

July 9th 2008

Dear Sirs,

Without going into all the specifics, please accept that my experience with [REDACTED] goes back to the change of ownership from [REDACTED] to [REDACTED] in the hands of Mr [REDACTED] and his employees.

I have owned 3 shops, namely Labrador, Mermaid Beach and then Towoomba.

Frequently I asked for information on where their advertising fund money was going to, with no satisfying answers, and no advertising!

I was used to honesty in business. This was not given. Eventually, and after much heart-rending experience, I sold Mermaid to [REDACTED] (They on-sold it at a massive profit from what I was told); and I eventually sold Labrador to a Sydney engineer who struggled as I did. There was no specific advertising, and a little general stuff, very little, and you could get the records of this easily whereas they would not give such to me.

I believe Toowoomba has been closed and an independent set up exists.

But all I can say to you was that it was a frustrating exercise in dishonesty. I had been used to the truth from suppliers like Jaguar, Landrover, Peugeot, Lamborghini, Citroen, AlfaRomeo, over the years as their dealer before selling up in 1999 and 'retiring' with a smaller operation like [REDACTED], and was greatly disappointed in their dealings.

Having the three franchises, there was the central issue of applying and using the money taken from the franchises and applying it to advertising, not themselves.

My file is closed and filed away and I only give you general information. But there is no way they the 10% the supposedly used for 'advertising' was used as such in addition to the 5% for temselves, and they never disclosed their used of the 'advertising fund' even after frequent complaints.

Yours sincerely,

Geoffrey D Trewin