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July 18, 2019

To Whom It May Concern,

Roseville Chrysler Dodge Jeep RAM experienced a hail storm on June 28, 2019. The damage was extensive to over 280 new and 50 pre-owned vehicles.

Within a few days we were bombarded by multiple companies offering their help with the repair.

The adjustor representing our insurance company provided us with the contact information for a few companies they had worked with in handling similar hail damage claims in the past. Tracy Thrall of International Fleet Solutions was one of the contacts provided in the email.

Once our claim was filed and the process of writing the estimates began, Tracy showed up at our dealership and immediately offered his help in facilitating the estimate writing process. Tracy's arrival and offer to help was well in advance of our decision regarding which vendor we were going to utilize for the repairs.

Tracy continued to help our employees get our inventory through the estimating process even while we were interviewing other PDR companies. His professionalism spoke volumes regarding the quality and integrity of the company he represents.

Our total claim exceeded \$700,000.00. Tracy, Bobby Montgomery and their team completed all of the work within one week! We had our team check every vehicle after completion. Our employees reported that the vehicles looked as good as new!

We highly recommend Tracy, Bobby and the team at IFS! Selecting the wrong team to work with would have made this process a nightmare. We selected the right team!

If you have any questions, please contact me at your earliest convenience.

Sincerely,

Mark J. De Mara, CPA, CGMA

General Manager

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