



**POLICE DEPARTMENT**  
**CITY OF GLEN COVE**  
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WILLIAM F. WHITTON  
CHIEF OF POLICE



*"Committed to Excellence"*

Sales Manager  
BMW of Oyster Bay  
145 Pine Hollow Road  
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August 20, 2014

To Whom It May Concern:

I recently entered into a lease of a 2014 328i. I wanted to provide you with some positive feedback regarding my entire experience. This is the third car that I purchased or leased from BMW of Oyster Bay. Prior to entering into this current lease, I went to Rallye BMW and Haberstaad BMW and Audi. BMW of Oyster Bay was by far superior in every way to these other dealerships. Perhaps the main reason for this was the service and assistance provided by Michael Bianco, our sales specialist. He was extremely knowledgeable and helpful. Mr. Bianco took the time to discuss our needs and to make suggestions about safety and convenience options. Ultimately, he custom tailored my wife's BMW to meet every need she expressed making the decision to purchase easy and the entire process seamless. Perhaps the ultimate testament to his professionalism is that his attention did not wane once the deal was finalized. Rather, he assisted with the delivery, personally driving the vehicle to our home where he took the time to walk us through an entire tutorial on the use of every system in the vehicle. He even took the time to connect our cell phones and program the garage door opener. To say I'm pleased is an understatement. I work in a position where honesty, integrity, professionalism and service mean everything. Your dealership and specifically, Mr. Bianco, demonstrated that BMW of Oyster Bay values these same ideals and I will be back for my fourth purchase.

Regards,

Christopher W. Ortiz  
Lieutenant