



Volkswagen of Orland Park

December 13, 2011

Dealership Development
Attn: Pat Becker
1250 S. Grove Ave; Suite 305
Barrington, IL 60010

Dear Pat:

We just had our best F&I year since we have been in business. Our F&I profits have increased approximately \$200 per retail this year and Dealership Development has been a big part of that. We are very impressed with how easy your company reps work with our management staff as well as their commitment to on-going consistent training.

As you know our dealership is committed to total compliance and complete disclosure in all of our selling processes. Because of your on-going training of your Dealership Development menu process our dealership is staying true to those philosophies and producing record F&I profits with most of the increase coming from increased product sales as well. Thank you for your company's efforts and please use us for a reference any time.

Sincerely,

A handwritten signature in black ink, appearing to read 'Ray', is enclosed within a hand-drawn circular scribble.

Ray Baldi