



February 7, 1997

Dear Towing Professional:

Emergency Road Service, Inc. (ERS) is proud to announce its endorsement of the towing industry's National Driver Certification Program, sponsored by the Towing and Recovery Association of America (TRAA). This program is a major step forward for the towing and recovery industry, and demonstrates TRAA's commitment to excellence.

The National Driver Certification Program prepares candidates for a test that verifies competence in the areas of personal safety, appearance and attitude, customer service, incident management, and overall knowledge of industry equipment & classifications.

Drivers who enroll in and pass the National Driver Certification Program will receive the National Driver Certification diploma and patch. These items testify to the fact that the drivers have mastered the skills and knowledge necessary to perform in a safe and satisfactory manner. This ensures consistently superior service and improved safety for all of our customers.

The time is right for the experts in our industry to set national standards for all towing professionals. We believe that the voluntary program created by TRAA is the best option for the industry professional.

ERS has for many years been an industry leader in promoting the benefits of continuing education. We are firmly behind the national certification of tow truck operators, and urge all of our towing industry partners to enroll their drivers in the program.

Sincerely,

Michael R. Poletti
Senior Vice President

John Annichiarico
Director, Road Service Network

Emergency Road Service, Inc.

275 E. Hillcrest, Suite 203, Thousand Oaks, CA 91360 (805) 379-3766 FAX (805) 371-1127