



Wolfes Waypoint Marine  
717 N Hwy 62  
Rogers, AR 72756

January 29, 2018

Dear Valued Mercury Dealer,

In 2006, Mercury Marine implemented the Service CSI Award to recognize those dealers who truly set the mark in delivering complete customer satisfaction while servicing Mercury outboard and MerCruiser products.

Because of your dealership's outstanding commitment to deliver excellence in customer satisfaction this past year, Wolfes Waypoint Marine has met all the requirements needed to receive the 2017 Service CSI Award. This is truly an honor, as only 206 dealers across North America qualified for this award. The requirements needed to achieve the award were as follows:

- Be a Mercury Premier or Certified Service level dealer at the end of the fourth quarter of 2017
- Meet the minimum amount of Service CSI surveys returned from customers during the 2017 calendar year
- Maintain a rolling 12 month CSI score of 93.5 or higher

Congratulations on winning this prestigious award, and our most sincere thank you again for your commitment to complete customer satisfaction!

Sincerely,

Rob Schrage  
Director, Field Service Development and Operations