**PROFESSIONAL LETTER**

**FOR**

**MARK LOEPPKY**

To the entire staff of the FFUN Group,

The end of the calendar year is a time that signifies completion, celebration, and anticipation for new beginnings. If there is one element that is constant in all aspects of life, it is change. Many people much wiser than you and I have spoken of the importance of change and of adapting to current circumstances while forecasting future trends. As work colleagues, employees, and partners, you are familiar with the increased pressure to be educated, informed, and prepared to handle new issues as they present themselves. As consumers, I am sure whenever possible, you choose to be involved in dealing with merchants who believe in quality, innovation, awareness, responsiveness to developing issues, and above all, indisputable and excellent service.

It is with the most sincere and visionary goals in mind that we are announcing some important, proactive, and positive changes to our service department. As of January 1, 2017, we will be consolidating our two FFUN Group body shops into one **state of the art**, fully responsive **super body shop**. With the increasingly extensive degree of sophistication in today's automobiles, it became very clear to us that it is no longer sufficient to just be "up-to-date." We must look to the future and work closely with our automobile manufacturing partners with the intent to provide greater levels of knowledge, product, and service than ever before. It is essential that we commit to significant investment in our service department to become certified with specific manufacturers. In order to realize these innovations, it was important to focus and consolidate and choose one body shop in which to invest our resources and commitments, therefore, effective January 1, FFUN Collision South will become our only body shop and will be known as FFUN Collision. We will be shutting down FFUN Collision South (**Do you mean North? Notes said South twice. Thanks**) so it's important that all customers that have used that facility are now directed to the new super body shop.

With this change, the FFUN Group is poised to begin the new year on very positive footing. It has always been our intention to be leaders in our field and with new capabilities and an environment that supports an increasingly demanding, sophisticated and informed customer base, the future looks very bright and exciting. I would also like to take a moment to acknowledge all of you, our greatest resource. Thank you for your willingness to adapt to the demands of the times and the market, and for the great work you do.

I wish all of you a happy holiday and may we all have a wonderful, prosperous, exciting, productive and **SUPER** New Year.

Thank you!!