

July 1, 2023

To whom it may concern:

Please accept this letter of referral for Dent Master of Southaven, MS. To fully explain please allow me to share our company's experience from the onset of the storm that damaged our vehicles. On March 26, 2023, our dealership experienced extensive hail damage to almost all our inventory. Everyone in our area rushed to secure a paintless dent repair company. In our dealership we researched the expense down to pennies before we were comfortable making a claim with our insurance company. After a few days we saw that the expense was too great, and it would be necessary to file the claim. The adjuster who had visited other dealerships advised that our damage was the most extensive of what he'd seen. From there we began trying to secure the best possible company as we are a new car franchise. This was no easy task even with numerous connections. One company was very reputable but requested more funds for repairs than our insurance company was paying out. From there we contracted with a national company. We scheduled repairs and awaited their arrival the following week. I received a phone call that morning that no dealer ever wants to hear. The national company's representative refused to repair even a single car. They stated that all 150 damaged vehicles would require bodywork and that no PDR company could do the work.

It was that same day I spoke to Ashley Bishop of Hail Masters. He and I spoke twice that day and agreed to terms. The day after I signed the contract Dent Master had workers on the ground completing repairs. They did what others said couldn't be done and at a fraction of the price of the competitors. In addition to that, they expedited the process by starting the work so quickly-they saved my reputation with my customers and provided the highest quality work. In fact, in comparison to the vehicles that were sent to the body shop they provided higher quality repairs in significantly less time. In my 16 years in the industry, I have only encountered this twice and hope it is a very long time before I do again but if you need paintless dent repair I would absolutely recommend Dent Master. Even when the work slowed down Dent Master kept their people on-site until the work was completed to my satisfaction. If any of my industry friends reach out for I recommendation I would provide Ashley Bishop of Dent Master's contact information without hesitation. I wish I had done so sooner. I will not make that mistake a second time.

Respectfully,

Nicole Smith  
General Manager  
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