



November 5, 2009

Josh,

I just wanted to jot you a note to say thank you very much for the terrific service that you provided for my parents. Aside from the great result that you achieved through your capability and professionalism, you really helped put their minds' at ease during this period of extraordinary stress. Your outstanding competence provided them with a realistic confidence. They knew that they were in good hands the day that they met you.

Personally, I watched this issue age my parents' right before my eyes. I'm glad to report that when they called me to share the good news; I could literally "hear" the weight of the world lifted off of their shoulders in their voices. For that I am forever grateful.

Your friend,

A handwritten signature in black ink, appearing to read 'Pat', written in a cursive style.