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Suite 3505
Atlanta GA 30339**

Karla Bradley
1475 Buford Drive
Suite 403-106
Lawrenceville, GA 30043

Dear Ms. Bradley,

About a year ago I decided to take a trip to Patagonia and realized that I would need help planning the trip. There were red eye flights to Buenos Aires, an additional in country flight, and accommodations in multiple locations. We got it all booked and I was off to hike in the Andes.

It was all good, until I lost my phone on the first night of a 14 day trip. The primary mode of communication in Argentina is WhatsApp and I was in a country where there are no Apple stores to replace the phone. The itinerary made me a moving target in remote areas so shipping one wasn't an option. For a brief moment I thought of heading to home and calling it off.

With a tablet and e-mail, I was able to let you know what happened. That's where your super hero story begins. How do I get a car service to the airport at 4:00 am? E-mail you and you make the arrangements. What happens when I take a side trip and don't tell anyone and the hotel doesn't know where I am after being about 8 hours over due? You get the call and tell them to hold the room. How does the driver at Jorge Newberry Airport know who to pick up? You sent him my PowerCore picture by WhatsApp and nothing missed a beat.

I was able to hike to Playa de los Icebergs, see Cerro Torre and Mount Fitzroy, and see glaciers and water falls that were awe inspiring.

A good travel agent can book a trip. A great travel agent has creative solutions to problems and can save an adventure for their clients. Make no mistake Karla – you are a great travel agent. Because of your support, I was able to have a fantastic trip that went smoothly. I couldn't have done it without you.

Best regards,

A handwritten signature in blue ink, appearing to read 'Mike Smith', with a stylized flourish at the end.

Mike Smith