

JEFF MILLER, EMT-PARAMEDIC (ALS, ACLS)
Motion Picture Studio First Aid

December 12, 2005

Arbo's Towing, Repair & Transmission
ATTN: Tom
126 Drummond Ave.
Waterville, ME 04901

Dear Tom:

I wanted to take a moment to thank you and your employees at Arbo's for the great service you've given me, and for the excellent work you've done on my car!

My wife and I moved to Waterville about one and one-half years ago, after I found it necessary to retire from my work in the motion picture industry in California due to a number of serious health issues necessitating my medical retirement and permanent disability status. Consequently, my income dropped by over 85% and we're forced to live solely on my Social Security Disability Income *indefinitely*. That income is barely enough to make ends meet, especially considering my tremendous medical and prescription drug insurance co-payments. We have to watch our budget very, very closely, to say the least. Prior to finding Arbo's, getting my car repaired was *always* an extremely stressful – and costly – experience. That is no longer the case, thanks to your integrity, honesty, extremely fair prices, friendliness and exceptionally good work. You guys are absolutely phenomenal! It's wonderful knowing Arbo's is there... a local garage, staffed by real professionals *whom I trust implicitly*. Thank you so very much!

Sincerely,



Jeff Miller