

July 8, 2015

Mr. Crockett Herd  
Broward Factory Service  
3500 North 28th Terrace  
Hollywood, FL 33020

Dear Mr. Herd,

Over my 83 years on this planet, I've seen a lot of changes on many fronts, both good and bad. One that has always concerned me is watching what once was a very strong American work ethic diminish to one I believe, at times, is virtually non-existent. Now more than ever, I often think that 'gone are the days' when individuals took pride in their work, did the best job they could no matter what the task, and, most importantly, did what they said they would do.

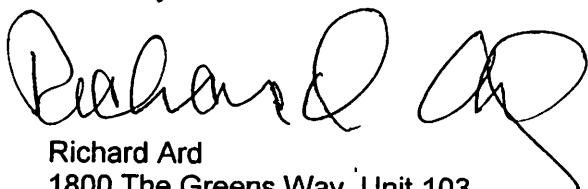
I wanted you to know, however, that two of you employees, Michelle Carlson and Fran Hall, have restored my faith in the American work ethic and have given me hope that there are still individuals and companies in this country that adhere to the same beliefs and ideals ingrained in the people of my generation.

Consistently, Michelle and Fran have provided my wife and me with the customer service that makes all the difference. Every time we speak with them, they are friendly and professional and convey their genuine concern about the issues we are having and their desire to help us correct them. They get back to us as promised, ensure that the work is completed to our satisfaction and, most importantly, always do what they say they are going to do. It's so refreshing to work with both Michelle and Fran, and my wife and I feel comforted and secure knowing they are there for us.

When I recently reviewed your company's website, it dawned on me that it's more than a coincidence that two employees from the *same* company share the *same* strong work ethic and possess the *same* exemplary customer service skills. It all made sense, however, when I saw you're your quote "Always treat you customers as you would want your Mother to be treated." My hunch was right: It starts from above! I was very pleased to see your ideal atop Broward Factory Service's priorities.

Accordingly, I'd like to thank you as well, Mr. Herd, for keeping such a strong customer service standard forefront in your organization. I'm sure it's made all the difference for you and your family as well. I hope you will recognize the outstanding efforts of Michelle and Fran who are so wonderfully perpetuating your high—and currently rare—standards.

Sincerely,

A handwritten signature in black ink, appearing to read "Richard Ard". The signature is fluid and cursive, with a large initial "R" and "A".

Richard Ard  
1800 The Greens Way, Unit 103  
Jacksonville Beach, FL 32250

July 1, 2018

Mr. Crockett High  
Growth Family Services  
3300 North 20th Street  
Hollywood, FL 33020

Dear Mr. High:

Over my 33 years on this planet, I've seen a lot of things and I've learned a lot of things. I've seen a lot of things and I've learned a lot of things. I've seen a lot of things and I've learned a lot of things. I've seen a lot of things and I've learned a lot of things.

Over my 33 years on this planet, I've seen a lot of things and I've learned a lot of things. I've seen a lot of things and I've learned a lot of things. I've seen a lot of things and I've learned a lot of things. I've seen a lot of things and I've learned a lot of things.

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Sincerely,

Richard A. [Signature]  
3300 North 20th Street  
Hollywood, FL 33020  
561-966-8355