

Steve and Atita Bell
1102 Brinton Place RD APT 14
West Chester, PA 19380

Mr. John Francis JR
President, Francis Automotive
1317½ West Chester Pike
West Chester, PA 19382

Dear Mr. Francis:

I would like to take the opportunity to thank Francis Automotive for performing the child safety seat inspection for me and my wife on 11/18/10. This is a valuable service you provide for the community and is impressive you can offer this complimentary.

In particular, I would like to point out the efforts of Mr. John Francis, III. He was very professional explaining the various aspects of child seat installation. In addition, he pointed out several design features and details for us that were not explained in the literature that came with the child seat.

Thank you again for providing this excellent service.

Best Regards;

A handwritten signature in cursive script that reads "Steve Bell". The signature is written in black ink and is positioned above the printed name.

Steve Bell