

Embassy of
the State of Kuwait
Ottawa - Canada



سفارة دولة الكويت
أوتوا - كندا

to whom it may concern:

last friday we finalized a deal of a purchase of a Q7 on the name of The Embassy of state of Kuwait located in Ottawa .Canada. and this is not the first time we as Kuwait Embassy deals with Audi and we have never had any issue with any of the staff of Audi .

until last friday 3/08/2018 After we discussed everything earlier that week and made the deal with Mr: ian thomas ,who we respect a lot and looking always forward to dealing with ,we went to pick up the vehicle ,Mr Ian Thomas was off and everything was fine until Mr Bjorn Endemann the sales manager showed up and introduced himself as sales manager and start talking about the diplomatic discount and we can not ask for anything else but when we told him that Mr thomas promised us more stuff(winter matt ,mug, keychain etc...) ,he opposed strongly to offer us anything and when we tried to explain to him that for us it s not the money or gifts that are impotent to us but the principal and respect that matters , he was like there is nothing i can do for you and if you want to cancel the deal it s ok with me,and you must pay for even a mug he was very rude. knowing that we pay cash our vehicles ,to be honest we were thinking to cancel the deal and just take off, because the way he was talking to us was very disrespectful, rude and scary :for almost 30 minutes standing up and arguing about the deal ,he didnt have the courtesy to invite us to his office and discuss it, As diplomats for the first sight ,this gentelman has some issues with our Embassy ,the second assumption ,which i think is the most accurate is that Mr:bjorn is stereotyping along ethnique racial lines that what we felt and that what we have never experienced in either BMW or Mercedes for over a decade ,one more thing in BMW ,we were avoiding this gentlemen and always trying to deal with Irene or Hassan with whom we feel very comfortable and safe. The Embassy feels very sorry for that racial act from your sales manager ,and hope that Audi makes some changes ,otherwise Audi will be loosing a lot of customers

thanks ,best regards,...

for more information feel free to contact me at 613 7164161

