



McDonald's Corporation
McDonald's Plaza
Oak Brook, Illinois 60523-1900
Direct Dial Number

PH: 630-623-6173

September 5, 2001

Mr. Ron Shoemaker
Flexco Fleet Services
1239 Drumbarton Ct.
Columbus, OH 43235

Dear Ron,

The purpose of this letter is to thank you for the new level of performance Flexco Fleet Services has brought to Fleet Management Services remarketing portfolio.

After vehicle acquisition, remarketing the used vehicle is the next largest and frequently overlooked expense component in the management of a fleet. In July 1999 of our 40 regions, we purposely assigned 5 that had the poorest historical return of the market. Since that time, Flexco has demonstrated the ability to direct our retired vehicles to the strongest national markets in order to maximize our return of investment.

Despite the downturn in the entire wholesale market, your expedient process from pickup to payment has forced our other vendors to shorten their remarketing cycle. Additionally, your national resale network has invoked renewed competition, especially when your efforts increased Flexco's volume of regions!

Flexco has demonstrated the quality and value of it's remarketing system through impressive resale returns in a very short time frame and clean, accurate paperwork. Thank you for the contributions Flexco has made to our department!

Sincerely,

A handwritten signature in cursive script that reads "Susan M. Miller".

Susan Miller
Senior Fleet Manager
McDonald's Corporation