



September 10, 2018

To Whom It May Concern:

We experienced a major hail storm at our dealership in June 2018, significantly damaging all of the vehicles on our lot. Within no time the circus show of hail chasing bandits was in full force; but then Tracy Thrall, President of IFS, arrived at the dealership a couple of days after the storm and professionally and comfortably represented IFS and their capabilities. He immediately put us at ease, explaining how we would get the repairs handled, assuring us that things would all work out for the best. After vetting the company further and checking numerous references, we confidently selected IFS to repair all of the damaged vehicles on the lot.

We contracted with IFS on a Saturday and they were up and going on Monday morning. The extent of the hail damage was severe; to the point that numerous other companies were unwilling to taking on the job, while others would only agree if we would replace all hoods. IFS was willing to and capable of take on the challenge doing complete PDR on all but a few of the worst vehicle. In total we replaced less than 10 hoods out of the 600 total vehicles repaired. The quality and capability of IFS tech was remarkable, and at a fair and honest deal.

Throughout the entire process which took less than 6 weeks total, IFS was consistently in communication with everyone involved. They were timely in all repairs and all invoicing.

I can without hesitation recommend that any dealership that experiences hail damage contact IFS with their first call. I would certainly have them back should we have another storm. If you have any questions or wish for more detailed information regarding IFS's capabilities or performance please feel free to call or email me.

Sincerely,

A handwritten signature in blue ink, appearing to read "Ryan Johnson", written over a large, stylized blue scribble.

Ryan Johnson
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