

Future Forensics

Automotive Damage Investigations

February 13th, 2007

To whom it may concern:

Letter of recommendation and acknowledgement for Haury's Lake City Collision:

I am the president of Future Forensics, a company that is a industry leader in automobile damage investigation, post collision repair inspections, Diminished value assessments, and conflict resolution matters in the collision repair industry.

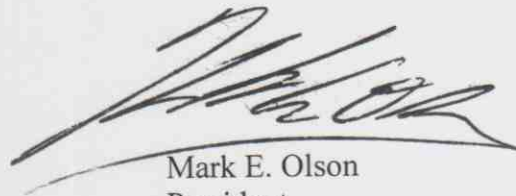
I am also the owner of Verifacts Washington and national consultant for VeriFacts, we provide the collision repair industry with training and on site inspections across the country. I am in the largest and most progressive repair shops in the country every day.

I have attached my resume to this letter. Contained in my resume is my credentials in the collision repair industry.

In my dealings with Haury's Lake City Collision, I have observed the following:

Haury's has been on the VeriFacts shop coaching program for 4 years. In that time I have inspected hundreds of vehicles. The inspections take place during repairs at the repair shop, or at the vehicle owner's home as a post repair inspection. Generally the at home visits are done at the request of an insurance company or a consumer in preparation of a diminished value claim. High quality collision repair is what I find during the repair process and when inspecting a vehicle after repairs are complete. In my experience the workmanship and commitment to quality consistently delivered by Haury's is among the best I find in the country. Haury's consistently adherers to the industry guidelines for quality and process – and where applicable – follows the manufacturers guidelines as a matter of business course.

In my professional opinion, Haury's Collision has an outstanding commitment to the highest quality repairs, customer service and adherence to manufactures specified repair criteria. Haury's consistently delivers high quality collision repair in an industry where this is not always the case.



Mark E. Olson
President
Future Forensics / VeriFacts Seattle

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RESUME OF MARK E. OLSON

SUMMARY

Over Twenty Five years experience in the collision repair industry including Certified Instructor for The Inter-Industry Conference on Auto Collision Repair (I-CAR), Collision repair and automotive refinishing technician, body shop owner, independent insurance physical damage appraiser, staff insurance field technician / Adjuster.

WORK HISTORY

VeriFacts Seattle/Collision Coach – Seattle, WA
November 2006 to Present – President

VeriFacts Automotive – Nevada/California
January 2003 until November 2006: Vice President / COO

FUTURE FORENSICS - SEATTLE, WA.
October 1, 1997 Until present: President

PRECISION COLLISION INC. - BELLEVUE, WA.
October 1, 1997 - March 1, 1998: Consultant / Manager

INTER-INDUSTRY CONFERENCE ON AUTO COLLISION
REPAIR (I-CAR)
1993-Present: Certified Instructor in multiple disciplines.

ALLSTATE INSURANCE COMPANY, - SEATTLE WA.
September 1996 – September 1997: Field Technician / Adjuster
Special assignments and field damage analysis.

PRECISION COLLISION INC. - BELLEVUE, WA.
March, 1995 - September, 1996: General Manager

MOORE'S BODY SHOP - SEATTLE, WA.
June, 1992 - February, 1995: Partner / General Manager

MARK 2 COLLISION CENTER - EVERETT, WA.
December 1991 - June 1992: New shop set up consultant. 6 Month contract.

CRAWFORD AND COMPANY - BELLEVUE, WA.
December, 1990 - December, 1991: Contract field appraisals

MOORE'S BODY SHOP - SEATTLE, WA.
January, 1985 - November 1990: Technician / Manager / Part Owner

OLSON'S BODY SHOP - SEATTLE/BOTHELL, WA.
February 1982 - December 1985: Collision / Refinish Technician - Owner. Including many odd jobs with different minor employers.

PROFESSIONAL DATA & MEMBERSHIPS

-Autobody Craftsman Association:

- *North King County Director 1994-95
- *Education Chairman for the State of Washington 1994-95
- *North King County Co-Director 1993-94
- *Public Relations Chairman 1993-94

-Inter Industry Conference on Auto Collision Repair (I-CAR):

- *Instructor; 32 hour Collision Repair 2000/3000
- *Instructor; 8 hour Glass Repair and Replacement
- *Instructor; 8 hour Plastic Repair course
- *Instructor; 8 hour Detailing course
- *Instructor; 4 hour Fundamentals of Collision Repair Course
- *Instructor; 16 hour Collision Damage Analysis course
- *Instructor; 4 hour Corrosion Protection course
- *Instructor; 4 hour Welding and Cutting Steel course
- *Instructor; 8 hour Air Conditioning Repair and Diagnosis
- *Instructor; 8 hour Structural Parts Steels Course (1&2)
- *Instructor; 4 hour Trim and Hardware course
- *Instructor; 4 hour Three Dimensional Measuring Principles Course
- *Instructor; 4 hour Structural Parts Steels 3
- *Instructor; 4 hour Straightening Structural Steels course
- *Instructor; 8 hour Heating and Cooling course
- *Instructor; 24 hour Volvo Collision Repair 1-6
- *Instructor; 4 Hour Corvette Z06 Collision Repair
- *Instructor; 16 hour Aluminum Repair
- *Instructor; 4 hour Steering and Suspension
- *Instructor; 8 hour Advanced Steering and Suspension

-Member Sno-King Committee

-Lake Washington Technical College Autobody Advisory Board Chairman 1999-2003

-Experienced Auto Skills 2 week workshop - 2nd in class.

-Automotive Service Excellence (ASE) Certified Body Technician and Vehicle Damage Estimator.

- I-CAR Platinum Individual, Certificate of Qualification; March 2001

