



Bankers
Warranty
Group

July 1, 2010

Dear Valued Customer,

All of us who take great pride in working for Bankers Warranty Group are very disturbed by the content and tone of a recent article by *Dealerscope* magazine. The sensationalism of the headline leads the reader to believe that the ensuing article will offer a negative and scathing review of our company when in actuality the majority of the clients quoted said their issues are typically resolved to satisfaction nearly 100% of the time.

Although we were contacted in advance of the article, it is not our custom to discuss private dealer issues in a public forum.

We take great pride in our customer service and believe that a much more accurate representation of who we are is supported in the statements made in the article by Famous Tate and The Little Guy Home Electronics.

As the President of BWG, it is my goal to see to it that every one of our clients has a positive and long lasting relationship with Bankers Warranty Group. I welcome the inquiries of any current or future Bankers Warranty Group clients and am happy to discuss them with you personally. I hope you will give me a call at 727-579-6210.

Sincerely,

Kevin Rupkey
President, BWG

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