

November 13, 2014

Re: Letter of Commendation for Rich Schlueter

To whom it may concern:

We would like to take this time to thank Rich, for all the time and effort he took in trying to assist us with enrolling into a Long Term Care Plan. Unfortunately, we are not qualified for consideration into any of the plans offered by your company.

Through this all, Rich did everything possible to make himself accessible to us. Despite the time difference between us, he made sure that he stayed as flexible as possible to ensure that we could reach him with any questions or concerns we may have.

John and I both have very demanding jobs and Rich patiently waited until we were available to submit the necessary information to enable him to review our case.

Despite not being able to purchase a plan, we wanted you to know that the services rendered by Rich throughout the process were exceptional. We were very pleased with the polite and professional service that he gave us.

Sincerely,
Maria and John Wraspir