

**RALEIGH COLLISION - CUSTOMER TESTIMONIALS:**

Joe,

*I just wanted to say thank you for taking care of my car and me. You went out of your way to make sure everything was right. You don't find a lot of people like you anymore. It's nice to know there are still people you can count on. I've already recommended you to everyone I know!*

*Thanks, God Bless,*

*Courtney W.*

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Joe, Sue and Staff,

*Thank you so much for the wonderful job that was done on my 2004 Civic. The entire process was so easy, and my car looks great. Thank you for making an unfortunate experience a little bit easier to handle. Raleigh Collision definitely has my highest recommendation.*

*Sincerely,*

*Hollie A.*

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Mr. & Mrs. Pelliccia and Staff,

*I just wanted to say "THANK YOU" making my car new again. This means a lot to me. I thought that my car wouldn't be fixed like it should have been until I met you. Now it's fixed and looks like I just drove it off the lot. I will refer you to everyone I know.*

*Thanks a bunch!!!*

*Alison D.*

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Dear Joe and Sue,

*It was truly a blessing to be in the right place at the right time! Thank you both for going the extra mile.*

*Caroline N.*

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Dear Joe and Sue,

As we look back over the year we immediately think of you and your sincere kindness shown to us when our daughter experienced an accident by a hit and run driver. We appreciate your assisting us in providing a superb and outstanding job in repairing our automobile. Sue was always pleasant and extremely helpful. Joe was always willing to explain the details of the accident damage and repairs as they were made. We appreciate your kindness and your expertise shown to us from Raleigh Collision.

Many thanks,

Randy and Ann R.

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Dear Raleigh Collision,

I'm writing this letter to compliment you on the repair work done on my 2004 Chevy Impala. I want you to know I was thoroughly impressed from the day I left my car with you. It was your total professionalism, the quality of your workmanship and your personal display of interest in obtaining 100% of my customer satisfaction. My encounter was totoally painless. I will recommend your establishment to anyone, anytime. You certainly have all my future business.

Sincerely,

Raymond E.

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**Allstate** would like to extend our congratulations to you and your team for receiving the **AutocheX Premier Achiever Award** this year. As you know, only the top 5% of all shops that participate in the AutocheX survey program are recognized within the industry with this prestigious award each year.

We understand providing excellent customer service requires the coordination of management, employees, technology and processes to put customers first. It takes commitment and dedication in doing what is necessary to educate, inform and realize what the customer expects and then to go above and beyond in order to exceed those expectations. We all recognize excellent customer service is no longer icing on the cake, it is essential to remain successful in today's competitive marketplace.

We appreciate your hard work and are delighted with your outstanding accomplishment. We want to wish your shop the very best for the future and look forward to your continued success.