

Mr. Mark Macek  
Executive Vice President  
U.S. Warranty  
22 NE 22<sup>nd</sup> Avenue  
Pompano Beach, FL 33062

Dear Mark,

It seems like yesterday when you and Paul met with me in order to discuss the possibility of doing business with USWC. You and Paul made a deliberate, impressive presentation that sold me on creating our own warranty company.

Well it has been almost five years since the inception of our warranty company, Assurance. Working together we have developed a warranty company that has been extremely profitable to me personally and my other partners.

Paul Piurowski, our sales representative has implemented excellent training programs for our F & I Department that has been very successful for the training of the F & I staff. Paul has also effectively developed marketing programs for the GAP Protection and Maintenance protection that has had great success in increasing these products' penetration.

Assurance has grown and prospered over these five years while maintaining the highest level of customer satisfaction. The quick and easy handling of claims has provided our customers with the best level of service.

Mark, we value the relationship that has flourished over the last five years between Bartow Ford and U.S. Warranty. We look forward to continuing our business and personal relationship in the future.

Sincerely,



Benny Robles  
VP/General Manager

