



9<sup>th</sup> June 2009

To Whom It May Concern:

I would like to introduce to you an automotive consultant and specialist whom we have had the pleasure of dealing with in Saint Lucia. Mr. Rafael Morales is the director of Techno Service Solutions; a Puerto Rico based automotive consultancy that specializes in assisting dealerships and garages in streamlining their operations, particularly on the back end in after sales operations, service efficiency, parts-service process streamlining and customer service.

Since we have contracted Mr. Morales in December 2007, our dealership has managed to **triple and stabilize** our service labour revenues, and more than **double the parts revenues**. We have seen increased revenues in every area, demonstrably increased our customer loyalty, and implemented a complete process restructuring that has simplified and enhanced the very way we do our day to day business.

Additionally, we have been able to enact specific technical training for all relevant staff from Mr. Morales, plus job-specific training in new recruits.

It is the wish of TSS Inc. to offer their services to your company and our wish to ensure that you have a clear understanding of the degree to which we stand by our recommendation. Simply put, **J.Q. Motors Ltd.** would not be here today at the level of performance that it is now sustaining in this difficult time in our industry, if it were not for the efforts, counsel and hard work of Mr. Morales.

We hope that you can see it fit to consider TSS Inc and Mr. Morales in our considerations within your continuous efforts to improve your business. Should you have any questions, please do not hesitate to contact me.

Best Regards,

Jason Clairmonte  
General Manager  
J.Q. Motors Ltd.

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