

LYNX Services
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The purpose of this correspondence is to recommend a mutual acquaintance, Ernie Gonnelle, and his tier of service centers providing glass repair solutions to the Southwest Florida area.

My name is Alba Rosati and I am employed at LYNX Services. I manage the Retailer base in our network regarding, but not limited to the following; detail, program management and contracts, retailer performance, warranty management, approvals and complicated billing, insurance claim escalations, resource management I have been with my company for 14 years and currently hail as Business Analyst and leader of our Field Services and Solutions group.

I have had the distinct honor of meeting Ernie and his associates over the last 14 years. Ernie was assisting my company prior to my employment. He was instrumental in assisting our support groups by providing priceless CE training regarding correct glass installations, moldings and sundry parts, along with their purpose and demonstrations on live installs for new hires. He also assisted with the planning and set up of our widely used inspection process.

Over the course of my tenure with LYNX Services, Ernie provided resources by allowing installers in his tier of service centers to take my employees on ride-along training. After my associates finished NGA training, Ernie and his installers took my employees to experience real installations in a mobile setting and proper use of sanctioned tools, adhesives glass and to experience the process in the proper settings and conditions. Ernie and his group of associates provided this valuable training at no cost to us and it has proven very useful in our day to day transactions.

Ernie's tier of service centers has been active and in good standing with various programs with both LYNX and Insurance contracts since prior to my employment here at LYNX services.

Currently, Ernie and his team at AGW, Auto Glass Warehouse, assist my teams daily in information regarding installs, defects, procedure and process relative to a proper service to a glass customer. My associates actually have the service centers on speed dial to assist us while investigating warranties, market trend and installs I would highly recommend Ernie, his associates and his service centers to gain a relationship with any company, network or dealership, for the purpose of business, candid truth and excellent service. Please contact me at the number below if I can offer any more assistance or information regarding your decision for a business relationship with this company and its employees.

Sincere Regards,

Alba Rosati

Leader/Analyst LYNX Services