

SERVICE POLICY LETTER

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| Reference number: | SPL-30-1022 | Issued: 04 January, 2018 |
| Subject: | Client Services Department Team Update | |
| Applicable to: | All Dealers | |
| Distribute to: | After Sales Manager Executive Manager Service Manager Sales Manager | Warranty Staff Technician(s) Parts Staff |

Dear Colleagues,

As part of our commitment to increase Aston Martin Technical and Customer Support, there are a number of changes and additions to the Client Services Team. These are shown below:

Manager

Steve Tiltman, Senior Manager, Client Technical Services

Body Repair

Jason Vizor, Body Repair Programme Project Engineer, Client Services * [Please give this information to your nominated bodyshop – Jason is also responsible for paint]

Technical Support and Technical Training:

John Draper, Technical Support Project Engineer, Client Services

Darren Snelgrove, Technical Support Project Engineer, Client Services

Adrian Robinson, Technical Support Project Engineer, Client Services *

Joe Doherty, Technical Support Project Engineer, Client Services *

Gary Cosby, Technical Support Project Engineer, Client Services *

Richard Fitzgerald, Technical Support Project Engineer, Client Services

Andrew Elliott, [Andrew moves from Client Services to the Diagnostic Team on 05.01.2018. Information about his replacement to follow]

Field Technical Support:

Des Lea, Field Technical Services Engineer, Client Services

Vincent Ryan, Field Technical Services Engineer, Client Services *

Customer Support:

Keith Brissenden, Client Support Executive, After Sales

Lucy Coton, Client Support Executive, After Sales *

Phil Hickerton, Client Support Executive, After Sales

Craig Watson, Client Support Executive, After Sales *

Department Administration

Dee Morris *

Department Intern

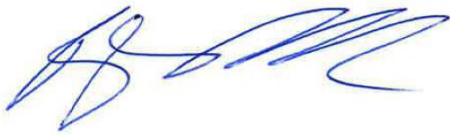
TBC *

* = New member of the Department

If you have any questions about this Policy Letter, please speak to Client Services - Technical on Tel: +44 (0) 1926 644720.

Thank you for your continued support.

Yours faithfully



Phil Eaglesfield
Director, Client Services.