

March 4, 2009

Mr. Younan Safar  
Y & S Enterprises, Inc.  
Dba Y & S Autobody Shop  
1441 N. Gaffey Street  
San Pedro, CA 90731-1325

RE: 21<sup>st</sup> Century Insurance Claim No. 0900081683

Dear Mr. Safar,

I would like to compliment your staff especially Mr. John Kim. He was responsible for assessing the damage on my vehicle through my insurance company 21<sup>st</sup> Century. He performed his duties efficiently and fairly for the work being billed the insurance company.

At the same time, I needed work on the front bumper of my vehicle to be paid directly by me. He once again gave me a fair estimate and was able to correct damage using new and existing parts. The work on the vehicle was completed promptly.

Please extend my thanks to Mr. Kim, the mechanics, and the office assistants. In the future, I will use Y & S for repairs on my vehicles and will also recommend your company to friends and family.

My BMW looks beautiful, almost brand new!!!!

With sincere thanks,

  
Angela Birkenbach

Cc: Mr. John Kim, Y & S Enterprises, Inc.