

Hunt & Knight  
2701 Watterson Trail  
Louisville, Ky. 40299

October 19, 2009

Dear Mark:

What a nice gesture !!!

I would venture to guess that I am among the most long lasting customers you have. If I recall correctly, when I first came to Hunt & Knight, you was still in school so you can see it has been awhile.

Through all those years I was totally happy with work done on my cars. I was treated with respect at all times. I knew when I was told something was wrong with my car, you were being completely honest and when the work was completed, I knew it was done properly; I have been teased a lot for "paying too much" when I could have had the work done at the corner service station but that did not phase me because it gave me peace of mind to know my car had been pampered while in your care. I was always completely confident that all was well. There were times you found other small thing wrong while fixing my car and called me for permission to fix that problem also, saving another trip. Where could anyone find such service.

As I am now in my 90<sup>th</sup> year, you probably won't see me as often as I no longer tool around like I did in the past. But my car is now 15 years old and running like a dream, thanks to you, and you are probably not completely rid of me yet. You are still my "car doctor".

So my thanks to you also (and to Terry who has been so patient with me),

Best wishes for continued success.

Sincerely

  
Orpha Hellmann