

Alan and Alannah Singer
3654 Barham Blvd., Q324
Los Angeles, CA 90068
(213) 436-4061

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Bill Brinks
Brinks Express Plumbing
7969 Engineer Road, #216
San Diego, CA 92111

Dear Bill,

As you know, I have changed jobs and am no longer work as a Claims Representative for the Auto Club. A benefit of that has been that I can now call you when I need a plumber in San Diego. And, as always, the service was great.

I also wanted to take this time to thank you for the outstanding service you provided to Auto Club members whose claims I handled. I knew that when you were on the job, the problem would be solved. As the Claims Representative adjusting the claim, that means more than it does the member with the claim. Hopefully, they would have this experience once, while an adjuster may go through it 30 or more times a month.

Bill, I lost count of the time we were able to reduce outrageous bills, or eliminate unnecessary work that unscrupulous and unlicensed contractors wanted to perform. It was nice having someone you could count on who was not going to take unfair advantage of a bad situation. Keep up the good work!

All too often we tend to think that great service is something that just happens. Really, it takes a lot of effort. So, for all the times I forgot to say it, thank you.

Good Luck!

Very truly yours,



Alan Singer