



110 Royal Little Drive
Providence, RI 02904-1863
Tel: 401-868-2000

September 15, 1999

Arbo's Garage
126 Drummond Avenue
Waterville, ME 04901

To whom it may concern,

I would like to take this opportunity to let you know that we have recently received a compliment regarding service provided by your facility to a William Nikula on August 20, 1999.

As the nature of emergency road service is stressful and upsetting to the member, the service provided by your facility could only have been exceptional for the member to contact us.

The letter we received reinforces the value of service we strive to provide, and that it is happening for our members. On behalf of AAA and the motoring public, we are truly grateful for this.

Thank you again for your help and commitment.

Sincerely,

A handwritten signature in blue ink that reads 'Jenna Kelly'.

Jenna Kelly
Member Relations