



November 11, 2008

Mr. Greg Goebel, Publisher
Ms. Harlene Doane, Editor
Auto Dealer Monthly
P.O. Box 39
Osprey, Florida 34229

As a potential advertiser and big fan of your magazine I would like to thank you for introducing Mr. Glynn Rodean to our company. Glynn's articles about BDC operations are outstanding and we use them as a training tool Glynn has visited our call center here in Gulf Breeze and has been instrumental in giving AutoListener® a competitive edge. His BDC wisdom and methodology are the best I've ever seen in this segment.

He is our coach and his most recent article "12 BDC Practices" was the theme of our most recent CRM Certified Captain BDC graduation class.

Glynn knows his science and we met him through your magazine. Keep it coming and thank you again.

Sincerely,

A handwritten signature in black ink, appearing to read "Robert W. Smith", with a stylized flourish at the end.

Robert W. Smith
President & CEO