

Thank You

"John Hennessy" [jah@riverviewford.com]

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To: ""tracy@ifshail.com"" <tracy@ifshail.com>

Hi Tracy,

This email is long overdue. I have been in the automobile business for over 30 years. I have never experienced hail damage at any of our stores until this past Memorial Day. It was a horrible feeling as I stood in my service department and watched the storm roll in and the hail pummel my inventory.

I am a past Chairman of the Chicago Automobile Trade Association and I knew our member's benefit committee recommended your company for hail repair. I called Richard Wickstrom current CATA board member and owner of Wickstrom Ford, Chrysler, Dodge, Jeep and his confirmation of the job you did for his organization was amazing.

The day after the storm you were at the store and reassured me and my team everything would be handled quickly, professionally and with great quality. Bobby, your site foreman was a true professional. He had a tent up the next day, had a group of well trained technicians out within a few days and our inventory was repaired within 5 weeks. I was most impressed with the way you handled our customers with new cars that had damage. You treated them with great care and each one was thoroughly impressed by the job your team did. NOT ONE customer could see any damage on their vehicle after you fixed it! Truly a compliment to your team. You guys are well trained hail surgeons!!

We were visited by quite a few companies that promised the world. You delivered on those promises quickly and affordably!! I recommend you to every dealer I know.

Thank you again
John Hennessy
Owner
Hennessy's Riverview Ford, inc
Oswego, IL
630-897-8900

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