

1 August 2017

Mr. Michael Sussman  
Haven Insurance Group  
4060 Peachtree Rd NE  
Atlanta, GA 30319

Dear Michael:

The request was a simple one.

We just needed a simple auto insurance policy:

- For my 93-year old aunt
- Who is legally blind
- Who doesn't have a driver's license
- Who will rely on caregivers and me to drive her around
- Who has a trust that owns all her property

The vehicle was simple too. It was just a minivan with a lowered rear deck and retrofitted with a ramp that extends out of the rear so she can drive her power wheelchair into the van.

We bought the car through a broker and he'd promised it by Tuesday. Then he surprised me by delivering it three days early.

Thank you, Michael, for dealing with the special requests, the special equipment and the late Friday hurry-up caused by the early delivery.

Thank you for thinking of coverages I hadn't considered, for dealing with the uncommon ownership configuration and for doing it all with a smile.

You really did make it simple for me, when the deal was complex and the timeline was short.

I can't thank you enough for being part of the thing that will give my aunt unexpected freedom and new things to look forward to.

I look forward to finding opportunities to refer you to friends and colleagues.

Warmest regards,



Jill Pullen