

Feb. 2

Dear Charlie -

About two weeks ago, we had a flood situation here in Florida. My car sustained about \$950 in damages.

I called your office, spoke to Karen Van Hise, followed her instructions, and two days after the local Buick people called her with the damage estimate, I received a check.

I must congratulate you on this performance, and especially Karen's handling - she is a real pro.

No wonder you play so much golf!

Sincerely
Herman

Herman B Huber
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