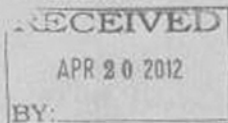


San Jose, CA  
April 16, 2012

Mathews-Carlsen Body Works  
2480 Faber Pl.  
Palo Alto, CA 94303



Dear "J.R.", Matt, and staff:

I want to express my appreciation for the exemplary effort on the repair of my car. The body work is beautiful, and even my son says the car looks brand new! I know the "lazer blue" paint must have been a challenge to match, but the end result was perfect.

I also appreciate the politeness, efficiency and total professionalism of your entire staff. The claim process with my insurance company went very smoothly, and the repairs were completed ahead of schedule. My car was washed, vacuumed, and thoroughly cleaned on the inside, and Matt even drove the car home to San Jose so I didn't have to make the trip to Palo Alto. What service!

Thanks again for your splendid effort. I would not hesitate to recommend Mathews-Calsen Body Works to anyone needing a superior body shop.

Best regards,