

VISION AUTOMOTIVE GROUP



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To Whom It May Concern:

When the Vision Automotive Group decided to provide Easy Care Service Contracts in our six stores, we did not factor in the impact of our relationship with Vanguard.

As a result of the excellent training and the monthly review meetings with all of our General Managers and our Finance Managers, we are very conservative with attributing over \$180 per car average increase across all stores including our Buffalo operations.

Not only have we had very little employee turnover in the Finance Departments, but when we do make a change, Vanguard is there to train and monitor the new employee. I believe that Vanguard is a very important factor in both employee retention and success.

The accessibility of Steve, Mickey and Marty make Easy Care a product that earns our managers trust and confidence. They really want to make things right in all situations. They treat our employees and our companies like a valued customer.

Any decision with regard to service contracts must factor in service and support. Vanguard is exceptional in that area and they truly differentiate themselves in the service contract arena.

Sincerely yours,

A handwritten signature in black ink, appearing to read 'Doug Indovina', with a long horizontal flourish extending to the right.

Douglas Indovina
Vice President
Vision Automotive Group
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