

23 February 2010

To whom it may concern:

I am pleased to write a letter of recommendation for Domenico Serra.

We had been hit with a hail storm, which our area had not seen in many years. We were not sure how to handle the magnitude of work that this would generate. We were still trying to catch up from the bad winter that we had.

We were approached by Domenico Serra(SOUTH COAST PAINTLESS DENT REMOVAL), and his crew, asking to come into our shop to demonstrate, their ability, to do paintless repair. We were, very impressed with the ability they had to remove the dents, without having to repaint the vehicle. With the process that they used, it meant that we could put 3 cars through the shop per day, without interfering with the ongoing collision work that we had to repair. Therefore our customers did not have to go elsewhere to have the work done. We were able to look after the needs of all our customers. Without the help of Domenico Serra and his team of experts, to handle the hail damage, we would have to have turned some customers a way, that would not be good for anyone.

Domenico Serra and his teams approach to our customers was remarkable, they were very professional, and courteous. When a problem or situation arose where the customer, inquired about the work that was being done, and if we could not answer, we called Domenico or one of his staff to address this with the customer. I have to say that their approach to our cliental was remarkable they handled every individual with the outmost of concern. We all know in this industry, their car is their baby.

In closing we at J.D. Collision 2007 Ltd., would highly recommend Domenico Serra and his team of experts to come into their shop. The amount of work that they were able to put through in a timely fashion was remarkable; they are a definite asset to any organization.

PS Please feel free to call us if you have any doubts about letting Domenico Serra and his team into your shop. We would be willing to put your mind at ease.

Luc Dechaîne

J.D. Collision 2007 Ltd.