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6th August 2010

Dear Alan

Re: ASP

Please accept my sincere thanks for managing to kindly arrange repairs to my car through one of your company contacts whilst I was recently away on business. This is just the latest in a series of "extra mile" services that you've provided to my colleagues and I since we appointed ASP to manage our airport car parking contract earlier this year. The others include driving to my house to collect my car keys – in Sulby! And dashing into the airport to return the mobile 'phone I'd inadvertently left in my car.

These acts of kindness and outstanding service are in addition to your "basic" service, which includes clearing ice and snow off our cars and warming them up prior to collection in Winter, carrying our luggage, always being on time, and always being friendly - even when we're having a bad day!

To be honest, I've never known anyone in any company go out of their way more to provide a better service, than Alan at ASP. I feel sure that your business will grow and prosper by word of mouth, and I'd be happy for you to use this letter as a testimonial if that helps in any way.

On behalf of Close, Isle of Man, thank you for your continued excellent service!

Yours sincerely

Graham Sheward
Managing Director – Offshore Banking

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