

CENTRAL CHAMBERS

LAW CORPORATION

Company Registration No. 200204140R (Incorporated with limited liability)

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Ref : CCLC/Admin

18 February 2011

BKW Rent-A-Car Pte Ltd
120 Lower Delta Road
#02-15 Cendex Centre
Singapore 169208
Attn: Mr Lim K. S.

Dear K.S.,

I write to tell you of a very positive experience with BKW on 9 February 2011. I only managed to find the time to write now but nevertheless, anytime is a good time to report a good experience.

I was on my way to The Raffles Marina for an important meeting for a listed company when at the AYE, I had a puncture to the left tyre at the back of the car. Normally I would reach out for my mobile phone and call you. As Murphy's Law would have it, I had left my mobile at home on the charger. I managed to walk out of the highway of speeding cars to a place where there were homes. A kind soul allowed me to make a quick call on her mobile as she was on her way to work. I called Helen my Finance Manager in the office and was only able to tell her that I was on the AYE and that I could see the Clementi Stadium at a distance. There was no way that anyone could contact me after that as I had to get back to the car.

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CENTRAL CHAMBERS
LAW CORPORATION

In association with Messrs Chris Koh & Chew in Malaysia - Kuala Lumpur
In association with Sim Teck and Associates
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LAW A CHINA-SINGAPORE JOINT VENTURE LAW FIRM
OFFICES 大成中央律師事務所

In association with Vaish Associates Advocates in India
*Central Chambers is a partner firm in Dacheng Central Chambers LLP with the foreign lawyers listed above.

Letter to BKW Rent-A-Car Pte Ltd

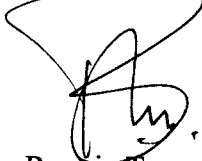
Dated 18 February 2011

To my pleasant surprise, within 15 minutes, Kenneth from your office arrived with a mechanic and another person (Kelvin). Kenneth took charge and told Kelvin to drive me to the meeting. He told me that the car with the changed tyre would be sent to Raffles Marina after that.

I was sent to the meeting and within 1 hour, the door to the meeting room opened and my car keys were handed to me. Wow!!! Even the meeting was impressed.

Thank you guys. What fantastic service. I want to tell my friends about your service. Keep it up!

Yours sincerely

A handwritten signature in black ink, appearing to be 'Ronnie Tan', written over a large, faint, circular watermark or background mark.

Ronnie Tan
Managing Director