

Porsche Bratislava

Porsche Inter Auto Slovakia, spol. s r.o., Dolnozemská 7, 851 04 Bratislava

Juraj Horváth
Vyšehradská 3713/6
851 06 Bratislava

Date: 03.07.2017

Subject line: Reference Letter

This reference is provided upon request of the employee Juraj Horváth in respect of his last position of **Warranty Manager** during the years 2008 - 2017.

Juraj Horváth managed warranty processes according to the determined criteria of the **Volkswagen, Audi, Seat and Skoda** brands and he was responsible for refunding the costs on labour and material of all warranty works in cooperation with the accounting department of the brand manufacturers.

His job description was as follows:

Checking up any warranty claims and campaign. Responsibility to manage the team, and apply remedial measures upon the employees, in case of violation of the conditions determined by the brand manufactures in the individual sections of the customer service, including the call center, service advisors, chiefs of workshops, warehouse department, external assistance services.

In his position, he was authorized by the company to deny, in correspondence, any warranty repairs, and he knew the required legislation of the Slovak Republic.

He attended the meetings with the importer in order to agree on the conditions of financial coverage of service support for loyal customers in post-warranty repair, and he proactively responded to the need to minimize the costs on such repair. Thus, he achieved maximum satisfaction of the customers who have remained loyal to our service until this day.

Porsche Inter Auto Slovakia,
spol. s r.o.
Dolnozemská 7
851 04 Bratislava
Slovak Republic

tel. number: +421-2-492 62 200
fax: +421-2-492 62 222
E-mail:
informacie.vw1@porsche.sk
<http://www.porscheinterauto.sk>

Tatra Banka a.s.
IBAN: SK17 1100 0000 0026
8200 0049
SWIFT: TATRSKBX

FN: 31 319 459
VAT: SK2020314472

Reg. in the Commercial
Register maintained by
Bratislava District Court, Entry
no. 2414/B, Section Sro

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He represented our company in warranty audits, where he was able to prove his personal professional aspects with outstanding results every year. He attended all required managerial trainings that are inevitable for performance of working tasks, and he achieved the accreditation for his position. Amongst his current biggest accomplishments is an increase of the turnover of both warranty and post-warranty repairs by EUR 26 560 in the last six months. This accounts for an increase of 25 % of labour and 13 % of material.

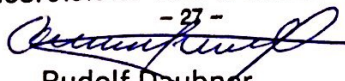
Our company positively assessed his ability to manage people, to create the environment supporting origination of new ideas, his professional capability, reliability, communication, as well as his organizational ability to perform several tasks. He was able to permanently improve the activities by re-assessing, changing and improving the processes in accordance with the changing customer's expectations and the company's organizational targets.

By this letter, I recommend Juraj Horváth as a valuable employee. I believe that he will represent at least the same contribution to your company, as he was during more than 10-year employment in our company. On June 30, 2017, he terminated his employment contract with our company according to Sec. 67 of the Labour Code, as he decided for personal development of his career.

Should you wish additional detail information, do not hesitate to contact me on my e-mail: rudolf.daubner@porsche.sk, LinkedIn or mobile number: +421/907 970 120.

Best regards,

Porsche Inter Auto Slovakia, spol. s r.o.
Dolnozemská 7, 851 04 Bratislava
odštepný závod Dolnozemská
IČO: 31319459 IČ DPH: SK2020314472

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Rudolf Daubner,
Head of Services

Porsche Inter Auto Slovakia,
spol. s r.o.
Dolnozemská 7
851 04 Bratislava
Slovak Republic

tel. number: +421-2-492 62 200
fax: +421-2-492 62 222
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informacie.vw1@porsche.sk
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