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ACCEPTANCE LETTER

Number:2/BJ/I/2026

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Position : Editor In Chief BIMA Journal (Business, Management, & Accounting Journal)

It is hereby explained that the article entitled **"Analysis of Perceived Quality, Customer Satisfaction, and Customer Experience on Customer Loyalty at the Astra Daihatsu Surabaya Workshop"** which is written by **Dwi Salsabila Ulfirin, Lilik Indayani, Muhammad Yani** ; has been accepted and will be published in BIMA Journal (Business, Management, & Accounting Journal) Accredited Sinta 4 Volume 7, Number 1, June 2026. Thus this information is made in truth, so that it can be used properly.

Bengkulu, January 5, 2026

Editor in Chief,



Eko Sumartono, S.P., M.Sc



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