

DATE: October 5, 2010  
TO: Green Towing  
7770 Regents Road  
Suite 113/347  
San Diego, CA 92122  
From: Dennie & Jeanette Stark  
Vista, CA 92081  
RE: Please see Invoice 1949/October 3, 2010

I, Jeanette, was in the Costco parking lot in Carlsbad. My car would not start, not even try to. My son and husband tried to start it with jumper cables; it didn't work. I called our after hours insurance for some towing numbers and was given four numbers. Your company said they would send someone out in a half hour.

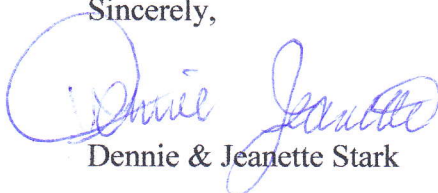
In a half hour I was called by the towing driver and he said he would there in 10-15 minutes and wanted me to know he would be late; traffic was backed up on the I-5. I very much appreciated that phone call.

This was a stressful situation on a Sunday evening, around 7 pm. When the driver arrived, he immediately tried to help start the car in a couple ways before towing. He was very polite, professional and friendly, just a very nice person who made this nightmare not seem as bad. We appreciated his positive attitude and help.

He hooked up our car and off we all went to the station. We live close to the station in Vista. He made sure we had everything we needed and reminded us to lock the towed car before we left.

This young man was a lifesaver for us. Of course, he was doing his job, but the company needs to know he did his job way above average and deserves an extra pat on the back.

Sincerely,



Dennie & Jeanette Stark