



February 19, 2008

To Whom It May Concern:

We have been a CVR customer since 1999. Since our relationship with CVR began almost 10 years ago, we have been impressed with the manner in which all of our questions are expeditiously addressed. My employees find the CVR software to be user friendly and are extremely pleased with their technical support.

Our Account Executive, Sharon Welsh has professionally and pleasantly serviced our account over the years. She has continually provided us with outstanding customer service through frequent visits and provides prompt solutions to our needs.

We highly recommend CVR as they have enabled us to improve customer satisfaction and have brought an increased value to our dealership. If you have any questions regarding his letter you may reach me at (508) 481-3232.

Sincerely,

A handwritten signature in cursive script that reads "Lori Boccia".

Lori Boccia
Office Manager