



*Relax, We'll Take It From Here.®*

June 30, 2011

Steve Howard  
Procraft CARSTAR  
917 Central Ave  
Great Fall, MT 59401-3734

Congratulations!

After an official review of your customer satisfaction rating, I am extremely pleased to report that your customers have given you a 99.14% satisfaction rating for the First quarter of 2011! This qualifies you to receive the President's Seal of Excellence Gold Award.

Your commitment to customer satisfaction places your CARSTAR store in the top 1% of all 55,000+ collision repair stores. Everyone at corporate headquarters is very proud of your achievement. I strongly urge you to continue in your personal quest for quality improvement and commend you, your staff, and especially your fine team of technicians for their excellence this past quarter.

Feel free to share this commendation with potential customers and our insurance friends. As a CARSTAR store you must know that we are going to continue to track your efforts, which will help maintain a constant, quality effort throughout the CARSTAR system of stores nationwide.

Keep up the great work!

Regards,

David Byers  
Chief Executive Officer  
CARSTAR, Inc.



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