



10/05/15

Luis Perez,

Senior National Business Manager

CMT Luxury Replacement Vehicles

This letter is to confirm how pleased we are with your services. We are a smash repair facility that constantly keeps up to date with the latest repair technologies and the ever changing state of insurance company protocol. To have your company assisting with our business has taken a large financial burden off our administration running costs.

The time that is taken by CMT to efficiently talk to our "not at fault customers" is very prompt and proficient. Not only is the client assured of dealing with a reputable company, but also the client is advised of the "accident liability" prior to them receiving the luxury replacement vehicle.

Also we have exercised the right when the customer has a "hire car option". This is a great working tool for us to have when our customers are predominately Porsche, Aston Martin & McLaren. In turn by exercising the "hire car option" we in conjunction with CMT, give our at fault customers a luxury replacement vehicle instead of the normal "run of the mill" family sedan or hatch, and this is done with your proficient assistance.

The personal assistance that CMT provides is second to none. The one telephone consultant that is allocated to the specific claim provides a personal service and an exclusive touch to each luxury car claim that is processed. Secondly, the direct delivery of the luxury motor vehicle is perfect to the way we run our business. Our clients are busy people and we have calculated that 85% of them are at a high corporate level, thus having the luxury car delivered to their home or office is mutually beneficial to our customers and our needs. Also we have found that the flexibility of the pick-up process is perfect. Upon completion, the vehicle can be picked from home, office or directly from our premises.

Thanks for providing personal, efficient & bespoke service.

CJ Kara

Manager

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