

To the crew at Mathews-Carlsen:

I wanted to personally thank each of you for providing such excellent service to me (and my vehicle) over the past three years. It is never an enjoyable experience when your car is damaged, but you have always gone out of your way to make the repairs a very painless process and I really appreciate it.

You are a perfect example of what it means provide good customer service in every area. My car was repaired in a timely manner using the highest quality of work and detail. While you were repairing my vehicle, you were very considerate to call and inform me of any details I needed to know. You took the time to talk directly with my insurance company so I did not have to worry with that. My car looked brand new when it was returned to me. I was very pleased to learn that you had taken the extra time to hand wash and wax it.

Your personal service and commitment to your customers is what sets you apart from others. I grew up in a small town in Texas where personal service has always been a priority and everyone is friendly. Working with Mathews-Carlsen has always reminded me of the local businesses back in Texas. J.R. and Tom are extremely knowledgeable and helpful. They have taken the time to get to know me and more importantly, to be sure that I was satisfied with their work. I really appreciate that.

I hope to not have to do business with you again, but should the need arise, I have no doubt it will be a positive and pleasurable experience.

Sincerely,