



April 20, 2008

Gregg Fugate  
Fugate Ford- Mercury-Mazda  
526 Roosevelt Avenue  
Enumclaw, Washington 98022

RE: Purchase experience

Hi Gregg,

You and Keith are to be commended for the team of personable and professional associates that you have assembled at your dealership. During our latest purchase everyone that we came in contact with was very gracious and helpful. From Kevin and yourself who worked so diligently to put the deal together. To Brian in finance, Sheryl answering the phone and relaying our messages, Stan who took the time to look for a brochure and our photographer all were fabulous. Richard Scott is an example of the service and commitment of your employees. Even though he wasn't part of our sales team, he spent almost an hour setting up the electronics in our vehicles. Now, that is SERVICE!

Over the years, we have become accustomed to the royal treatment from Pat, Kelly and now Monte in service. Tom and Terry in parts have always gone out of their way to do what ever they could to help us. And there is Cary. He is such a pleasure to work with. As you know we are responsible to our customers 24/7/365. Cary has seen to it that our vehicles are ready to work all the time. You could not find a better person then Cary to represent your business. We can't forget all the cashiers, mechanics and support personnel that have always treated us with courtesy and respect.

In our opinion your dealership has no peers. You and your associates have succeeded in making the auto purchase process an enjoyable one.

Thank You,

Bruce, Joseph, Jack and Amanda Parker