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September 5, 2006

Arbo's Towing & Repair  
ATTN: Tom  
128 Drummond Avenue  
Waterville, ME 04901

Dear Tom:

Just a quick note to inform you that in checking the Attorney General's Consumer Complaint records for the past 21 years, there has not been even *one, single complaint* filed with our office against Arbo's! That's not only pretty commendable, it's pretty extraordinary!

You have no idea how many complaints are filed in this office against auto repair shops or individual mechanics. It's unfortunate that a few shops do not provide good workmanship and honesty for their customers-it blemishes the reputation of all *other* honest auto repair facilities Like Arbo's, and that's a real travesty.

Quality repair and honest transactions from *any* business or service should not be something Mainers should have to search for. Arbo's certainly meets those two positive criteria and more.

Sincerely,

A handwritten signature in cursive script that reads "Jeff Miller".

Jeff Miller, Mediator  
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Consumer Information & Protection Service  
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