

Innovative Vehicle Solutions  
3241 Benchmark Drive  
Ladson, SC 29492 54

December 24, 2014

Office of the Governor  
1205 Pendleton Street  
Columbia, SC 29201

Dear Governor Haley:

I would like to acknowledge the exemplary level of customer service provided by both Ms. Monica Brown and Ms. Jamie Bowers of the SC DMV Dealer Unit in Blythewood.

I am both a new resident in South Carolina and new to the automotive industry (as an upfitter affiliated with Mercedes Benz). My company is also new to SC, and creating jobs in Ladson (15 so far!). My first task at my new wholesale dealership was to fix the months old problem of obtaining and renewing multiple licenses and tags for my new company. So I did what one does - look in files, and scan the web, and try to figure out what is needed. The commercial DMV site was quite useful but there was an enormous amount of information. As a newbie I needed further direction, and especially someone to point out where to start.

I called Blythewood and spent a few frustrating minutes on the phone with the initial intake, mostly due to my inability to form the correct questions. After asking to speak with a manager, I was transferred, and expected further frustration and bureaucratic rigamarole.

But, literally, the clouds parted and the sun shone through. Monica Brown answered the phone! And yes she did say "it's a great day in South Carolina". (At that point I wasn't sure...). I stated my case, she said "Do you have a pen and paper because I am going to tell you exactly what to do." I did and she did. She also provided her email and direct line in case I had further questions. I did, and she has answered them all, even when I leave questions on her voice mail. Those are always answered within 24 hours by the way.

With her expert assistance and patient guidance, I was able to renew our transporter license and tags with minimal discomfort. We had an issue with another license that continued into this December. Ms. Brown was scheduled to take time away from the office. Before she went on leave she left me specific instructions, a contact in her absence, and told me she had briefed her colleagues. I sent in my paperwork to renew our dealer license, and held my breath. Silly me - I still had my doubts. Surely there could not be two amazing individuals in the same state office.

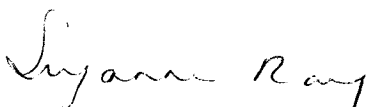
Then Ms. Bowers took over. She was *completely* briefed on my case, had our paperwork on top of her pile, but had noticed some issues. She immediately emailed me the details - one of which was an insurance policy that had lapsed/renewed during the transit time for the paperwork. Ms. Brown called to update this insurance, and provided exact direction on the remaining details. Long story short - because of Ms. Bowers' initiative, this application was completed in less than 2 days over the Christmas holiday. Genius. And she had the same flawless manners, detailed

knowledge, and stellar customer service attitude that Monica Brown has. Along with the clouds parting, and the sun shining through, I believe I heard a choir singing. ;-)

This is a long story but I wanted to take the time to detail this exemplary experience, particularly as the stereotype of the DMV is quite different. I have spent a long career in management consulting and Human Resources, and I have rarely been this enamored of an interaction with any agency, let alone a state agency. Ms. Brown and Ms. Bowers provided the sort of experience that others can only dream of.

I wish to commend both ladies to the DMV, and to the state of South Carolina. This is what service is all about. It IS a great day in South Carolina.

Gratefully,

A handwritten signature in cursive script that reads "Suzanne Ray".

Suzanne Ray  
Chief People Officer  
Innovative Vehicle Solutions  
Suzanne@Innovativevehicle.com

cc:

Mr. Thomley, Dealer License Manager, SC DMV Dealer Unit  
Mr. McClary, Director of Inspector General, SC DMV Dealer Unit  
Mr. Schwedo, Executive Director, SC DMV Dealer Unit