK8, Mercedes E320

Dear Charles:

I have verbally expressed to you on several occasions my sincere gratitude for the exceptional manner in which you have maintained my collection of automobiles. I just wanted to "go that extra step", just as you do in detailing my cars, and thank you in writing.

It's been about a year now since I received a call from you inquiring about an opportunity to detail my collection of cars. Although I usually don't respond positively to telephonic solicitations, your sincere and honest demeanor enticed me to give you a chance. I must say, I'm extremely happy that I did so because my cars have never looked better since the day you assumed responsibility for detailing them and applying your special process to preserve and extend the life of the paint and interior.

You have not only proved to be the sincere and professional person I expected, but you have gone far beyond reasonable expectations relative to value versus services.

I'm happy you made the call and very happy I accepted your proposal. More importantly, I'm glad that my cars are in the best hands possible. A car enthusiast like myself has a very keen appreciation for the efforts you expend each and every time you detail my cars.

Thanks for your dedication to absolute professionalism.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Raybon E. Cox'.

Raybon E. Cox  
President