



N. Y. Consolidated Service Agency Inc.

APPLIANCE - PARTS & SERVICE

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April 26, 1988

TO: All Servicicers and Manufacturers serving the NY area

SUBJECT: Meeting to address problems of Appliance Service Industry

Gentlemen;

Recently, I sent an open letter to all servicicers and manufacturers serving the NY State area, indicating my feelings of frustration with the Appliance Service Business. Your response and that of some of the manufacturers has been most gratifying.

Most of the servicicers feel that there is a need to organize in order to address the problems that face all of us. The manufacturers that have responded, have indicated that they agree that changes have to be made and have expressed a willingness to work with us to resolve those problems in the future.

With all of this positive response, I have arranged for a meeting to take place on May 16, 1988 at 6:00pm. The meeting will take place at the Northway Inn, 1517 Central Ave., Albany, NY. For the first time in my career, I can honestly say that there appears to be light at the end of the tunnel.

I hope this meeting will produce an organization that will be dedicated to improving the standards and STABILITY of our industry for, warranty servicicers, non warranty servicicers and manufacturers alike.

If you are interested in your future in the Appliance Service industry, I strongly urge you to attend this meeting. Some manufacturers have asked to attend this meeting as observers so that they may report first hand on our progress.

I will need to know if you will attend this meeting. Please call with your RSVP or send me a note with the numbers of people so that we can have adequate facilities for everyone.

Sincerely yours,

Ron Sawyer