

March 12, 2025

Dear Christopher,

I want to express my most profound appreciation for all the help you provided to my family.

You were there every step of the way, from meeting us at home, listening to our struggles, assessing my sister's needs, and providing solutions.

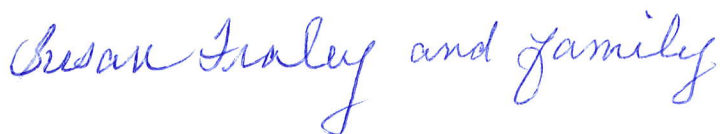
You patiently explained all our options for elder care whether it was in home or Assisted Living. You helped us learn what to look for while touring the different facilities, objectively and openly.

We appreciated all your emails, keeping us updated, and all the help with the state-required paperwork to facilitate a smooth transition.

Even after my sister moved to Gateway, you contacted us to see if we had any additional questions or concerns.

During this difficult time, you were there for us.

Thank you for your knowledge and care,

A handwritten signature in blue ink that reads 'Susan Fraley and family'. The signature is written in a cursive, flowing style.

Susan Fraley and family.