

ZAKEYA LANIQUE
PHOTOGRAPHY

To: Doug Ross
Vehicle Purchase Concierge, LLC

RE: Endorsement Letter

Date: March 2, 2026

Working with Doug was an incredible experience. After my car was totaled in an accident, I suddenly found myself in urgent need of a new vehicle. I hadn't gone through the car-buying process in over 12 years, so I felt completely out of my element. On top of that, I was already dealing with the stress of the accident. Hiring an auto concierge felt like the best decision I could make.

From the very beginning, Doug made everything easier. After I reached out via email, he called me the very next morning to learn more about my situation, understand my concerns, and walk me through how his process works. His knowledge and calm demeanor immediately put me at ease.

Within just two weeks, I was in my new car two days before my rental had to be returned! Throughout the entire journey, Doug sent countless vehicle options and coordinated test drives, making sure I felt confident in every step. Anyone who has dealt with car dealerships knows how intimidating and pushy they can sometimes feel, but Doug completely removed that pressure.

Thanks to his strong relationships with dealerships, I received an above-and-beyond experience. Doug genuinely advocates for his clients and works hard to ensure they walk away with the best possible deal for their situation without feeling taken advantage of. He absolutely did that for me, and I am so grateful.

He was also incredibly thorough in preparing me for what to expect during the purchase process, which made everything feel smooth and transparent. I truly believe I would not have ended up with the amazing car with the tremendous savings I have today without his guidance.

Doug's expertise, professionalism, and industry relationships make his service worth every penny. I would wholeheartedly recommend his service to anyone navigating the car-buying journey.

Thank you,

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