



To anyone that needs hail repair,

On July 7<sup>th</sup>, 2015 our dealer group in Flagstaff Arizona was hit with a wind driven hail storm. This hail storm damaged our entire inventory. We received a call from Tracy Thrall from international fleet solutions early the next morning. His professionalism over the phone got our attention. He said he would be in the next day to speak with us. Quite honestly we were in a whirl wind with what to do and we really forgot about the call, until he walked in and he introduced himself. He was very knowledgeable and professional. He immediately made us feel better that he was there. With no commitment from us he held our hand through the adjusting process and built rapport with our insurance company. And by doing so he eventually gained our trust in him and his company. He is the owner and we felt his level of service was unmatched. By him being attentive to our needs and his knowledge of the business, he was able to find us a considerable amount more money that without his help we would have had no idea we lost that money. The amount that he was able to find was equal to our large deductible. Within that time period his business partner Bobby Montgomery and team were in town ready to work still with no commitment from us, they even came in on a Sunday and repaired all of our sold units so we could get them delivered. This was all done still with no commitment from us. This told us a lot about them and their company! We called their references and we came to terms and International Fleet Solutions Inc. went to work.

Their professionalism and quality blew us away. They had told us that it would be 21 days to repair all of our 255 units. They had only 8 technicians and a quality control manager. We were very skeptical at the initial startup, which was quickly dissolved as they have such a well-organized system. From start to finish International Fleet Solutions Inc. completed all of the repairs in 14 days, well under their initial timeline.

We know that if we ever should be affected by another hail storm, there is no question on which company we will use. We highly recommend Tracy Thrall and Bobby Montgomery and International Fleet Solutions Inc. to anyone that needs their inventory cared for after a hail storm. You will be glad you did. Please feel free to contact us for any questions regarding this process.

Sincerely,

A handwritten signature in black ink, appearing to read "Robby Findlay".

Robby Findlay- owner

A handwritten signature in black ink, appearing to read "Shawn Barzak".

Shawn Barzak- General Sales Manager