

August 1, 2006

To: AAA Company
888 South Company Street
Chicago, IL 60000

From: John Smith
999 South West Main Street
Chicago, IL 60000

Attn: Customer Service
RE: PO#445392749; AAA Lawn Mower Model #A456

Dear Customer Service Manager;

As a long time customer of AAA Company, I recently purchased a new riding lawn mower from your company. I wanted to thank you for your time and consideration in helping me make this purchase.

Your sales representative, Tom Snyder, went out of his way to ensure that I purchased the mower that would work best for our yard. He actually went to the trouble of bringing out 3 mowers to our location and allowed us to try each one. This was especially important since we have some steep inclines in our yard and it was important that the mower was able to mow along these hills without toppling over.

Again, I wanted to let you know that I appreciate the help and support in this purchase and thank you for the high level of customer service.

Sincerely,

John Smith