

The Signature Group  
200 North Martingale Road  
Schaumburg, Illinois 60173-2096

(847) 605-3000



January 31, 1997

Fletcher R. Hall  
Executive Director  
Towing and Recovery Association of America, Inc.  
220 Mill Road  
Alexandria, VA 22314-4677

Dear Fletcher:

It is with great pride that The Signature Group endorses the National Driver Certification Program sponsored by the Towing and Recovery Association of America (TRAA).

The National Driver Certification Program is a worthwhile effort to improve the entire towing industry. Certified drivers have demonstrated that they have attained a professional level of knowledge in the areas of truck, equipment and tools, incident management, safety, appearance and attitude, and customer service. All constituent parties (drivers, towing companies, customers, motor clubs, auto manufacturers, insurance companies, etc.) in our industry benefit with certified drivers on the road.

Sincerely,

A handwritten signature in black ink, appearing to read "Jim Wohlever". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Jim Wohlever  
Assistant Vice President