

July 21, 2011

Mark Eaton  
Ridgefield Junction Auto License  
2 South 56<sup>th</sup> Place, Suite 103  
Ridgefield, WA 98642

Dear Mark,

I wanted to take this opportunity to thank you and your staff for the wonderful service Ridgefield Junction Auto License has provided First Tech Federal Credit Union.

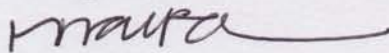
Partnering with your agency over the last year has provided us the ability to service our members in an accurate and efficient manner. You and your staff have made obtaining fee estimates and securing our lien an effortless process. With quick turnaround times and fast processing, my team was able to submit applications and receive perfected titles much more promptly than by using the county auditor.

Your team's extensive knowledge of licensing in the State of Washington is a wonderful resource to have. It's extremely important to the credit union's member service standards to have quick access to a team of licensing experts, and that's just what we receive by doing business with your agency.

I know firsthand the frustrations of trying to get through to the Department of Licensing's customer service line only to not receive the information or assistance that I need. By working with your agency, I am able to rely on your team to work as a liaison between the Department of Licensing and the credit union to resolve any titling issues.

I would highly recommend your agency to anyone looking to streamline title work, receive prompt service, and benefit from your expertise. All of these elements are delivered by a team of professionals who work to ensure your needs are met.

Best Regards,



Melissa Walker  
First Tech Federal Credit Union

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