



October 24, 2001

Mark Kraus
Auto Purchase Consulting, Inc.
555 East Ocean Blvd.
Suite 525
Long Beach, CA 90802

Dear Mark,

Thanks for getting me my BMW! I love the car, and was even more impressed with the speed and ease with which you helped me acquire it.

As I mentioned to you, I have now purchased or leased three vehicles through your service, and I will be coming back in the future.

Your ability to deliver the vehicle to my work, without me ever having to set foot in a dealership was especially helpful to me. As usual, there was no hassle, no high-pressure tactics or any of the things that can make getting a new car so frustrating.

In just a few days you helped me accomplish what I thought might be a lengthy, difficult task: selling my used car, and getting into the car I've always wanted.

Finally, you saved me \$1,600 on the vehicle. I especially appreciate the fact you did not in any way exaggerate or overstate what my savings might be.

Thanks again for a very high level of service!

Sincerely,

A handwritten signature in cursive script that reads 'Jaie Avila'.

Jaie Avila
REPORTER