

March 16, 2007

Now that the smoke has cleared and there is nothing between us and totally enjoying our new 356 roadster except the California DMV bureaucracy, we want to take a moment to express our gratitude and pleasure with our car to you Henry, and to the Intermeccanica staff.

I once practiced and taught customer service and customer satisfaction in a management setting. We studied textbook examples of companies and businesses who excelled in customer service. Intermeccanica exemplifies and exceeds anything we studied. From the first contact to post delivery follow-up, from the customer's perspective it has been exemplary. Timeliness and responsiveness have been exceptional.

Henry has a way of making each customer feel that they are special. That personal tone is most appreciated. When you factor in the high quality handcrafted automobile that is the subject and product of the relationship, it becomes all the more remarkable. We are the proud owners of a one-of-a-kind beautiful handcrafted automobile. The California technicians who certify the car for registration and titling in the state of California had only praise for the car. Commenting that, "... we see a lot of special built cars, and none compares with this one." That is a significant endorsement.

As owner and driver, the car is a head-turner. It is extremely roadable and handles superbly. Maximum driver and passenger comfort has been engineered into the car. Fit and finish is perfect. As classic car collectors, we are proud to add this fine automobile to our collection. We plan to enjoy a lot of road miles in this car. If we had any space left at all for another car, we would order another Intermeccanica, just for the experience.

Thanks to each and all of you,

Jim Ansley and Phylliss Murphy



**INTERMECCANICA**  
CUSTOM COACH BUILDERS 'since 1959'